

# Sustainable Development

Sinyi's sustainable development goals are linked to SDGs and material topics, setting out organizational development principles and management mechanisms for various aspects of the environment, society, and governance. In line with Sinyi Group's vision, we will explain the organization's future improvement goals in all aspects and material topics. For each material topic, according to various business growth expectations, we set the next year's plan and quantitative or qualitative goals.



信義房屋 信義房屋

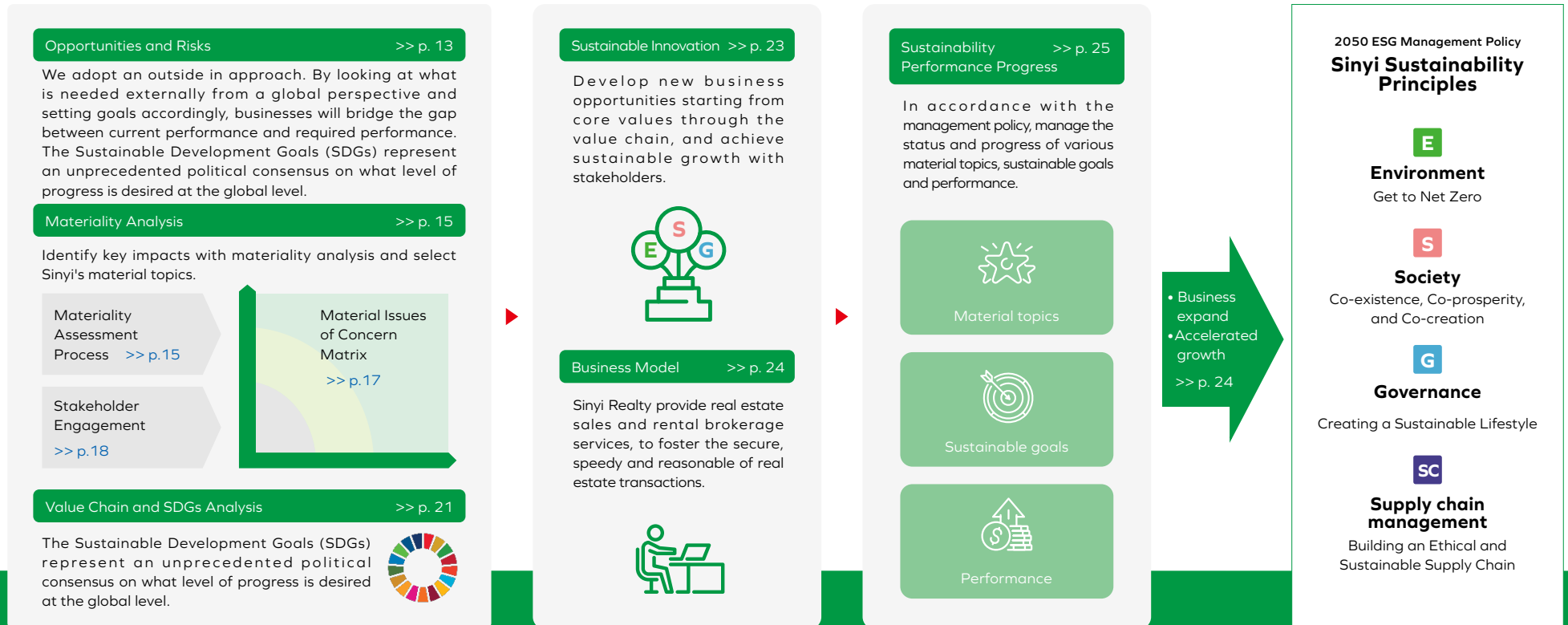
## In This Section

Value Creation Process	11
The Importance and Value of Sustainability	12
Opportunities and Risks	13
Materiality Analysis	15
Stakeholder Engagement	18
Corporate Sustainability Vision and SDGs	21
Sustainable Innovation	23
Sustainability Performance Progress	25



## Value Creation Process

We insist on putting people first and considering our duties ahead of our profits. We also hope to spread the Sinyi spirit across the industry, the nation, and the globe. Following the Sinyi Sustainability Principles, we will continue to develop a more comprehensive business system that can fulfill the residential service needs of customers and ensure that customers, staff, and the company alike are satisfied. At the same time, our system will consider the long-term development strategies for the social, environmental, and supplier components to ensure that our business survives and thrives.



Core Philosophy and Competence of Creating Value: "Trustfulness, Righteousness, and Ethics." >> p. 12

Based on our Corporate Mission >> p. 12

# The Importance and Value of Sustainability to Sinyi Realty

In the business process, we uphold "doing what should be done (righteousness), and keeping our word to them (trustfulness)," thus creating value for stakeholders, and jointly enhancing the sustainable value of the company. Reviewing our efforts toward sustainable development from the value chain perspective, consider the impact of corporate decisions on all stakeholders, and then exert influence and make changes. Since Sinyi's establishment, our business purpose is to take into account all stakeholders. When making any decision, we must consider the impact of actions on various stakeholders, including employees, customers, society, environment, and suppliers.

## Sinyi Realty's Origin: Corporate Mission

The founder, Mr. Chun-chi Chou, wrote the corporate mission in 1980.

“

We are willing to serve the general public with expertise and teamwork; to foster the secure, speedy and reasonable of real estate transactions; to provide employees with a secure working environment in which to grow; to sustain the group's survival and development while generating reasonable profits.

”



## New Corporate Mission

By the end of 2008, the Sinyi staffs based on the original Corporate Mission made of 70 Chinese characters to develop new corporate mission. We have raised more than 700 ideas and held more than 200 meetings. In 2009, we have a new corporate mission which becomes a force to support Sinyi greater.

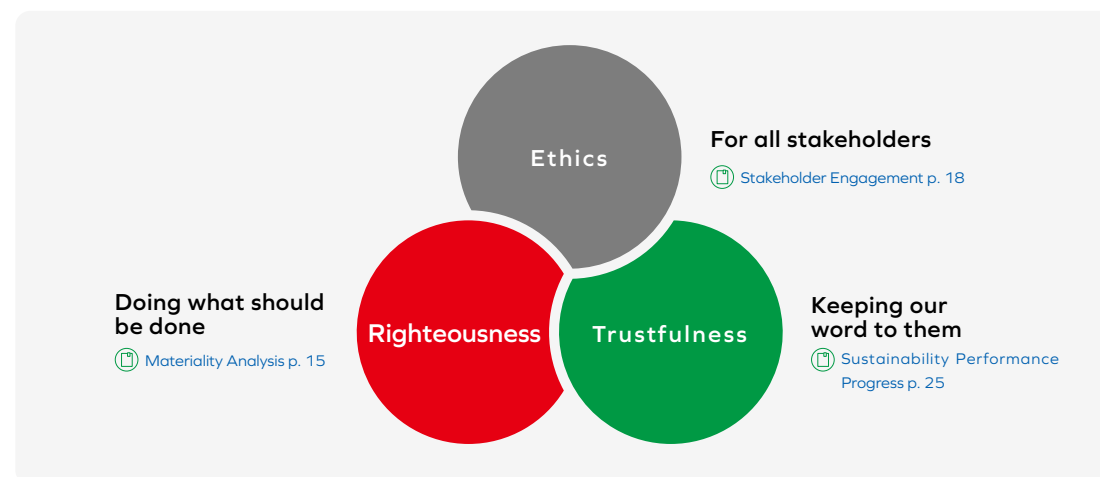
“

We believe in eternal values.  
To realize people's dream with passion.  
To share our individual experiences.  
To enrich human life together.  
To grow in harmony and to grow sustainably.

”

## Core Competence of Creating Value: "Trustfulness, Righteousness, and Ethics."

Sinyi Realty strive to make trustfulness, righteousness, and ethics as our core competencies, develop services in line with Sinyi Sustainability Principles, continue to innovate toward our strategic goals, and plan new business opportunities based on core values. We integrate the sustainable development into our core business, trying to solve social problems, and seek to strike a balance among the economy, society, and the environment.



It clearly describes the ethical relations with stakeholders, but also expresses our three major commitments to the stakeholders.

For customers

secure, speedy and reasonable of real estate transactions

For employees

a secure working environment in which to grow

For the company

to sustain the group's survival and development while generating reasonable profits.

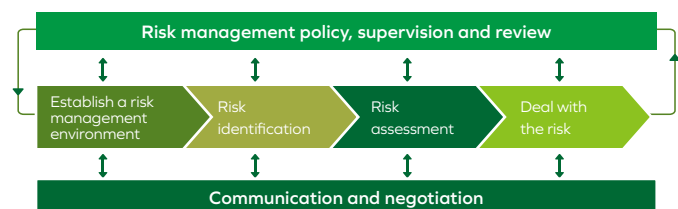
# Opportunities and Risks

In response to rapid changes in global trends, Sinyi Realty has formulated the "Risk Management Policy" to deal with various risks that may be faced in the course of operation. We conduct an overall trend analysis, and based on the main global risk trends, the United Nations Sustainable Development Goals (SDGs), SASB, CDP, TCFD framework and other global norms and standards, industry norms and standards, etc., identify risks and opportunities, assess potential impacts, formulate risk and opportunity strategies, and conduct risk management.

