



Social - Internal Stakeholders

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

Material Topic >>>

GRI	401 Employment
	403 Occupational Health and Safety
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Core Target and Vision

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



Corresponding to the Sustainable Development Goals (SDGs)

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

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Strategic Goals



2021 Performance Overview

Attracting Great Talents: Sinyi Realty always considers our employees to be unique partners, and provides opportunities that they will be able to grow alongside the company. We also provide competitive compensation to attract outstanding talents.

Creating a Friendly Workplace: We show our care for the physical and mental well-being of workers with systematic approach to health management with comprehensive benefits.

✔ Achieved ⚙️ Ongoing ⊖ Not Achieved

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

Labor-employer Relations

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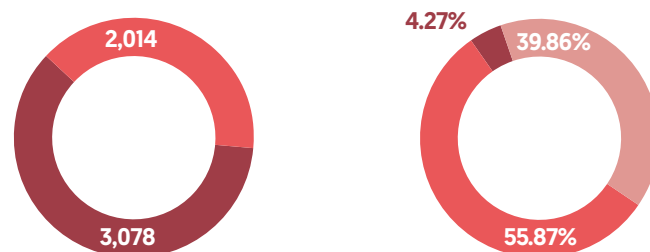
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SDG8

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

● Employment Overview

○ Diversity of Employees



There are 5,092 employees in 2021

	Female	Male
Top-level Management	2	16
Executory Management	8	61
Supervisory Management	106	433
Employees	1,893	2,559

Under 30 years old (incl.)	39.86%
31~50 years old	55.87%
Over 51 years old (incl.)	4.27%

○ New Employee Hires and Employee Turnover

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

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

● Communication Policy

○ Grievance Mechanisms and Communication Channels

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

○ Employee Engagement Survey

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

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

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

Talent Recruitment

Policies

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

TOP Talent Course with 104 Job Bank

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



Industry-academia Cooperation

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

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

Training Program

New Employees Orientation

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

“

Full-time Internship to Branch Owner-to-be

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



Hao-Chen Luo, Providence University | Intern 2018

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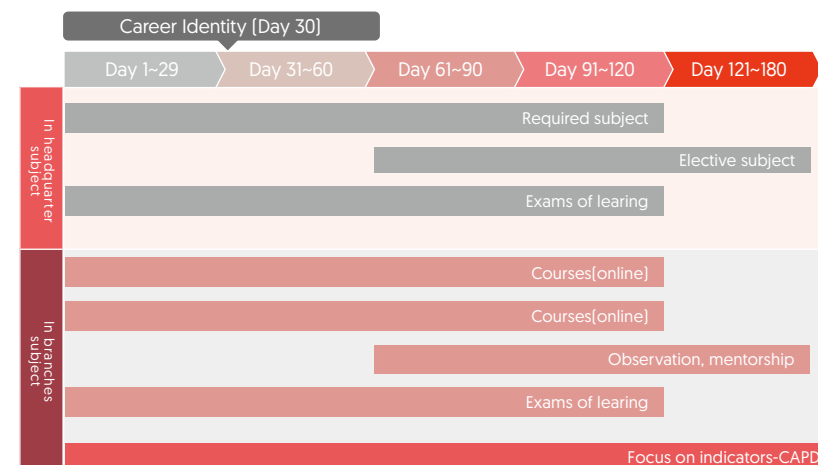


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Overview of Employee Training

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

Training Projects

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Senior Management Training Camp

In order to improve the leadership skills of middle and senior management, as well as in anticipation of an idea of "becoming representatives of the company," every month we organize this training program for middle and senior management. Over the course of one year, through themed discussions, gatherings, practical exercises, and other forms of interaction and guidance with the founder and the general manager. We embedded Sinyi's philosophy into their management practice.

Branch Management Cultivation and Training

Sinyi is committed to opening as many branches as we have branch managers available. We held a two-month branch management cultivation and training program for potential managers, with middle and senior management serving as lecturers, practice sessions, counseling, and a final project exhibition. Through this, we are able to equip employees with management skills and ensure they are up to the task of branch management. We also encourage employees to take part in putting forward potential managers, fostering a fellowship of helpful and influential management.

