

# 2022 Annual Highlights

Sinyi Realty achieved good performance in 2022, demonstrating our efforts towards sustainability goals and responses to various stakeholders.

**E** Environment **S** Society **G** Governance **SC** Supply chain

**E**

↓ **51.4 %**  
Carbon emissions per real estate transaction

↓ **96 %**  
Paper Usage per Service

**Service Carbon Footprint**  
compared with 2017

↓ **27.1 %**  
**Emission of Electricity Consumption per Capita**  
compared with 2017




Sinyi Realty  
**2030 Net Zero**

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

Grade  
"Green"

**NET ZERO** 30/50

**1.5° C**  
Science-based Target  
TRIPs 1.5° C

**S**

**91.24 %**  
**Customer Satisfaction Rate**  
We surveyed 55,239 clients to provide exceptional customer service

**100 %**  
**Cumulative Proposal Coverage Rate**  
"We are ONE" project

**DocuHouse**  
**Innovation Service**  
Bring the documents required for the house sale process online

**20.4 %**  
**Percentage of Female Management**






**G**

**Outstanding Corporate Governance System Assessment**  
Obtained the highest level of CG6013 (2021) certification.

**TOP 5 % Corporate Governance Evaluation**  
Obtained the highest recognition of the listed group for the ninth consecutive year.

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





**SC**

**ISO 20400 Sustainable Supply Chain Management**  
obtained verification

**CDP**  
DISCLOSURE INSIGHT ACTION  
**SER report 2022**  
**A-**  
Leadership level

**100 %**  
signed Procurement Ethics Standard

**Green Procurement Award in Private Sector-Enterprise for 15**  
consecutive years






# Awards and Recognition

Sinyi Realty has won important awards both domestically and internationally, and with great expectations we practice sustainable development for many years. We hope to bring out greater positive impact and help each person, each company, become a trustworthy kind, and then fulfill a trustworthy and sustainable society.

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>

## Overseas Awards



### Asia Responsible Entrepreneurship Awards, AREA

- Green Leadership Award
- Social Empowerment Award



### Global Corporate Sustainability Awards, GCSA

- Sustainability Reporting: 5 consecutive years
- Best Practice (World Class)



### Carbon Disclosure Project (CDP)

- Climate Change – Management Level B
- Supplier Engagement Rating – A-



### Asia Sustainability Reporting Awards(ASRA)

- ASRA Governance (Silver)
- Asia's Best Workplace Reporting (Bronze)
- Asia's Best Diversity Reporting (Bronze)

## Domestic Awards

### Corporate Sustainability ESG

- **2022 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," "Climate Leadership Award," "Innovation Leadership Award", "Transparency and Integrity Leadership Award."
- **Global Views Monthly Magazine:** 2022 ESG Integrated Performance – Honor Roll for 2 consecutive years, Excellent in Educational Support: Chief Business Ethics Officer Program.
- **CommonWealth Magazine:** "Excellence in Corporate Social Responsibility" 5th Place, Large Enterprises Category (16 consecutive years).
- **2022 CommonWealth Magazine Top 2000 Survey** – Sinyi has ranked No. 1 in the real estate brokerage industry for 28 consecutive years.
- Listed in **TAISE 2022 Taipei Golden Eagle Micro Movie Award**
- **Council of Agriculture, Executive Yuan:** joined in the Zero Hunger Response

### Governance G

- **Taiwan Stock Exchange's 9th Corporate Governance Evaluations:** Top 5% of Listed Companies (9 Consecutive Years).
- **Taiwan Corporate Governance Association:** Certificate of Corporate Governance System Assessment CG6013(2021) - Outstanding.

### Environment E

- **Taiwan Alliance for Net Zero Emission:** "Net Zero 2030x2050" green level
- **British Standards Institution (BSI Taiwan):** "Sustainable Resilience Navigator Award"
- **Business Weekly:** "Top 100 to Carbon Competitiveness"

### Social S

- **Reader's Digest:** Platinum Award in "2022 Reader's Digest Trusted Brand Survey" in the real estate brokerage category (15 times in first row)
- **Taiwan Digital Media and Marketing Association (DMA):** 2022 Digital Singularity Awards:"In Love We Trust" series won "Best Creativity" – Gold award, and "Best Content Entertainment" – Bronze award. Its series II won "Best Creativity" – Silver award.
- **DailyView 2022 Best Reviewed Online Awards:** Sinyi Realty won the "Excellent ESG Life Strategy Award".
- **Commercial Times:** "Taiwan Real Estate Sales Agency Review" – Golden Award
- **China Times 2022 REA Award:**  
Sinyi Realty – "Excellence in Sustainability," "Excellent Quality Service"  
Sinyi Rema – "Outstanding in Innovative Service"  
Sinyi Development – "Superb in Sustainability Development"
- **Times Awards 2022:** received "Best Advertiser of the Year" and with other 9 more awards.
- **1111 Job Bank:** 2022 Happy Enterprise Award- Gold, Construction and Architecture Group.
- **TWSE:** "TWSE RAFl® 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.