[Risk management policy](#) [Risk management p. 69](#)

## Management Process

Construct a proactive risk management mechanism so that relevant units can respond to risk events in a timely manner through risk management procedures, reduce or avoid the impact of risk events, and ensure sustainable operations. Through the establishment of risk management process, to identified the risks and opportunities, formulating strategies, and proposing action plans.



Risk Management Process Diagram

### 1. Establish risk/opportunity management environment

- **External risk/opportunity management environment:** Including general trends, natural disaster events, and changes at various levels of the industry, and assess the impact on the overall operation.
- **Internal risk/opportunity management environment:** Understand the business scope and various risks/opportunities in the future development of new ventures, and fully grasp the company's own strengths, weaknesses and capabilities.

**2. Risk/opportunity identification:** Identify the risks that affect the company's sustainable operation and the achievement of business performance goals.

**3. Risk/opportunity assessment:** Assess the impact level and possible probability of the risk/opportunity, and evaluate risk treatment options with reference to the risk tolerance of the project.

**4. Risk/opportunity response treatment:** Evaluate alternative treatment strategies, formulate and implement risk treatment action plans, and monitor and review the results of the plan.

**5. Continuous monitoring:** The oversight responsibility for risk/opportunity management rests with the risk management unit. The Board of Directors monitors key risk indicators (KRIs) by reviewing risk management reports and audit reports to confirm the effective implementation of risk management policies.

**6. Communication and negotiation:** Report and disclose in annual report, sustainability report, sustainability website every year.

## Global, Industry Trends and Impacts: Environment

	ESG mega trend (Impact on the overall environment)	Trends in the real estate service industry (Customer and market)	Impact on Sinyi (financial/non-financial)	
			Risks	Opportunities
Environment	• Increase in extreme weather events such as typhoons and floods	• Customers value residential resilience	• Operational disruption due to extreme weather events • Climate change mitigation and adjustment failure	• Review climate change mitigation and adjustment actions to improve operational resilience
	• Average temperature rise	• Increased demand for greening of the living environment	• Increase in electricity costs	• Develop innovative power-saving services
	• Limited energy resources and uneven distribution • Increased energy costs	• Increased customer acceptance of energy-saving housing • Increased customer demand for energy-saving facilities	• Stability of energy resources • Investment in renewable energy increases costs	• Measures to enhance energy resource management • Counseling the business opportunities of community energy saving
	• Energy saving, carbon reduction and net-zero • Disclosure of environmental performance • Carbon fees (taxes) and carbon markets	• Increased request for low-carbon services • Increased demand for (near) zero-carbon/ green buildings • Increased needs for carbon credits and offsets	• Increased costs of low-carbon transition • Increased costs of legal/regulations compliance • Increased resource inputs for carbon management	• Develop low-carbon innovative services • Use clean and low-carbon energy • Obtain carbon credits by energy saving or carbon sink projects
	• Preserve biodiversity	• Architectural planning considers the conservation of biodiversity	• Natural ecological changes affect living habits	• Promote biodiversity

## Global, Industry Trends and Impacts: Social, Governance, and Supply Chain

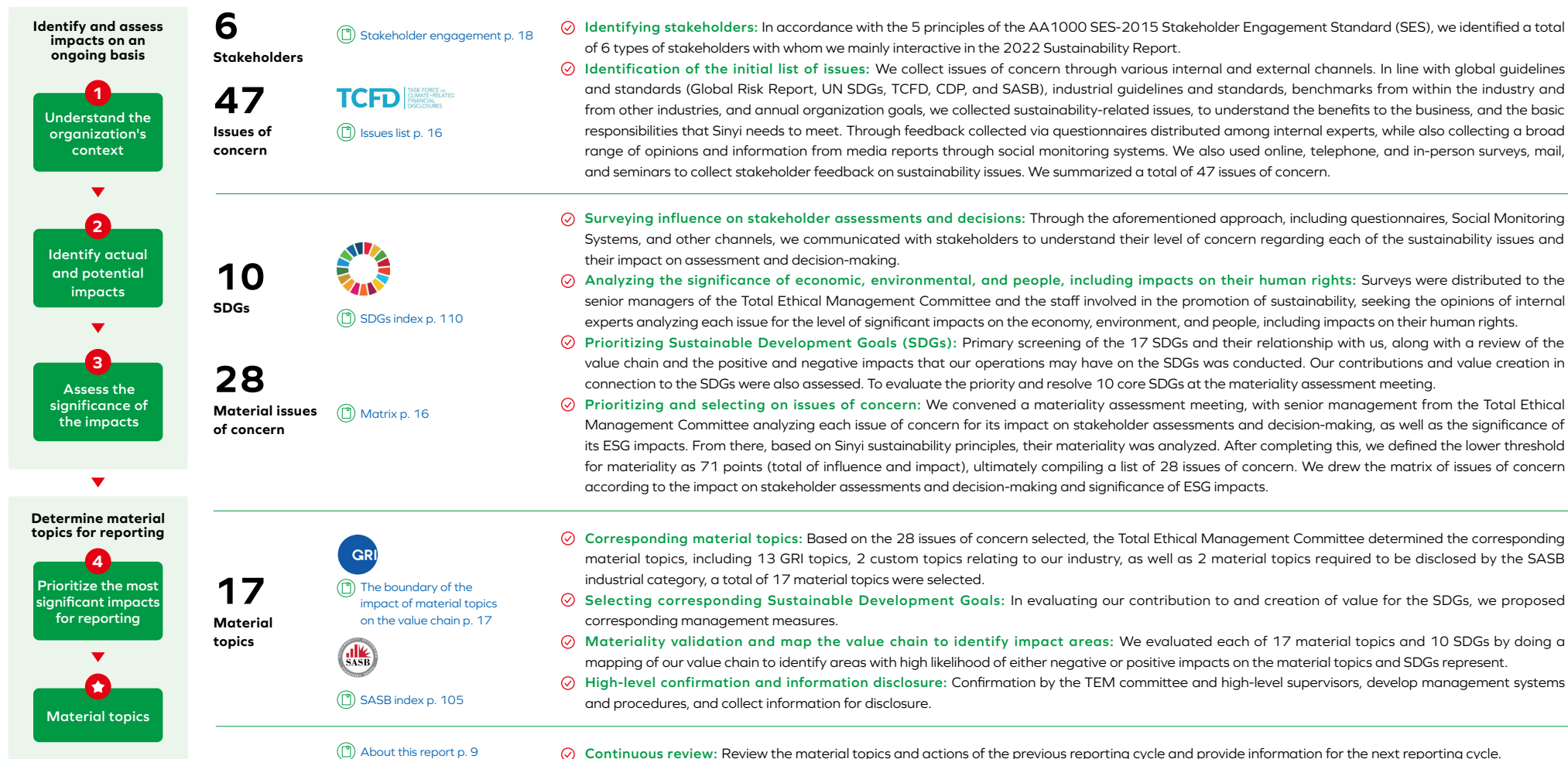
	ESG mega trend (Impact on the overall environment)	Trends in the real estate service industry (Customer and market)	Impact on Sinyi (financial/non-financial)	
			Risks	Opportunities
Social	• Diversified and international talents	• Diversified background of employees	• It is not easy to recruit and develop multilingual talents	• Cross-industry talents establish trust relationships through community engagement services, which can meet more customer needs
	• Diversified, cross-generational work and collaboration methods	• Online collaboration tools increase	• Cross-generational conflict • Conflicts caused by workflow adjustment	• Develop collaboration tools • Process optimization improves efficiency
	• Population increase • Demographic changes, trends toward singleness, aging, and declining birthrate	• Residential planning changes • Urbanization affects residential patterns • Insufficient living space	• Changes in housing supply and demand have an impact on transaction matching	• New-style residential model generates new service demand
	• Technological development	• Rapid development of real estate technology • New technology companies enter the market	• Risks arising from non-updated technology • Risk of new type competitor	• Apply new technologies to improve service efficiency • Develop new business models or value-added services
	• New-type communication media develops and spreads rapidly	• Diversified service information dissemination methods	• Reputation (media) risk • Negative information risk	• Apply new communication methods to enhance brand image and information transparency
	• Consumer preferences change	• Changes in customer consumption habits	• The risk of failing to meet customer needs	• Develop services that meet customer needs
	• The COVID-19 pandemic affects personal safety and economic development	• Restricted from moving increased the proportion of house online viewing	• Operational interruption risk • Personnel health and safety risks	• Accelerate digital transformation • Re-examining corporate resilience and adaptability
Governance	• Changes in the global political and economic situation • Conflicts between nations	• The housing market policy support self-occupation demand, and transactions continue to return to fundamentals	• Multinational business risk • Housing market policies reduced transaction volume	• Expanding into new markets • Improve operational resilience
	• Frequent cyber attacks • Increased frequency of information security threats	• Increased level of information security protection for customer personal data and transaction information	• Risk of critical infrastructure failure • Risk of leakage of personal information and business secrets • Information security risk	• Review and strengthen information security protection
Supply Chain	• Sustainable supply chain has received more attention	• Increased demand for one-stop service, and convenience in residential service information	• Risk of poor service from partner suppliers	• Building Sustainable and Ethical Supply Chains • Develop one-stop home services • Develop support services
	• Improve local procurement	• Customers prefer local home service	• Raw material procurement, supplier screening risk	• Develop local community engagement services

# Materiality Analysis

[2-20](#)
[2-29](#)
[3-1](#)
[3-2](#)

## Materiality Assessment Process

By analyzing the global situation and conducting observations through social monitoring systems, Sinyi Realty collects information on sustainability issues of concern to stakeholders. Undertaking trends and impacts analysis with internal experts, the Total Ethical Management Committee identifies, prioritizes, verifies, and inspects issues in line with their sustainability context, materiality, thoroughness, and stakeholder tolerance. The sustainable development strategies and measures of Sinyi Realty are based on the results of materiality assessments.