Sinyi Volunteers—Re-learning Empathy in Service

Volunteer service is one of the alternative training methods Sinyi employs, and through it, employees are able to re-familiarize themselves with what service really means. This also gives each member opportunities to experience different ways of life and to learn to look at community affairs with empathy. Thanks to this, they are able to rediscover their passion for their work and to experience a different side of society, energizing their service skills.

New hires Training Program

New hires training runs through the business of Sinyi in full, covering business concepts, professional real estate knowledge and skills, professional attitude, company systems and rules, and more. It includes both coursework and in-branch practical training, providing a solid foundation for newcomers and ensuring that they start out with a strong understanding of what the job entails and how it is to be done. We also provide a diverse guidance system that includes lectures, mentorships, management orientation, EAP, and more. In addition, we conduct regular surveys to see how people are adjusting and give any help they need, personal or professional, in a timely manner.

Lifelong Learning

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

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



684 hours EMBA



4,834 hours Self-improvement



156 hours Foreign Language

CREATE Workshop

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



● Salary and Incentives System

1

A Profit-sharing Plan

One-third of net profits shared with employees.

2

Reasonable Remuneration

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

3

Sales Representatives

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

4

Administrative Employees

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

● Performance Management

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

● Promotion System

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

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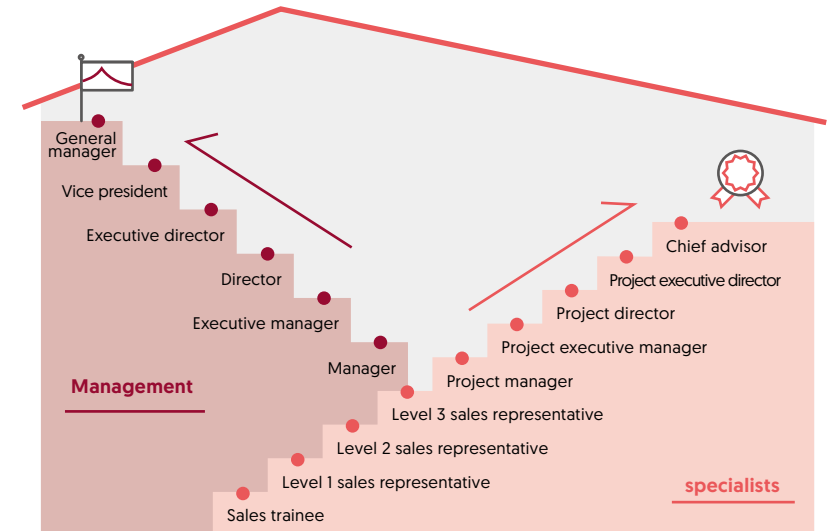
Sinyi Gentlepeople

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



Zuoying Station Branch Manager
SHI,ZHI-BANG

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

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

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

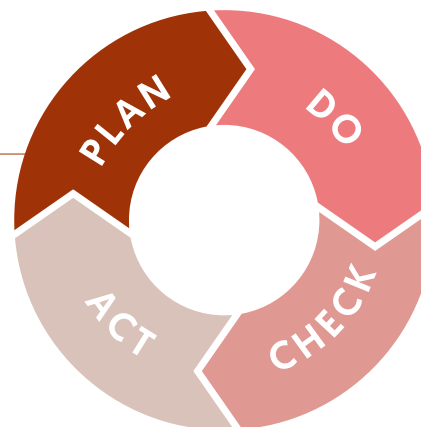
Occupational Health and Safety Management System

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

Worker Participation, Consultation, and Communication

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



Training For Occupational Health and Safety

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

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



Risk Assessment and Management

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

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

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● Occupational Health Services

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Dedicated Happy Health Management Center

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

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

Ensuring Health And Safety at Workplace During Pandemic

Actions as following:

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


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

● Workplace Safety Analytics

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

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

Benefits and Retirement Plans

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SDG8

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

Employees and Dependents Care Benefits

■ Legally Required Benefits

■ Benefits provided to full-time employees

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

Mental

- Mental Health Checks
- Employee Assistance Program (EAP) [Incl. dependents]