# 2022 Goals and Achievements

## Service Carbon Footprint

2030 Goal ↓ 45% (base year:2017)

E

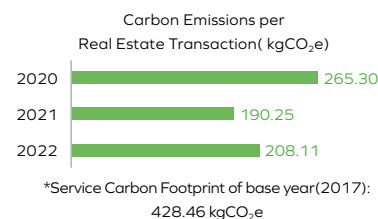
In 2022 the service carbon footprint increase by 9.4% compared to 2021, but still reduced by 51.4% compared to base year (2017), achieving our 2030 goal.

\*please refer to [Service Carbon Footprint p. 32](#) for details

### Our Actions

With an view to reduce the resources required during service process for marketing and legal documents, Sinyi has devoted to paperless work and digital transformation, changing the physical brokerage services to integrated online to offline (O2O) services. By using various digital tools, we have improved service efficiency, reduced service carbon footprint, and boosted service effectiveness. So to speak, we provide low-carbon brokerage services to the customers, in compliance with the trend of low-carbon transition.

2022 Goal	2022 Performance	Status
↓ 1%	↑ 9.4%	⊖



## GHG Emissions of Electricity Consumption per Capita

2030 Goal ↓ 100% (base year:2017)

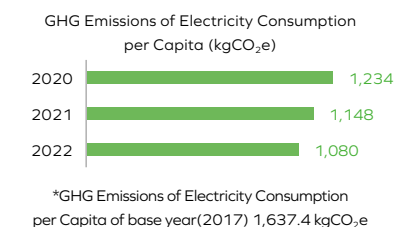
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In 2022 the GHG emissions of electricity consumption per capita reduced by 5.9% and 27.1% compared to 2021 and base year (2017) respectively.

### Our Actions

The result of ISO 14064-1 Organizational GHG Inventory showed that our GHG emission of electricity (category 2) accounted for over 90% of category 1+2. Therefore Sinyi highlighted energy saving and low-carbon energy as the keys for carbon reduction. Non only ISO 50001 Energy Management System has been implemented to improve energy efficiency, but also the use of renewable energy has been increased since 2021 because we hope to reduce the negative impacts to the environment resulted from business operations and fulfill our commitment of net zero emission.

2022 Goal	2022 Performance	Status
↓ 4.2%	↓ 5.9%	⊕



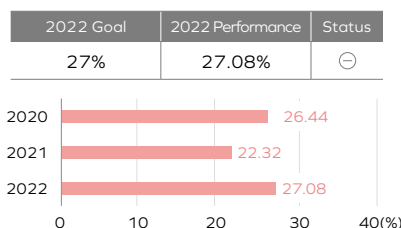
## Turnover Rate

2030 Goal &lt;25%

S

### Our Actions

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



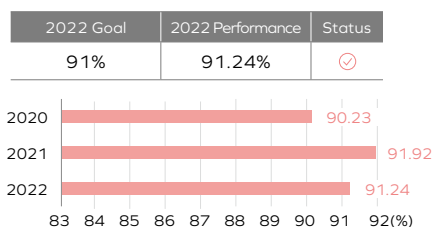
## Customer Satisfaction Rate

2030 Goal 92%

S

### Our Actions

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

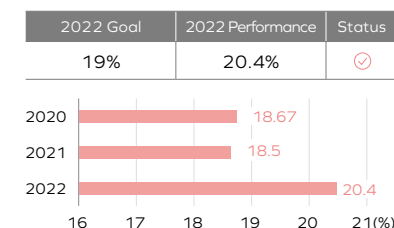


## Percentage of Female Management

S

### Our Actions

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

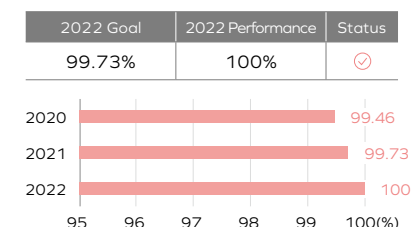


## Cumulative Coverage Rate of Community Capacity Building Project Proposals

S

### Our Actions

"We are ONE" Project is the longest-running and largest corporate-supported project for building communities, having been in place since 2004. Three community building sites were set up to cultivate local talents and form a network for mutual assistance. In 2022, we reached a coverage rate of 100%.