## Issues of Concern

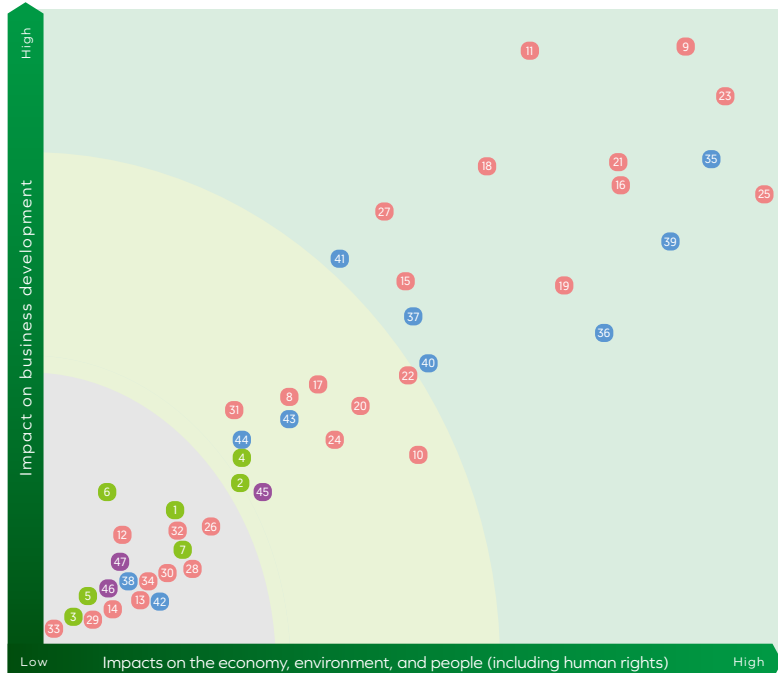
[3-1](#)
[3-2](#)

Collected by various internal and external channels such as global and industrial standards, social monitoring systems, internal experts, etc., a total of 47 issues of concern.

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

## Material Issues of Concern Matrix

Sinyi Realty considers double-materiality, from the impact on business development, performance, position or value of the company, as well as the impact assessment of the company's activities on the economy, environment, and people, including impacts on their human rights. In 2022, the material issues for Sinyi are "Talent Training and Development," "Quality of Service and Customer Rights" and "Corporate Image." Sinyi Realty has always been "people-oriented" and regards employees and customers as the most important core. We continue to operate "trust" to ensure the safety of real estate transactions and protect the rights and interests of stakeholders.



**High: 271 or above**  
Details of strategies and methods in response can be found in an independent section of this report

**Medium: 71 to 270**  
Responses are included in the text of this report or on our sustainability website

**Ordinary: 70 or below**  
Not responded to specifically in this report

- Environment
- Social
- Governance
- Supply Chain




Material Issues	Sequence	Original order	Change
9 Talent Training and Development	1	13	↑
23 Quality of Service and Customer Rights	2	4	↑
25 Corporate Image	3	3	→
35 Operating Performance	4	2	↓
11 Remuneration and Benefits	5	19	↑
21 Transaction Security	6	5	↓
16 Occupational Identity and Retention	7	14	↑
39 Ethics and Integrity	8	1	↓
18 Customer Relations	9	10	↑
19 Service Innovation	10	9	↓
36 Governance Structure	11	8	↓
27 Community Building	12	15	↑
15 Occupational Health and Safety	13	23	↑
37 Legal Compliance	14	6	↓
41 Shareholder Equity	15	17	↑
40 Risk Management	16	11	↓
22 Marketing Communication	17	26	↑
10 Organizational Climate	18	21	↑
20 Digital Resilience	19	7	↓
17 Work-Life Balance	20	27	↑
8 Employment	21	20	↓
24 Information Disclosure and Transparency	22	12	↓
43 Financial Transparency	23	18	↓
31 Social Philanthropy and Donations	24	37	↑
44 Stakeholder Engagement and Grievance Mechanisms	25	25	→
4 Greenhouse Gas Emissions	26	35	↑
45 Supply Chain Management	27	33	↑
2 Management of Water	28	34	↑

## Determine the Corresponding SDGs and Material Topics

3-1

3-2

Since Sinyi's founding, we continue to pursue the motto "Sinyi begins with trust and ends with perfection," and "walk the talk," in order to let all stakeholders benefit. The core development of a company must be based on adherence to business ethics to achieve sustainable management. Based on the material issues of concern as identified by our stakeholders, we identified corresponding material topics and SDGs as set out in the table below.

Stakeholders	Environment	Employees	Customers	Community	Investors	Suppliers
Issues of Concern	2 4	8 9 10 11 15 16 17	18 19 20 21 22 23 24 25 37	27 31 39	35 36 37 39 40 41 43 44 20	45
 Material Topics (GRI)	303 305	401 403 404 405 409	416 417 418	203	201	414
Custom Topics			Digital Resilience	Promotion of Business Ethics	Digital Resilience	
 SASB Industrial Topics			Product Design & Lifecycle Management		Business Ethics	
 SDGs	7 12 13	3 4 5 8	4 10 11 12		4 8 12 13	8 12 13 17
Our Responses	<ul style="list-style-type: none"> <li>Green real estate services</li> <li>Low-carbon operations</li> <li>Expansion of Green Impacts</li> <li>Nature and biodiversity</li> </ul> <p>&gt;&gt;Environment p. 27</p>	<ul style="list-style-type: none"> <li>Positive Labor- Employer Relations</li> <li>Talent Cultivation and Development</li> <li>Occupational Health and Safety</li> <li>Benefits and Retirement Plans</li> <li>Diversity and Inclusion</li> <li>The Human Right and LOHAS</li> </ul> <p>&gt;&gt;Social – Internal Stakeholders p. 37</p>	<ul style="list-style-type: none"> <li>Protecting Customers' Rights</li> <li>Exceptional Service and Innovation</li> </ul> <p>&gt;&gt;Social – External Stakeholders p. 49</p>	<ul style="list-style-type: none"> <li>Community Building</li> <li>Business Ethics</li> <li>Industrial Promotion</li> <li>Other Social Engagement</li> <li>Social Investment</li> </ul> <p>&gt;&gt;Social – External Stakeholders p. 49</p>	<ul style="list-style-type: none"> <li>Sustainable Governance</li> <li>Board of Directors' Structure and Operation</li> <li>Information Disclosure and Transparency</li> <li>Ethics and Integrity</li> <li>Compliance Management</li> <li>Risk Management</li> <li>Information Security Management</li> </ul> <p>&gt;&gt;Corporate Governance p. 59</p>	<ul style="list-style-type: none"> <li>Management Policy and ESG Guidelines</li> <li>Management Process and Operation Mechanism</li> <li>Risk and Impact Assessment</li> <li>Achievement and Performance</li> </ul> <p>&gt;&gt;Supply Chain Management p. 71</p>

## The Boundary of the Impact of Material Topics on Sinyi's Value Chain

2-6

Each stage in our services has an impact on environment, society, governance, and supply chain, and these impacts can go far beyond the scope of our day-to-day business activities. Reviewing our efforts toward sustainable development from the value chain perspective can not only help us understand the positive and negative impacts of our value chain, but can also enable us to focus on the elements that are most in need of strengthening. The key to sustainable development is making the most of every opportunity within the value chain to expand our positive influence and reduce our negative impact.