Financial

- Physical Health
- Labor pension
- Entertainment fees for managers
- Club subsidy
- Training Subsidy
- Flex Benefits
- Travel Subsidy
- Uniform Subsidy
- Festival/Birthday gifts (vouchers)
- Relief aid for weddings, bereavements, birth, hospitalization, and emergencies
- Staff Second-Child Grants
- ESOP
- Discounts on Service Fees for Property Purchases or Sales [Incl. dependents]
- Employee bonus

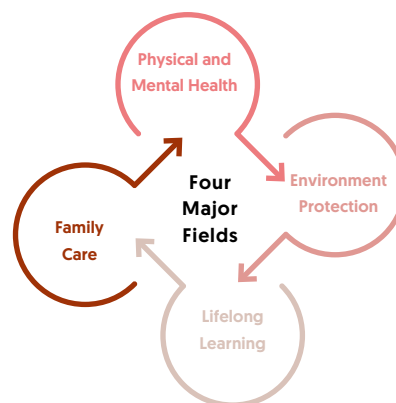
Physical

- Labor Insurance
- National Health Insurance
- Various types of leave: personal leave, sick leave, maternity leave, paternity leave, menstrual leave, family care leave, marriage leave, bereavement leave, injury leave, special leave, unpaid parental leave, etc.
- Full-time health management professionals
- Professional masseurs to provide stress-relieving massage
- Group Insurance
- Company-funded Health Check-up [Incl. new hires]
- Automotive Third-party Liability Insurance [sales only]
- Dedicates Happy Health
- Management Center

Flexible Benefits – Sinfu Coin

Sinfu Coin is a system that allows employees to choose the welfare items they need. The projects given are also becoming more individual and diversified due to differences in personal needs. We would achieve the purpose of enhancing recognition and satisfaction with the organization.

Sinyi regards employees as family members and encourages employees have life-work balance. The needs of physical and mental health, family care, lifelong learning, and environment protection are different for individual. Some projects have enlarged the exchange rate to increase the motivation for use, as a result, our fitness item has increased usage compared to 2020.



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

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Employees Engagement Feedback

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



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Retirement Plan

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

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

Diversity and Inclusion

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

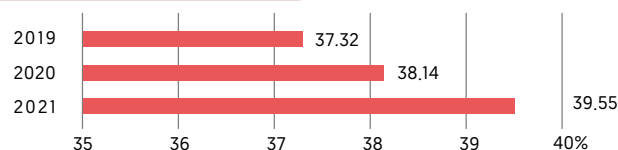
Diverse Employment

Women Empowerment

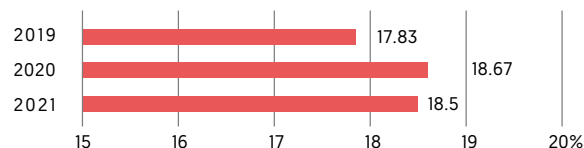
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The majority of employees are male because of character of real estate brokers. However, in recent years, the innovative influence brought by female power in interdepartmental communication and diversified thinking has gradually increased. The proportion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

The percentage of female employees



The percentage of female management



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

Hiring with Disabilities

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



Post-Retirement Re-employment

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

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

Gender-friendliness

Equal Pay

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

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

Ratio of basic salary and remuneration of women and men

Childbirth Grants and Parental Leave

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

Elimination of Discrimination

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

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

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

The Human Rights and LOHAS

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

Human Rights Risk Mitigation

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

Sinyi Human Rights Protection Policies



Job training included their rights and regulation for new hires

We implemented sexual harassment prevention training, business philosophy camp, lectures on prevention of illegal violence in the workplace, occupational safety series and honesty and ethics promotion. The coverage rate is 100%.

The training status of employees on the job: We repeatedly announce respect to genders and prevention of harassment in every weekly meeting that participants were around 50,000 persons in 2021.



Preventing discrimination in recruitment, training, and promotion

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



Compulsory occupational health and safety training

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



Keeping workers being physical and mental health and prohibiting forced labor

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



The human rights of suppliers

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

Indication	2020	2021
Suppliers Signed sustainability Terms	100%	100%

● LOHAS

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

"TOP AGENT APP" An innovation for simplified work process

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



● Shortened Working Hours for Improving Work / Life Balance

Working Overtime Management Mechanism

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

Adjusting Attendance Time

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

Optimizing the Leave System

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

Paid Volunteering Leave

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

● Diverse Club Activities

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