## Corporate Governance Evaluation

G

Since the TWSE Corporate Governance Evaluation began, we have received the highest recognition in them for nine consecutive years, ranking among the top 5% of listed companies.

Among the 928 listed companies evaluated this time, only 8 have continue to win this honor. Sinyi Realty is the only company among the real estate brokerage service industry.

### Our Actions

In 2022, we completed the self-performance evaluation of the Board of Directors and functional committee members. In addition, we formulated the new Directors' training process. In accordance with the company's operating direction, we conducted two directors' advanced training courses for a total of 6 hours with the theme of hotel management and executive rewards to strengthen governance. Including other courses for Directors, 7 Directors have studied for a total of 66 hours.

Moreover, we passed Taiwan Corporate Governance Association's CG6013(2021) Corporate Governance System Assessment and received "Outstanding" - the highest level recognition (the certification is valid for 2 years).



2022 Goal	2022 Performance	Status
Top-level Rating (Top 5%)	Top-level Rating (Top 5%)	✓

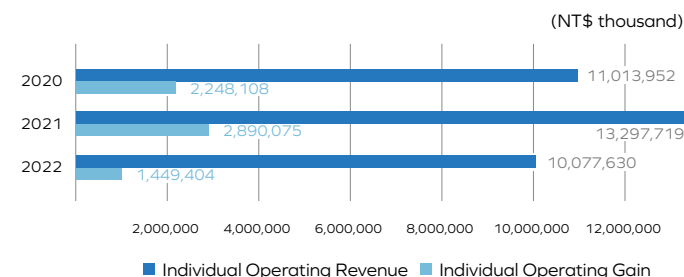
## Profitability

G

In 2022, we achieved an operating gain of NT\$1.45 billion and continued to make a profit.

### Our Actions

In 2022, policies and economic conditions impact the real estate market. Although the willingness of sellers to sell their homes has declined, we will be more active in mining potential sellers through data, devoting ourselves to community services, and brewing future transaction opportunities. We expect growth in 2023 again.



2022 Goal	2022 Performance	Status
Continue to be profitable every year	Operating gain of NT\$1.45 billion	✓

## Key Suppliers Inspection Rate

SC

In 2022 we have a total of 132 key suppliers (including existing and new), of which 127 were audited with an inspection rate of 96.2%, goal achieved.

### Our Actions

We inspected suppliers whose annual spending exceeding NTD 1 million in 2022, and exchanged new trends and international polices on ESG, in order to raise suppliers' risk awareness. Due to Covid-19 and organization restructuring, we have fewer key suppliers than last year.



Year	2020	2021	2022
Key suppliers checked	261	152	127
Total key suppliers	279	159	132
Inspection rate	93.55%	95.60%	96.21%

## Supplier Inspection Pass Rate

SC

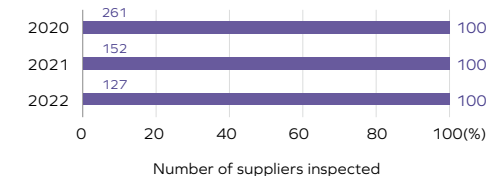
Since incorporating human rights terms in 2013, we have given at risk suppliers relevant guidance and maintained a 100% pass rate.

### Our Actions

Still facing the impact of Covid-19 in 2022, most supplier quarterly meetings still use online communication to share information and innovative services with suppliers. In terms of classified management, our spot checks to our decoration suppliers were specially focused on their implementation of labor rights and occupational safety and health.

More details can be read in supply chain management chapter.

Achievement and Performance p.76



2022 Goal	2022 Performance	Status
100%	100%	✓

# Message from the Founder

2-22

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



Founder, Sinyi Group

C.C. Chou

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. 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.

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

### • Environment—Get to Net Zero

Net Zero is a precious consensus among all walks of life in Taiwan; not only the government announced the goal of net-zero emissions by 2050, but the industries and sectors have also developed various sustainability related innovations.