The boundary and the degree of impact are described as right:

- Positive actual impacts
- Positive potential impacts
- Negative actual impacts
- Negative potential impacts

Material Topics	Value Chain				
	Raw materials, consumables and supplies	Commission	Investigation, pairing up, house touring, and negotiating	Signing contracts	Community engagement, and after-sales service
201 Economic Performance	●	●	●	●	●
203 Indirect Economic Impacts					●
303 Water and Effluents	●				●
305 Emissions	●	●	●	●	●
401 Employment		●	●	●	●
403 Occupational Health and Safety		●	●	●	●
404 Training and Education		●	●	●	●
405 Diversity and Equal Opportunity		●	●	●	●
409 Forced or Compulsory Labor		●	●	●	
414 Supplier Social Assessment	●				●
416 Customer Health and Safety		●	●	●	●
417 Marketing and Labeling		●	●	●	●
418 Customer Privacy	●	●	●	●	●
Digital Resilience		●	●	●	●
Promotion of Business Ethics	●	●	●	●	●
Product Design & Lifecycle Management	●	●	●	●	●
Business Ethics	●	●	●	●	●

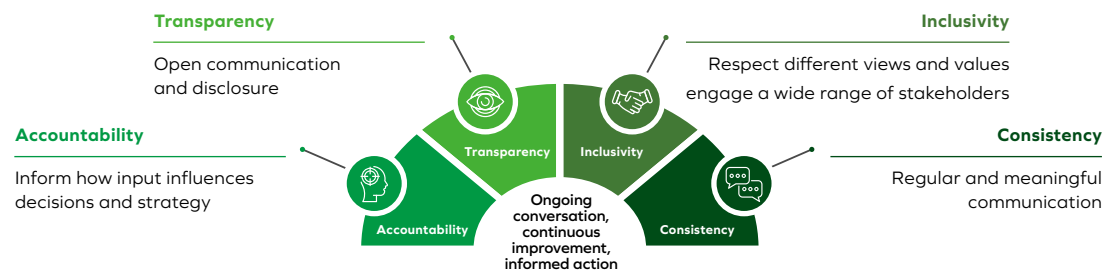


# Stakeholder Engagement

We engage with stakeholders through various channels, strive to respond to the concerns of stakeholders, and propose corresponding strategies and actions.

## Engagement Strategies and Goals

Improve how Sinyi Realty engages with stakeholders in our efforts to act, influence and advocate for responsible business growth.



## Engagement Results and Feedback

Sinyi Realty attaches importance to the feedback of stakeholders. In response to the concerns or suggestions of various stakeholders, and in line with the motto: "Sinyi begins with trust and ends with perfection," we continue to improve in all aspects, plan corresponding strategies, and propose actions or projects. Here are excerpts from some stakeholder's suggestions and feedback to us.

For more information, please refer to the videos or interviews on Sinyi Sustainability Website:

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



You can also give us more feedback through the online questionnaire.



## The Categories and Significance of Stakeholders

Our stakeholders mainly include investors, employees, customers, society (including the media, government and the competent authorities, etc.), the environment and suppliers. We have considerable responsibility toward our stakeholders. Therefore, it is necessary to engage with them through various methods and channels to understand their needs and expectations. Their feedbacks are also used as a reference for the formulation of sustainability policies and related plans. The modes and channels of engagement with stakeholders are presented in the chart below. For related material topics, the responses and plans are detailed in subsequent chapters.

Category and Significance	Environment	Corporates plays an important role in climate change mitigation and adaptation as well as net-zero and biodiversity convention. Only with the implementation of climate and environment governance can green transformation be realized, thus sustainably co-exists with the nature with harmony.
Engagement Means and Methods [Frequency]		Issues of Concern
<ul style="list-style-type: none"> <li>Sustainability Report [Annually]</li> <li>Sustainability website and mailbox [Timely]</li> <li>Annual General Meeting [May of each year]</li> </ul>	<ul style="list-style-type: none"> <li>Green procurement [Irregularly]</li> <li>Sinyi Lecture Hall [Regularly]</li> <li>Sinyi Volunteer [Regularly]</li> </ul>	<ul style="list-style-type: none"> <li>Carbon management disclosures [Annually]</li> <li>Water management disclosures [Annually]</li> <li>Renewable energy consumption [Regularly]</li> </ul>
Results of Consensus	Response Methods and Results	Responsive Feedback
Every year, the service carbon footprint and GHG emissions are audited for monitoring the effectiveness. Environmental issues are collected via channels such as CSR mailbox. 6,106 environmental responses were collected in 2022. Stakeholders indicated that not only GHG but other diverse environmental topics should be paid attention.	For climate governance and environmental management, we introduce TCFD, implement ISO management systems, conduct GHG inventory and water footprint, increase carbon neutral branches, and disclose our environmental performance to the public. We also join international initiatives, engage with communities and support circular economy.	<ul style="list-style-type: none"> <li>Green real estate services</li> <li>Low-carbon operations</li> <li>Expansion of Green Impacts</li> <li>Nature and biodiversity</li> </ul> <p>&gt;&gt;&gt;Environment p. 27</p>

[The issues of concern p. 16](#)

“

### Environment- The 1.5° C Benchmark

"Temperature Rising Index for Pathways (TRIPs)" adopt the "Absolute Global Temperature Change Potential Model (AGTP)" proposed IPCC report. According to the companies' carbon reduction data, such as base year, target year, and reduction rate, following the five possible warming scenarios simulated in AR6, after linear prediction, the long-term carbon reduction path of each company is simulated and analyzed. By the calculation of climate models and parameter matrix, the temperature rise index of the company is obtained. After analyzing 725 Taiwan companies' sustainability reports, only 94 meet the goal of 1.5 °C. The 94 companies which are from 37 sectors, including Sinyi Realty, are the benchmarks of their sectors.

Yi Shi Shiung,  
Director of Common Wealth Survey Center and Common Wealth Sustainability Committee

”

Category and Significance	Employees	Talent is the foundation of business. Employees are partners in business and not merely assets. A company must provide competitive levels of compensation and a comprehensive system of benefits, ensure a safe employment environment, which could attract outstanding talents, giving absolutely respects and cares, and grow together with the company.
Engagement Means and Methods [Frequency]		Issues of Concern
<ul style="list-style-type: none"> <li>Sustainability Report [Annually]</li> <li>Sustainability website and mailbox [Timely]</li> <li>Various internal meetings [Regularly]</li> <li>Internal communications platform [Timely]</li> </ul>		<ul style="list-style-type: none"> <li>Employees communications mailbox [Timely]</li> <li>Departmental service hotline [Timely]</li> <li>Labor-management meetings [Regularly]</li> <li>EAP assistance program [Timely]</li> </ul>
Results of Consensus		Responsive Feedback
Full communication with employees at any time, including collecting their feedback, enabling us to adjust policies and related guidelines or regulations. We collected 118,888 comments, most of which were recommendations for training and salary incentives.		<ul style="list-style-type: none"> <li>1234 sexual harassment prevention hotline [Timely]</li> <li>Course opinion surveys [Timely]</li> <li>Internal questionnaires [Annually]</li> <li>A-yi Chatbot [Timely]</li> </ul>
Response Methods and Results		Responsive Feedback
The implementation of Sinfu Coin - flexible benefits is carried out by employee satisfaction surveys, and rules are completed by multiple communication channels. With high-paying jobs, diverse career paths, and proper support, our policies encourage employees to pursue higher achievement. Our online training and lifelong learning allow employees at all levels to better use their fragment time to improve their professional knowledge, and to achieve a balance between life and work.		<ul style="list-style-type: none"> <li>Positive Labor- Employer Relations</li> <li>Talent Cultivation and Development</li> <li>Occupational Health and Safety</li> <li>Benefits and Retirement Plans</li> <li>Diversity and Inclusion</li> <li>The Human Right and LOHAS</li> </ul>

“

### Good Job, Good Life, Good Service

Branch and the community collaborate in establishing a health protection system. This involves vaccinating pets against rabies, which helps mitigate the risks of contracting diseases such as rabies, fleas, and heartworms when they visit the nearby park, Yu Cheng Park, where many pet owners gather with their beloved pets on weekends.



Recognizing that some community residents, particularly the elderly, may find it inconvenient to travel long distances for pet vaccinations, we have established local vaccination stations within residential parks. This not only provides convenience for residents but also allows customers to experience our thoughtful services. Colleagues enthusiastically participate in these initiatives, experiencing the therapeutic benefits that pets bring. In fact, one of our colleagues has even incorporated "Responsible Pet Ownership" into their annual goal-setting framework, integrating work and personal life to achieve set objectives.

Zhongxiao Yucheng/ Branch manager James Lee

”

Category and Significance	Community	As the main economic entities in society, in addition to creating profits, enterprises must upholding social responsibility. Corporate development with a focus on giving back to society and promoting a jointly beneficial relationship between corporate social responsibility and stakeholders can help further our positive influence on society.
Engagement Means and Methods [Frequency]		Issues of Concern
<ul style="list-style-type: none"> <li>Sustainability Report [Annually]</li> <li>Sustainability website and mailbox [Timely]</li> <li>Website and FB- Community capacity building project, Sinyi Lecture Hall, Sinyi Charity Foundation [Timely]</li> <li>Business ethics teacher camps [Every summer and winter]</li> <li>Community building project [Annually]</li> </ul>		<ul style="list-style-type: none"> <li>Taiwan Real Estate Almanac [Annually]</li> <li>Industry-academia-government conferences, public hearings on regulations, conferences on real estate taxation [Irregularly]</li> <li>Official Sinyi recruitment website/hotline and mailbox [Timely]</li> <li>Press releases, press conferences [Irregularly]</li> </ul>
Results of Consensus		Responsive Feedback
Through the Community capacity building project, various channels including industry, government, and academia seminars were held, and a total of 32,277 opinions were collected. Get to know what the public is concerned about, we can feedback accordingly.		<ul style="list-style-type: none"> <li>Community Building</li> <li>Business Ethics</li> <li>Industrial Promotion</li> <li>Other Social Engagement</li> <li>Social Investment</li> </ul>
Response Methods and Results		Responsive Feedback
Sinyi uses its core abilities to tackle social issues and expand impact. Enrich the community knowledge database, establish a community building history image library, and set up three base sites to encourage learning and cultivate local talents.		<ul style="list-style-type: none"> <li>Community Building</li> <li>Business Ethics</li> <li>Industrial Promotion</li> <li>Other Social Engagement</li> <li>Social Investment</li> </ul>

“

### Creation and Diversity All in We Are ONE Project

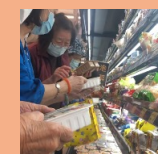


Compared to various community development projects undertaken by the public sector, the We are ONE project offers greater flexibility. It welcomes proposals from individuals or informal teams who wish to contribute to their

community and hometown.

We are ONE Lu si yue Jury

"Shared kitchen for elderly" recognizes the dietary challenges faced by the elderly in the community and utilizes technology and communication software to create a digital volunteer team that spans across different townships.



proposer / Lin zhi xuan

”

Category and Significance	Customers	Customers are a company's major source of revenue, and we strive to serve the public with strength, knowledge, and professionalism, thus promoting safe, fast, and reasonable real estate transactions while also maintaining a level of profit appropriate for the ongoing survival and development of the company.
Engagement Means and Methods [Frequency]		Issues of Concern
<ul style="list-style-type: none"> <li>Sustainability Report [Annually]</li> <li>Sustainability website and mailbox [Timely]</li> <li>Official website and social media: Sinyi Realty and Sinyi Living [Timely]</li> </ul>		<ul style="list-style-type: none"> <li>Kinds business activities [Irregularly]</li> <li>Sinyi bi-monthly journal [Regularly]</li> <li>Phone-investigation [Regularly]</li> <li>Social media monitoring [Timely]</li> <li>Customers service hotline and mailbox [Timely]</li> </ul>
Results of Consensus	Response Methods and Results	Responsive Feedback
Actively collected customer feedback by social media, official websites, community engagement services, and satisfaction surveys. Among the 187,613 opinions, the main feedback focused on real estate sales and leasing protection, and the demand for community engagement services increased gradually.	Continuously launching innovative services is the key to improving customer satisfaction. In response to the increasing demand for property transactions, leasing, and community engagement services, Sinyi optimized mobile APP services and launched "DiNDON-Smart House Viewing service."	<ul style="list-style-type: none"> <li>Protecting Customers' Rights</li> <li>Exceptional Service and Innovation</li> </ul> <p>&gt;&gt;Social – External Stakeholders p. 49</p>

Category and Significance	Investors	Regardless of institutional, individual, or potential investors and shareholders, they are all who we value. No matter the size of the capital contributions, all stakeholders are funders of the company, and thus all deserve equal treatment so that the information is, as far as possible, consistent with that of the management.
Engagement Means and Methods [Frequency]		Issues of Concern
<ul style="list-style-type: none"> <li>Sustainability Report [Annually]</li> <li>Sustainability website and mailbox [Timely]</li> <li>Annual General Meeting [May of each year]</li> </ul>		<ul style="list-style-type: none"> <li>Online Conference [Quarterly]</li> <li>Annual report [Annually]</li> <li>Telephone calls with Spokesperson or Deputy Spokesperson [Timely]</li> <li>Mail or investor mailbox [Timely]</li> <li>Investor Relations website [Timely]</li> <li>Audit Committee complaints mailbox [Timely]</li> </ul>
Results of Consensus	Response Methods and Results	Responsive Feedback
We communicate the current status of the company to investors through a variety of methods and also collect feedback from the investors at any time and using that information we aim to improve our corporate governance. We received a total of 3,495 responses from credit rating agencies and through investor engagement; stockholders put forward their hopes that we would expand beyond Taiwan and create even greater value.	We responded to our commitments to our stakeholders and investors, receiving the best rating available in the Taiwan Stock Exchange's Corporate Governance Systems Evaluation System for the 9 consecutive year and ranking among the top 5% of listed companies in Taiwan with regard to corporate governance. We continue to strengthen the operation of the Board of Directors and other corporate governance practices to improve operating efficiency.	<ul style="list-style-type: none"> <li>Sustainable Governance</li> <li>Board of Directors' Structure and Operation</li> <li>Information Disclosure and Transparency</li> <li>Ethics and Integrity</li> <li>Compliance Management</li> <li>Risk Management</li> <li>Information Security Management</li> </ul> <p>&gt;&gt;Corporate Governance p. 59</p>

Category and Significance	Suppliers	Ensuring that all suppliers provide services in compliance with our commitment to good faith and that they satisfy customers is vital.
Engagement Means and Methods [Frequency]		Issues of Concern
<ul style="list-style-type: none"> <li>Sustainability Report [Annually]</li> <li>Sustainability website and mailbox [Timely]</li> <li>Suppliers meeting [Quarterly]</li> </ul>		<ul style="list-style-type: none"> <li>Suppliers impact assessment and risk survey [Annually]</li> <li>Suppliers management forms [Annually]</li> <li>Sinyi Lecture Hall [Regularly]</li> <li>We are One project [Irregularly]</li> </ul>
Results of Consensus	Response Methods and Results	Responsive Feedback
The Sustainability Terms and procurement ethics are integrated in suppliers management policies, supplemented by supplier self-assessment form to enhance the exchange of ideas. Regarding suppliers, we collected 5,912 responses. Sinyi continues to co-organize activities with suppliers to build a sense of common good and also contribute to a sustainable environment.	Our supply chain management efforts continue to involve sampling of nearly 90% of our suppliers, with our business philosophy securely at the heart of our supply chain management culture. We have introduced ISO 20121 helps to establish a unified management mechanism for event sustainability that will provide a means to mitigate the negative impacts and reinforce the positive ones with regard to sustainability. Based on the principle of sustainable procurement, we strive for sustainable supply chain management and mechanisms that are easy for suppliers to adhere to. More people will be willing to come together and commit themselves to our philosophy.	<ul style="list-style-type: none"> <li>Management Policy and ESG Guidelines</li> <li>Management Process and Operation Mechanism</li> <li>Risk and Impact Assessment</li> <li>Achievement and Performance</li> </ul> <p>&gt;&gt;Supply Chain Management p. 71</p>



### He is not just our property broker, but also our truly friend

Sinyi gentleman is not only dedicated to property management but also wholeheartedly address any issues, providing reassurance and genuine care. Their attentive approach allows me to promptly identify and address problems, and they are treated as family members.



Customer / Mrs. Lee



### Governance - Active Board operation, shaping a sustainable benchmark

Under the implementation of the mechanism of corporate governance, compliance and risk control, Sinyi operates stably in a changing industrial environment, stabilizes core business, gradually expands business areas, improves the company's integrated growth efficiency, continues to strive for excellence, and takes into account all stakeholders' rights. It is worthy of recognition.

Excerpted from the results report of Corporate Governance System Assessment CG6013(2021)



### Suppliers- Enhance sustainable performance through ESG risk evaluation and on-site visits

In recent years, companies around the world have been actively promoting ESG sustainable development, and as a contractor of Sinyi Realty, we are certainly not falling behind. The renovation, air conditioning, plumbing, and electrical installation industries have always been highly specialized and subject to strict government regulation. In addition to not neglecting employee insurance, project site maintenance, and occupational safety and health, we pay special attention to employee on-the-job training, encourage the acquisition of relevant certificates, and strive to create a work environment that allows employees to develop with peace of mind. We promote energy efficiency through our expertise in providing effective energy-saving measures for our clients. We are pleased to have the opportunity to gain a deeper understanding of the ESG-related risks and prevention measures through Sinyi and its consultants. We also look forward to continuing work together with Sinyi in the spirit of sustainable development.



Li-chin Chen, Special assistant, V-TEC



# Corporate Sustainability Vision and SDGs

## Sustainable Strategy: Integrating UN SDGs into Sinyi Sustainability Principle

Sinyi Realty takes "Environment—Get to Net Zero; Society—Co-existence, Co-prosperity, and Co-creation; Governance—Creating a Sustainable Lifestyle; Supply chain management—Building an Ethical and Sustainable Supply Chain" as sustainable vision and development principles. Corresponding to the SDGs, Sinyi sets short-, medium-, and long-term goals for SDGs to move toward the goal of "Be the leading brand in the residential lifestyle services." The management consider the 17 Sustainable Development Goals (SDGs) and the opportunities and risks they bring, and determine the sustainable development goals that Sinyi can have the greatest impact through sustainable strategies, which enable Sinyi to make contributions to achieve the goals, and jointly move towards the sustainable future.