We keep making our efforts. From 2010 to 2022, our operating sites and the number of employees had increased by about 50%, but the emission of electricity consumption per capita had decreased by 60.7%. From 2015 to 2022, the service carbon footprint had reduced by 63%. While maintaining the existing certifications, we were in the first wave that obtained the "Net Zero Badge" recognized by Taiwan Alliance for Net Zero Emission in 2022, actively making contributions to net zero emissions. Furthermore, we started the renewable energy wheeling in 2022, hoping to expand the use of renewable energy from the headquarters building to all the branches across Taiwan year by year.

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

Social issues in the post-epidemic era have attracted much attention. 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, communities and societies.

In 2022 we achieved the following:

- Held interviews with over 50,000 customers and achieved a customer satisfaction rate at 91.24%.
- Quickly respond to changes in the epidemic situation, and start the zero-touch service with AI immediately.
- Establish an exclusive learning map for workers, and empower female workers to strengthen gender equality. The ratio of female workers has increased for three consecutive years.
- Achieved a 100% coverage rate with the Community Capacity Building Project, and actively combine regional revitalization to create a sustainable development of Taiwan.

### • Governance—Creating a Sustainable Lifestyle

Corporate governance represents a company's promise to its shareholders. Sinyi Realty walks the talk, making sure we protect the rights and interests of all stakeholders, ensure the long-term profits of shareholders, and fulfill CSR to ensure the company's sustainable development.

In 2022, it is our honor that for 9 consecutive years we have been ranked in the top 5% of listed companies in the corporation governance evaluations conducted by the Taiwan Stock Exchange.

In addition, we have adopt Task Force on Climate-Related Financial Disclosure (TCFD) since 2020 to implement climate governance from top to bottom. Sinyi Realty released the first TCFD Report in 2022, being the first real estate company in the world to pass the verification by the British Standards Institution (BSI) and obtained the highest level—Level 5+ Excellence.

In the future, we will continue to work hard to meet challenges and write a new page in Taiwan's living industry.

### • Supply chain management—

#### Building an Ethical and Sustainable Supply Chain

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 in 2021 and being verified successfully again by BSI in 2022, in order to deepen sustainability into supply chain management norms and processes. Through resources sharing, we emphasis on the implementation of human rights, occupational health and safety, and low carbon service, etc. in daily operation. Together we work with suppliers to enhance sustainability:

- Received the Benchmarking Award for Green Procurement by Private Enterprises for 15 consecutive years.
- Conducted on-site audits to key suppliers for a total of 996 times.
- Key suppliers' inspection rate reached 96.2%
- Key suppliers 100% signed "Business Code of Conduct and Sustainability Term."

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.

# Message from the Chairman

2-22

The Chairman executes important resolutions of the Board of Directors and leads the managers to make important company decisions.



Chairman, Sinyi Realty



With a focus on putting people first, Sinyi Realty has been committed to property technology and innovation in digitization tools. The Company has launched "AI Intelligent Matching" in 2022, which uses big data to understand consumer needs and utilizes AI intelligent algorithm model to makes offline services and digital tools to complement each other, making the overall service more meticulous and more efficient.

Running a business is not just about making a profit, rather it is a social movement to constantly improve this land. Sinyi Realty and its subsidiary companies view sustainable development as their responsibility and strive to enhance their internal management and governance abilities. We actively serve the community and meet the needs of residents, making the community and residents better. We are in line with the world, facing the challenges of global warming issues and sudden environmental crises together. We also have transformed the principle of "moving towards a sustainable net zero" into concrete actions, and set up goals to achieve zero emissions. The Company is fully implementing ESG, expecting not only to bring substantial returns to shareholders but also to bring values with significant impact to stakeholders.

## Sinyi Realty's Strategy and Goals

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 (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.

#### 2050 ESG Management Policy Sinyi Sustainability Principles

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

### Mid-term Strategies (2030)

Sinyi Realty takes 2030 as the mid-term goal. By analyzing the future environment and considering feasible actions, Sinyi Realty is fulfilling its obligations as a global citizen.

**E** Environment: To demonstrate the influence of green power. Sinyi Realty has committed to achieve Net Zero by 2030.

100%  
Renewable energy consumption

Sinyi Realty  
Net Zero 2030

**S** Social: 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.

Community Capacity Building  
4,000  
dreams came true

Employee Turnover Rate  
lower than  
25%

Customer Satisfaction Rate  
92%

**G** Governance: To implement transparent and honest corporate governance policies and become the leading brand in the residential lifestyle services.

**SC** Supply Chain: To promote sustainable supply chains and to build an evaluation system, inviting all key suppliers join Sinyi's Net Zero 2030 initiative.