## Review Process

Combining our sustainable strategy goals with the SDGs requires organizational inputs and support at the executive level. Using the factors listed below, we conducted a staged analysis:



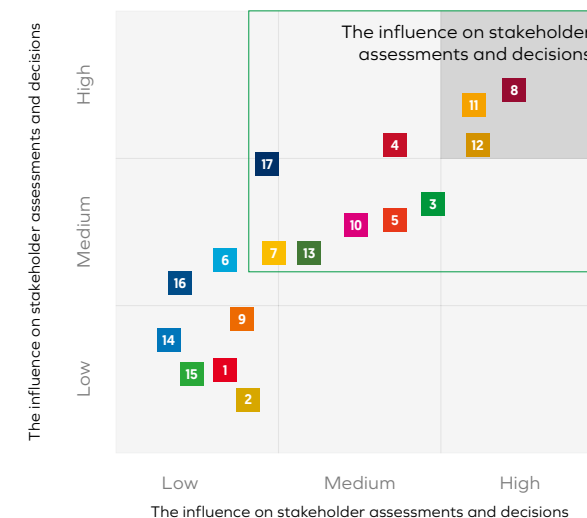
## Engagement Approach

Sinyi examining each segment of the value chain, to identify areas where our core competencies contribute positively to the implementation of the SDGs, or operating activities may have negative impacts on the SDGs.



## Review Criteria

We work to tie Sinyi Sustainability Principles, the SDGs, and our material topics together to ensure consistency in our strategic goals. To evaluate and review the degree of impact, taking into account the rights and interests of all stakeholders.



## Implement Performances

Businesses play an important role in achieving sustainable development goals. By responding to SDGs, Sinyi has created many business opportunities and made specific contributions toward the cause.

Performances p. 23~24



## Responses to the SDGs

In order to implement sustainable development and respond to SDGs, Sinyi Realty has formulated relevant policies and corresponding principles to enable employees to have a clearer direction to follow when facing various stakeholders.

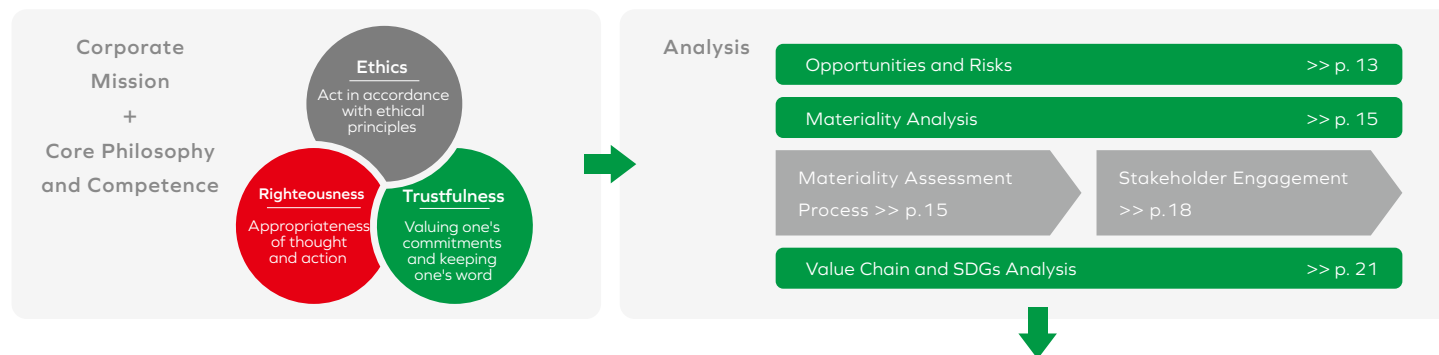
Sinyi draws up short-, medium- and long-term strategies, as well as the direction of effort, action plans, targets and performance for each SDGs. Sinyi combines SDGs with operating strategies, and considers all important stakeholders so that all of them can benefit together.

SDGs	Management Approach	Policies	Short-term Strategies (2023)	Mid-term Strategies (2030)	Long-term Strategies (2050)	Action Plan	Page
3	Sinyi sets a consolidated management to establish health and safety workplace.	<ul style="list-style-type: none"> <li>ISO verification management policies</li> <li>Program of preventing for traffic accidents</li> <li>Health plan in accordance with pandemic</li> </ul>	<ul style="list-style-type: none"> <li>Keeping workers' safety with rolling planning against pandemic</li> <li>Conduct annual verification for progress checking and further improvement</li> </ul>	<ul style="list-style-type: none"> <li>For Improving work and life balance of workers' by using digital tools</li> <li>To organize OHS management in supply chain</li> </ul>	<ul style="list-style-type: none"> <li>Integrating multi-function into health management platform</li> <li>To promote health management comprehensively</li> </ul>	<ul style="list-style-type: none"> <li>Subsidies for safety helmets</li> <li>Plans for anti pandemic</li> <li>Sinfu Coin</li> </ul>	<p>p. 44</p> <p>p. 43</p> <p>p. 45</p>
4	To promote business ethics value and social education, in order to fulfill the goal of improving citizen's literacy.	<ul style="list-style-type: none"> <li>Sinyi Realty Inc. Sustainable Development Best Practice Principles</li> </ul>	<ul style="list-style-type: none"> <li>Continue to train higher education teachers</li> <li>Use innovative ways to promote ethics</li> <li>On-line lectures to include more audience</li> </ul>	<ul style="list-style-type: none"> <li>Partnership for bigger impact</li> <li>Expanding business ethics learning platform</li> <li>Make greater impact through the platform</li> </ul>	<ul style="list-style-type: none"> <li>To reach out to younger generation</li> <li>To connect with international resources of ethics education</li> <li>To offer advice to the industry</li> </ul>	<ul style="list-style-type: none"> <li>School talents cultivation</li> <li>Podcast for ethics</li> <li>Industry-academia cooperation</li> </ul>	<p>p. 40</p> <p>p. 55</p> <p>p. 40</p>
5	Adhered to a diverse and inclusive talent strategy and striving for equality of opportunity across genders.	<ul style="list-style-type: none"> <li>Sexual harassment prevention act and the act of gender equality in employment</li> <li>Maternity protection regulation</li> </ul>	<ul style="list-style-type: none"> <li>Empower women, raise female management ratio</li> <li>Placing great importance on diversity in all aspects of hiring and development for genders</li> </ul>	<ul style="list-style-type: none"> <li>Embedding series gender equality into policies</li> <li>Providing parental support</li> </ul>	<ul style="list-style-type: none"> <li>Considering aspects for equality in policies</li> <li>Promoting gender equality</li> </ul>	<ul style="list-style-type: none"> <li>Second-Child Grants Program</li> </ul>	<p>p. 46</p>
7	To set renewable energy consumption target, formulate and implement plans.	<ul style="list-style-type: none"> <li>ISO verification management policies</li> <li>CDP initiative</li> <li>SBT initiative</li> <li>Sinyi Sustainable Development Policy</li> </ul>	<ul style="list-style-type: none"> <li>Promote renewable energy consumption</li> <li>Continuous equipment maintenance or replacement plan</li> <li>Conduct annual verification for progress checking and further improvement</li> </ul>	<ul style="list-style-type: none"> <li>Achieve net zero emissions</li> <li>Continuously increase renewable energy consumption</li> <li>Plan for mid- and long-term equipment maintenance or replacement</li> </ul>	<ul style="list-style-type: none"> <li>Achieve net zero emissions</li> <li>Promote the importance of clean energy usage</li> <li>Systematic upgrade of energy efficiency</li> </ul>	<ul style="list-style-type: none"> <li>Renewable energy</li> </ul>	<p>p. 33</p>
8	Creating diverse and inclusive workplace with stakeholders' engagement.	<ul style="list-style-type: none"> <li>Sinyi Realty employment act</li> <li>Sinyi Realty incentive regulation</li> <li>Sinyi mentoring program</li> <li>Sinyi Realty Promotion Act</li> </ul>	<ul style="list-style-type: none"> <li>Diverse employment for inclusive workplace and enlarge portion of female management</li> <li>Establish foundation of digital transformation</li> </ul>	<ul style="list-style-type: none"> <li>Creating a business culture with diversity and inclusion</li> <li>Implementing digital transformation to become efficiency</li> </ul>	<ul style="list-style-type: none"> <li>Providing more job opportunities overseas</li> <li>Establishing living brand ecosystem to create more job opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Hiring program</li> <li>Innovation program and digital resilience</li> <li>Suppliers ESG risk audit</li> </ul>	<p>p. 40</p> <p>p. 53</p> <p>p. 77</p>
10	Try to eliminate inequality and to promote the co-creation between generations, in order to reach co-prosperity.	<ul style="list-style-type: none"> <li>Charter of Sinyi Charity Foundation</li> </ul>	<ul style="list-style-type: none"> <li>Recruit creative and impactful proposals for elderly service</li> <li>Cooperate with innovative groups to perform various activities for elders</li> </ul>	<ul style="list-style-type: none"> <li>Enhance the independent ability of seniors</li> <li>Enhance inter-generational cooperation.</li> <li>Deepen cooperation with partners</li> </ul>	<ul style="list-style-type: none"> <li>Long-term support for the elders to be independent</li> <li>Promote innovative projects, and partner with various groups to respond to new social issues</li> </ul>	<ul style="list-style-type: none"> <li>Gung-Ho Project</li> <li>Sinyi Scholarship</li> </ul>	<p>p. 54</p> <p>p. 57</p>
11	Connect resources, promote community, and create uniqueness of the community.	<ul style="list-style-type: none"> <li>Sinyi Realty Inc. Sustainable Development Best Practice Principles</li> <li>Community Building Grants Guidelines</li> </ul>	<ul style="list-style-type: none"> <li>Integrate SDGs into projects</li> <li>Planting afforestation to restore the environment and ecology</li> <li>Combining local characteristics to activate local economy</li> </ul>	<ul style="list-style-type: none"> <li>Expand the levels of participation, and encourage more innovative proposals</li> <li>Combine with partners to expand impacts and cultivate local talents</li> </ul>	<ul style="list-style-type: none"> <li>Cultivate talents and establish a talent database</li> <li>Integrate local networks and establish a cross-community assistant system</li> <li>Build an information sharing platform</li> </ul>	<ul style="list-style-type: none"> <li>Community Building</li> </ul>	<p>p. 53</p>
12	Establish ethical innovation, promote the concept of sustainable consumption to the public.	<ul style="list-style-type: none"> <li>Customer Satisfaction management measures</li> <li>Sinyi Sustainable Development Policy</li> </ul>	<ul style="list-style-type: none"> <li>Optimize service quality management</li> <li>Innovate and develop low-carbon services to reduce paper usage</li> </ul>	<ul style="list-style-type: none"> <li>Promote sustainability awareness to more people</li> <li>Improve supplier sustainability management</li> <li>Promote green sustainable branches</li> </ul>	<ul style="list-style-type: none"> <li>Achieve the target of sustainable branches being carbon neutral and responding to SDGs</li> <li>Expand the efficiency of low-carbon services</li> </ul>	<ul style="list-style-type: none"> <li>Sustainability education</li> <li>ISO 20121</li> <li>Expansion of green impacts</li> <li>Innovative way to Green</li> </ul>	<p>p. 53</p> <p>p. 48</p> <p>p. 35</p> <p>p. 78</p>
13	Implement energy-saving and carbon-reduction measures, and develop green innovative services.	<ul style="list-style-type: none"> <li>Net Zero 2030 /2050 Initiative</li> <li>ISO verification management policies</li> <li>CDP Initiative, SBT initiative, TCFD</li> <li>Sinyi Sustainable Development Policy</li> </ul>	<ul style="list-style-type: none"> <li>Conduct annual GHG inventory verification</li> <li>Introduce TCFD to enhance climate resilience</li> <li>Promote green services</li> </ul>	<ul style="list-style-type: none"> <li>Greater support for renewable energy development</li> <li>Implement green transformation and continuously innovate green services</li> </ul>	<ul style="list-style-type: none"> <li>Achieve carbon neutral and net zero emissions</li> <li>Promote more low-carbon services to make the service as well as carbon reduction more efficient</li> </ul>	<ul style="list-style-type: none"> <li>Green real estate services</li> <li>Energy and carbon management</li> <li>GHG emissions of energy survey to key suppliers</li> <li>Climate governance and TCFD</li> </ul>	<p>p. 32</p> <p>p. 33</p> <p>p. 77</p> <p>p. 29,108</p>
17	Use Sinyi's core abilities of matching resources to bring out impact.	<ul style="list-style-type: none"> <li>Sinyi Realty Inc. Sustainable Development Best Practice Principles</li> <li>Sinyi Group Procurement Ethics Standards</li> </ul>	<ul style="list-style-type: none"> <li>Partner with government, NPO, and local groups</li> <li>Enhance supply chains ESG management</li> </ul>	<ul style="list-style-type: none"> <li>Cooperate with partners strategically</li> <li>Improve the sustainable management of the supplier, and go co-prosper together</li> </ul>	<ul style="list-style-type: none"> <li>Increase participation in international initiatives or cooperation with sustainable organizations</li> <li>Create sustainable values with suppliers</li> </ul>	<ul style="list-style-type: none"> <li>Promote a sustainable and better life for all</li> <li>Join associations and initiatives</li> </ul>	<p>p. 77</p> <p>Website</p>

# Sustainable Innovation 2-6

## Innovative Services: A Purpose-driven Sustainability Strategy

Enterprises that are "purpose-driven" gain public support by providing proper care to important stakeholders. A good "corporate purpose" can take into account both "profit creation" and "social influence." We response to SDGs, it is through our focus on innovative ability based on purpose-oriented that we have been able to maintain our place at the top of the industry and stand out among our peers.

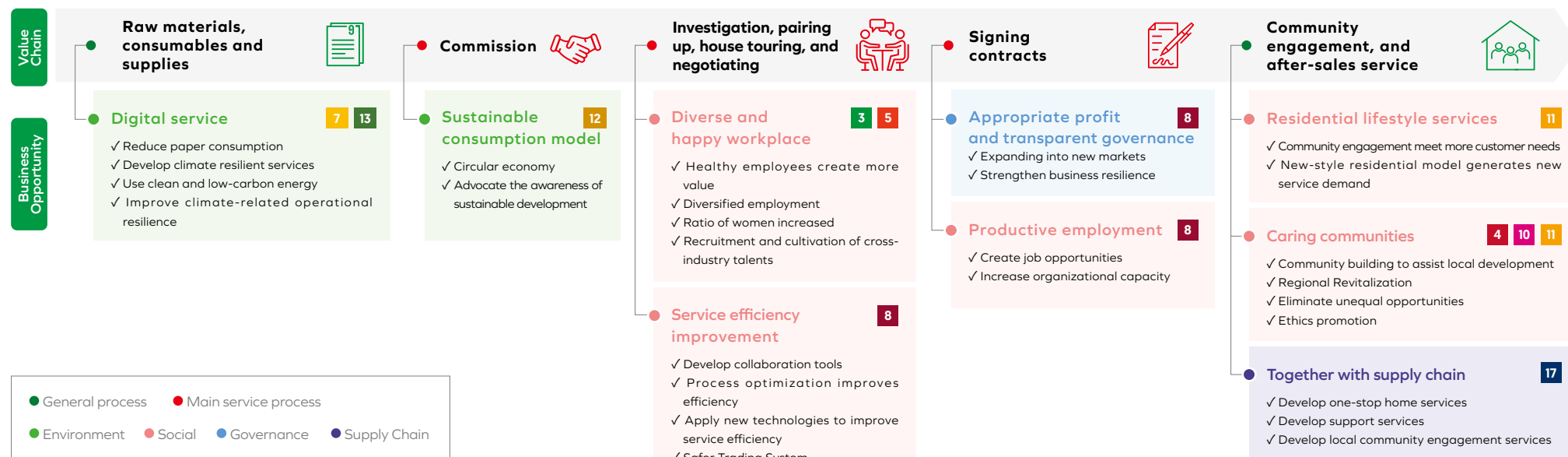


## Service Design Thinking for Sustainable Development

Sinyi develops sustainable business models and service design through our value chain. In response to global and social needs from the outside-in, we have designed Sinyi Sustainability Principles and actively responded to SDGs. Service design strategically considers sustainable development issues in response to the needs of stakeholders, optimizes service processes, and launches sustainable innovation projects.

### • Response Mechanisms

To capture market opportunities linked to sustainability mega-trends, we drive breakthrough innovation for SDGs to pursue growth opportunities.



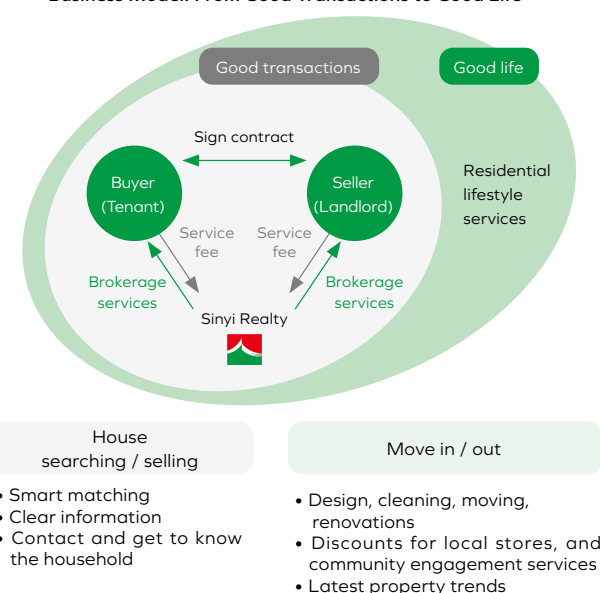
## Sustainable Innovation Goals and Achievements: Service Innovation that Takes into Account ESG