### Short-term Strategies (2023)

We set the goals for 2023 with the aim of collaborating with stakeholders:

**E** Environment: To enhance carbon emission management

Greenhouse gas emissions (category 1 and 2)  
reduced 4.2%

Service carbon footprint (carbon emission per transaction)  
reduced 1%

**S** Social: To promote diverse and flexible volunteer services and make greater social impact. To listen to our workers and offer flexibility of welfare. To ensure the comprehensive provision of services through Sinyi sustainable branches.

Community Capacity Building  
3,150  
dreams came true

Ration of Female Executive  
higher than  
21%

Customer Satisfaction Rate  
91%

**G** Governance: 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.

**SC** Supply Chain: Continue to be ISO 20400 verified, and co-create a good lifestyle through human-centered innovation and low-carbon transformation with our key suppliers.



# Message from the General Manager 2-22

The General Manager is responsible for formulating various business plans and coordinating and integrating between departments according to market conditions and competition.



General Manager, Sinyi Realty

LI-SHIN CHEN

## Overall Environment and Organizational Operations

Global pandemic conditions gradually improved in 2022, marking the transition to a post-pandemic era, and the normalcy of economic activities returned. The global real estate market experienced significant fluctuations due to various economic headwinds, including the Russo-Ukrainian war, global price increase in raw material, and interest rate hikes by many countries. During the first half year of 2022, the real estate market continued its bullish trend with active trading and high demand. In the second half of the year, the market confidence was affected and entered a corrective cycle due to continued interest rate hikes, stock market declines, tightening of liquidity as funds shifted, and market caution increased in response to economic fluctuations and regulatory policies. In 2022, the number of building transactions in Taiwan was 318,000, the first decline in nearly 6 years, a new record low in 3 years, an annual decrease of 8.6%, and a gap of 13.6% between the first and second half of the year. It was a certain degree of impact to the real estate industry.

Looking ahead to 2023, the real estate market is facing external challenges such as an economic downturn and inflationary pressures. In terms of policy, the government will continue to promote the improvement of transaction mechanisms in the market to regulate its long-term stable development. The amended Average Land Rights Act has been passed, and related regulatory policies and penalties will be defined. The overall environment is expected to weaken the support for the real estate market. Given factors such as recent weak economic performance, cooling expectations of inflation, and policy measures to curb speculative housing investment, the outlook for the real estate market is becoming more conservative. The focus is shifting towards primary demand for self-use properties.

Sinyi Realty upgrades its "Performance Guarantee Fund Trust system" in early 2023, with banks serving as guarantors, provides tighter protection for real estate transactions through the supervision of funds in the performance trust account. This system aims to enhance customer trust, as well as the industry's performance.

## Remain the Leading Benchmark of the Real Estate Industry and Demonstrate Leadership

In CommonWealth Magazine's year 2023 Top 2000 Survey, Sinyi was ranked No. 1 in the real estate brokerage industry for 29 consecutive years. By placing "business ethics" at the core, we continuously drive digital transformation, enhance organizational resilience, and provide our colleagues and customers not only with good jobs and transactions but also with a sustainable quality of life. By implementing cloud services, Sinyi strengthens internal data analysis and data governance capabilities. To leverage data insights to

drive business decisions and innovative services, to create new applications within the real estate technology ecosystem, all help accelerate Sinyi's transformation.

Sinyi adopts PropTech and tries to solve the troubles that customers often encounter during the housing transaction process. Our hope to provide a more diverse and user-friendly services for both buyers and sellers. We integrate AI technology into our products and service processes to make buying and selling information clearer. This allows us to serve customers more efficiently with higher quality.

## Expanding the Digital Talent Landscape, and Cultivating Transformation Enablers

With the significant advancement in technology, the ability to aggregate and present information has greatly improved. Optimized service experiences and transparent transaction processes have become the standard norms in the industry.

Providing customers with advisory services that embody human warmth and trust, which make our value go beyond mere real estate transactions and connect more aspects of residential living. The attitude, expertise, and market experience of our service personnel play a crucial role in delivering the new value proposition in the digital era, and are critical to our customers.

We continuously recruit digital talents and cultivating MA with project management skills and strategic thinking as the driving force behind our digital transformation. In the future, we will expand our talent pool and actively seek digital and technological elites, hoping to attract more digital talents to join us in co-creating better residential living services.

## Connecting with Residential Needs to Achieve a Better Quality of Life

Sinyi adopts a prudent business strategy, continuously enhancing area service and management efficiency. We empower every staff to become advocates and drivers of excellent service, work, and life. We commit to uphold the spirit of ESG, to create good life for all people. Our ultimate goal is to transform the concept of "good service" and "good work" into a truly rewarding and fulfilling life experience. Furthermore, we integrate Sinyi Group's resources, gradually develop comprehensive services that cater the needs of community, and tighten the relationship with community.

We firmly believe that Sinyi has walked on the right path over 40 years. With the spirit of "end for perfection", we will keep up with innovation, digitalization, and strive to fulfill the aspirations of better life for all.

# Corporate Profile

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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 NET ZERO 30/50 Badge Grade GREEN**  
It was first obtained by 15 domestic companies committed to sustainability, and Sinyi is the only certified representative of the real estate brokerage industry.
- S Cumulative Proposal Coverage Rate 100%**  
All the 368 townships in Taiwan has proposed the "We are ONE" project.
- G Number 1 in Revenues for 29 Consecutive Years, a Steady Seat at the Top of the Industry**  
We adhere to the core values of integrity and ethics, actively establish brand divisions, continuously improve service quality, and develop steadily. Even after several changes in the housing market, we continue to sit firmly in the leading position in the industry.



## Main Products and Services

### Leading Brand of Real Estate Brokerage Industry

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

### Sinyi Group's Global Headquarters

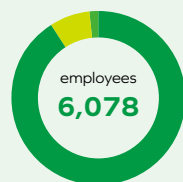
No. 100, Xinyi Road Section 5, Xinyi District, Taipei City 110, Taiwan.

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



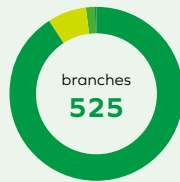
## Geographic Distribution and Employee Information (Group)

### Regional distribution of employees



Taiwan	5,635 <sup>[2]</sup>
China	339
Japan	104
<b>Total</b>	<b>6,078</b>

### Regional distribution of branches



Taiwan	495
China	22
Japan	7
Malaysia	1
<b>Total</b>	<b>525</b>



## Financial Performance



**Consolidated Revenue**  
**13.723 billion NTD**

**Proportion of Revenue**  
Taiwan: 84%  
China: 13%  
Overseas (Japan and Malaysia): 3%



**Individual Operating Revenue**  
**10.077 billion NTD**

**Individual Operating Gain**  
**1.449 billion NTD**



[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 (5,635) include total staff of both Sinyi Realty (5,112) and the Taiwan-related enterprise group (523).

Malaysia Division, Japan Division, Tourism Division, Sinyi Real Estate Consulting Co., Ltd., First hand New House Selling Department are included in the 5,112 people of Sinyi Realty.

**Period Covered:** Fiscal year ending December 31, 2022 (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 14th 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 2022. This report is issued on June 30, 2023.

## 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 2022 (from 1/1/2022 through to 12/31/2022). 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. The financial information is primarily focused on Sinyi Realty (Individual), which is consistent with the information in our financial statements. Except for some data specifically marked as "consolidated" or "geographical regions outside Taiwan." Please refer to p. 6-40~6-43 of the annual report for the subsidiaries included in consolidated 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.

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

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

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

✉ [csr@sinyi.com.tw](mailto:csr@sinyi.com.tw)

☎ +886-2-2755-7666

☎ +886-2-2722-0515



Online Form

## Report Management Systems

### Internal Audit

- ✓ Environmental, Social, and Governance (ESG) performance and strategic goals have been reviewed by the Board of Directors.
- ✓ Total Ethical Management Committee (TEM committee) and all department heads help to verify data and ensure consistency over reporting.
- ✓ The audit unit reviews the reliability of relevant information and compliance with relevant regulations.

### External Assurance

The external verification process of the sustainability report conducts interviews with senior management, and regularly reports the verification results to the Board of Directors. In addition to the verification required by laws and regulations, Sinyi actively conducts various ISO verifications and refines relevant systems through external verifications.

- ✓ 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 and Event Sustainability: AA 1000 AS v3 with Addendum Type 1 and SASB standards, TCFD conformity check, ISO 45001, ISO 20400, ISO 20121, ISO 27001 【British Standards Institution (BSI) Taiwan】
- ISO 9001 【TÜV NORD】

 Verification Statement

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

Financial Information

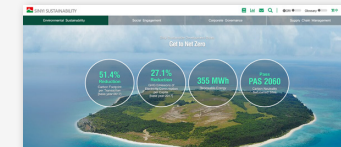


Annual Report


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>

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

Other Reports

 TCFD Report