Opportunities	Category	Sinyi Sustainability Principles	2022 Sustainable Innovation Results	2023 Goals	Response to SDGs
<ul style="list-style-type: none"> <li>Digital service</li> <li>Sustainable consumption model</li> </ul>	E Environment	Get to Net Zero	<b>Green real estate service - Get to Net Zero</b> <ul style="list-style-type: none"> <li>Green real estate services p. 32</li> <li>Low-carbon operations p. 33</li> <li>Extension of green impacts p. 35</li> <li>Nature and biodiversity p. 36</li> </ul>	<ul style="list-style-type: none"> <li>Service carbon footprint ↓ 1%</li> <li>GHG emissions of electricity consumption per capita ↓ 4.2%</li> <li>GHG emissions (Category 1+2) ↓ 4.2%</li> </ul>	7 12 13
<ul style="list-style-type: none"> <li>Diverse and happy workplace</li> <li>Productive employment</li> </ul>	S Social	Co-existence, Co-prosperity, and Co-creation	<b>Establish a diverse and happy workplace</b> <ul style="list-style-type: none"> <li>Sinfu Coin - flexible benefits p. 45</li> </ul>	<ul style="list-style-type: none"> <li>Employees Satisfaction Score &gt; 4.0</li> </ul>	3 4 5 8
<ul style="list-style-type: none"> <li>Service efficiency improvement</li> <li>Residential lifestyle services</li> <li>Caring communities</li> </ul>			<b>Digital transformation, and caring communities</b> <ul style="list-style-type: none"> <li>Service process digitalized p. 52</li> <li>Community engagement services p. 52</li> <li>Flexible volunteer services p. 58</li> </ul>	<ul style="list-style-type: none"> <li>Customer Satisfaction Rate 91.24%</li> <li>3,150 proposals receive sponsorships</li> </ul>	4 10 11 12
<ul style="list-style-type: none"> <li>Appropriate profit and transparent governance</li> </ul>	G Governance	Creating a Sustainable Lifestyle	<b>Transparent governance, strengthen corporate resilience</b> <ul style="list-style-type: none"> <li>Performance evaluation strengthens ESG connection p. 64</li> <li>ISO 27001 p. 70</li> <li>Issue TCFD Report p. 108</li> </ul>	<ul style="list-style-type: none"> <li>Continue to maintain positive profit</li> <li>Corporate Governance Evaluation Top 5%</li> </ul>	4 8 12 13
<ul style="list-style-type: none"> <li>Together with supply chain</li> </ul>	SC Supply Chain	Building an Ethical and Sustainable Supply Chain	<b>Drive the supply chain to deepen sustainability momentum</b> <ul style="list-style-type: none"> <li>ESG performance p. 77</li> <li>Innovative way to Green p. 78</li> </ul>	<ul style="list-style-type: none"> <li>Key suppliers' inspection rate at 95%</li> <li>ISO 20400</li> </ul>	8 12 13 17

Extend the journey of buying and selling houses to the after-sales residential living services, build a growth engine for multiple services in the community, and create a sustainable lifestyle that takes into account ESG.

We have been carrying out various programs for a long time, maintain the momentum of innovation, and gather strength to drive the real estate industry and the overall society to become better.

### Business Model: From Good Transactions to Good Life



## Driving Revenues by Innovation: No. 1 in Revenue for 29 Consecutive Years

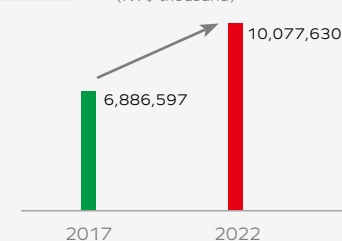
Sinyi Realty actively combines global sustainability issues with innovative practices which shows in our operating strategy and core capabilities, and specifically demonstrates the effectiveness of our positive financial and operational growth performance. Innovation with business ethics is the foundation of sustainable development. Sinyi Realty actively responds to the needs of stakeholders, our innovation not only creating the financial value, but also having positive impacts on the environment and society. We continue to promote various programs, and maintain the energy of innovation, bringing together the forces to drive the industry and the whole society to rise.

For 29 consecutive years, Sinyi Realty has ranked first in the real estate brokerage category in the "CommonWealth Magazine's Top 2000 Enterprises Survey." Its outstanding performance stems from the founding philosophy set over 40 years ago, which emphasizes earning reasonable profits while considering the rights and interests of stakeholders such as shareholders, employees, customers, and society. The goal is to ensure that both employees and customers have good jobs, good transactions, and a good life.

## Digital Net Zero Drives Sinyi's Growth

Sinyi Realty established the Digital Intelligence Center in 2018, and launch various innovative services to assist net zero digitally. At the same time, promote regional revitalization and enhance influence. Additionally, Sinyi actively cultivate digital talents. This not only strengthen organizational resilience, but also drive revenue growth.

Individual Operating Revenue (NT\$ thousand)



# Sustainability Performance Progress

This table reflects progress against our sustainability goals. We highlight the progress that has been made on our way towards 2050 goal. We achieve these goals by following our management policy, managing the key indicators of material topics, the status and progress of achievement of performance goals, and confirming the consistency of performance management indicators and sustainability principles.

☑ Achieved ☹ Ongoing ☐ Not Achieved

	Long-term	Stake- holders	Material Topics	SDGs	Management Indicators	Mid-term	Short-term	Management Progress(performances)			Achieved Status	Our Actions	Our Response
	2050 goals					2030 goals	2023 goals	2020	2021	2022 [Original goal]			
E	Get to Net Zero	Environment	<div>303</div> <div>305</div>	<div>7</div> <div>12</div> <div>13</div>	Service Carbon Footprint (kgCO <sub>2</sub> e per real estate transaction)	↓ 45% (base year 2017)	↓ 1%	265.03	190.25	208.11 ↑ 9.4% 【↓ 1%】	☐	Due to the recession of housing market, the transactions decreased in 2022, resulted in the increase of service carbon footprint. We will enhance service efficiency and effectiveness to reduce carbon emissions.	Environment p. 27
					GHG emissions of electricity consumption per capita (kgCO <sub>2</sub> e)	↓ 100%	↓ 4.2%	1,234	1,148	1,080 ↓ 5.9% 【↓ 4.2%】	☑	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.	
					GHG emissions (category 1+2) (tonCO <sub>2</sub> e)	↓ 90% (base year 2017)	↓ 4.2%	6,771	6,348	5,974 ↓ 5.9% 【↓ 4.2%】	☑	In 2022 the GHG emissions (category 1+2) reduced by 5.9% and 8.2% compared to 2021 and base year (2017) respectively.	
S	Co-existence, Co-prosperity, and Co-creation	Employees	<div>401</div> <div>403</div> <div>404</div> <div>405</div> <div>409</div>	<div>3</div> <div>4</div> <div>5</div> <div>8</div>	Percentage of Female Management	22%	21%	18.76%	18.5%	20.4% 【19%】	☑	Sinyi Realty places great importance on diversity in hiring, training and promotion.	Social – Internal Stakeholders p. 37
					Employees Engagement Survey Score	4.0	4.0	4.05	3.86	3.9 【4.0】	☐	We put employees' opinions into decisions and focus on establishing mechanisms for lower scores.	
					Turnover Rate	25%	27%	28%	22.32%	27.08% 【27%】	☐	Sinyi set more diversified training and flexible benefits to meet the needs.	



	Long-term 2050 goals	Stakeholders	Material Topics	SDGs	Management Indicators	Mid-term	Short-term	Management Progress(performances)			Achieved Status	Our Actions	Our Response
						2030 goals	2023 goals	2020	2021	2022 [Original goal]			
S	Co-existence, Co-prosperity, and Co-creation	Customers	416 417 418 Digital Resilience Product Design & Lifecycle Management	4 10 11 12	Customer Satisfaction Rate	92%	91.2%	90.23%	91.62%	91.24% [91%]	✔	We surveyed 55,239 clients for understanding of our customers' experience with enhanced mapping.	Social – External Stakeholders p. 49
		Community	203 Business Ethics Promotion		Cumulative coverage rate of community building proposals (cumulative total of 368 townships)	4,000 proposals receive sponsorships	3,150 proposals receive sponsorships	99.46%	99.73%	100% [99.73%]	✔	368 townships all sent proposals. As a result, Sinyi sets new goals for 2023 and 2030.	
G	Creating a Sustainable Lifestyle	Investors	201 Digital Resilience Business Ethics	4 8 12 13	Corporate Governance Evaluation	Top 5%	Top 5%	Top 5%	Top 5%	Top 5% [Top 5%]	✔	Obtained the highest recognition of the top 5% of the listed group for the ninth consecutive year.	Corporate Governance p. 59
					Profitability (NT\$ billion)	positive profit	positive profit	2.248	2.89	1.45 [positive profit]	✔	Continue to maintain positive profit. Operating gain of NT\$ 1.45 billion.	
E	Building an Ethical and Sustainable Supply Chain	Suppliers	414	8 12 13 17	Total Audits	- Note	- Note	261/279	152/159	127/132 [N/A] Note	✔	In the process of suppliers selection, training, evaluation, and consultation, we integrate ESG standard. We grow with suppliers together with both new and existing suppliers.	Supply Chain Management p. 71
S													
G					Key suppliers check rate(%)	95%	95%	93.5%	95.6%	96.2% [90%]	✔		

[Note] Goal for annual total number of suppliers: slightly changes every year depending on the status of cooperation, so target setting is not applicable.