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Environment

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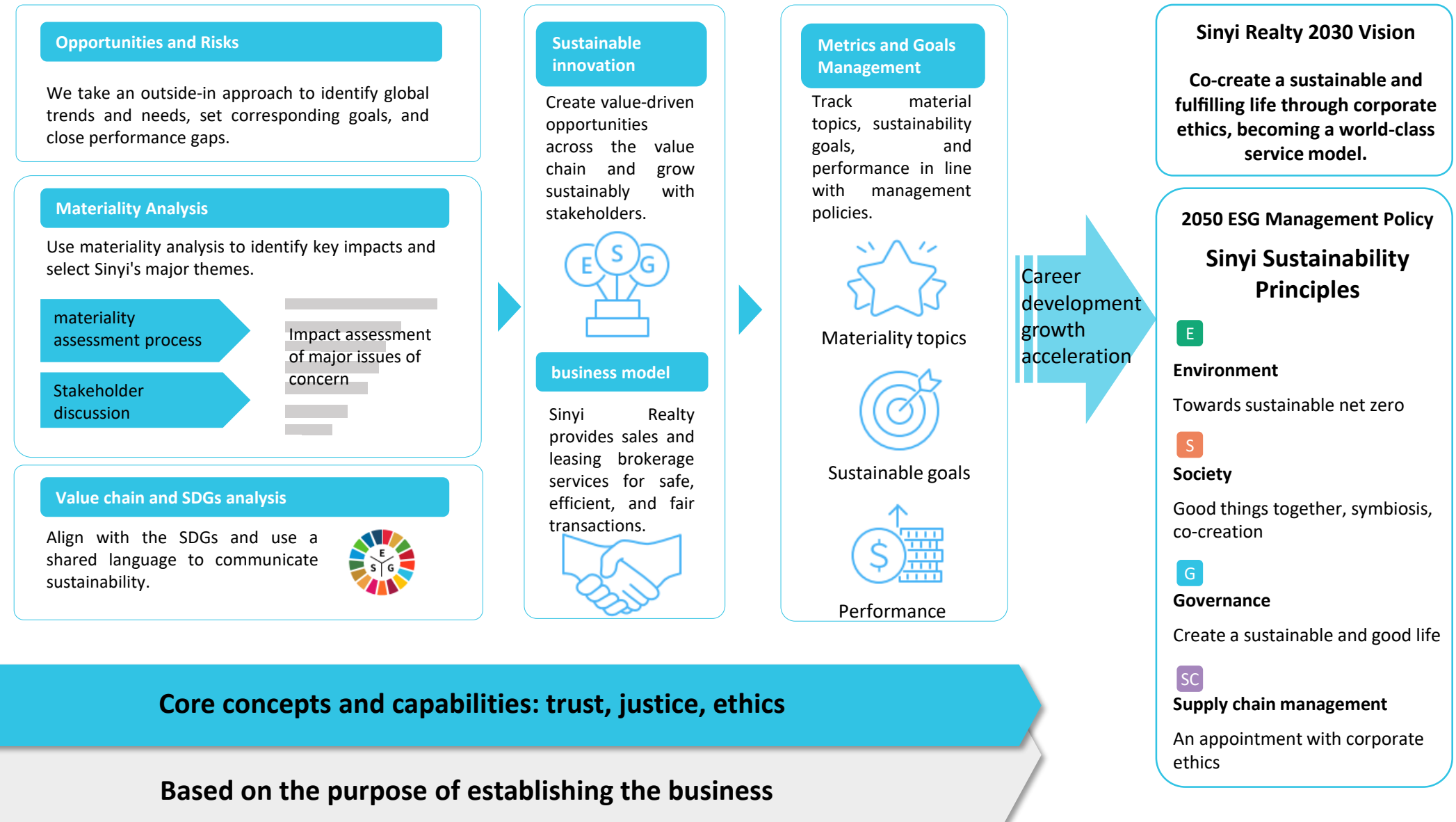
Sustainable Operations

Sinyi aligns its sustainability goals and material topics with the SDGs, establishing ESG principles and management mechanisms. Annual plans and quantitative or qualitative targets are set for each material topic based on the Company's vision and growth expectations.



Value Creation Process

Guided by a people-centered philosophy, Sinyi Group prioritizes integrity over profit and extends the Sinyi spirit across industries, society, and the world. We continue building a comprehensive ecosystem for housing and living services that benefits customers, employees, and the Company, while supporting the long-term sustainability of society, the environment, and suppliers.

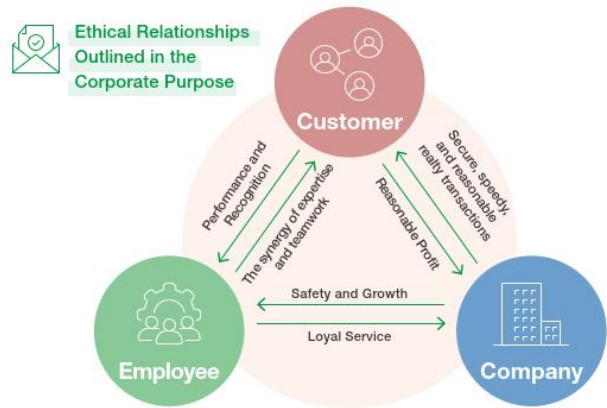


The Importance and Value of Sustainability

Sinyi upholds the principle of “doing what is right and honoring our word” to create shared value. Through a value-chain perspective, we consider every decision’s impact on investors, employees, customers, society, the environment, suppliers, and other stakeholders—driving sustainable value and positive change.

The Origin of Sinyi Realty: Founding Purpose

The founding purpose clearly states the ethical relationships between stakeholders, and also expresses Sinyi Realty’s commitment to each stakeholder.



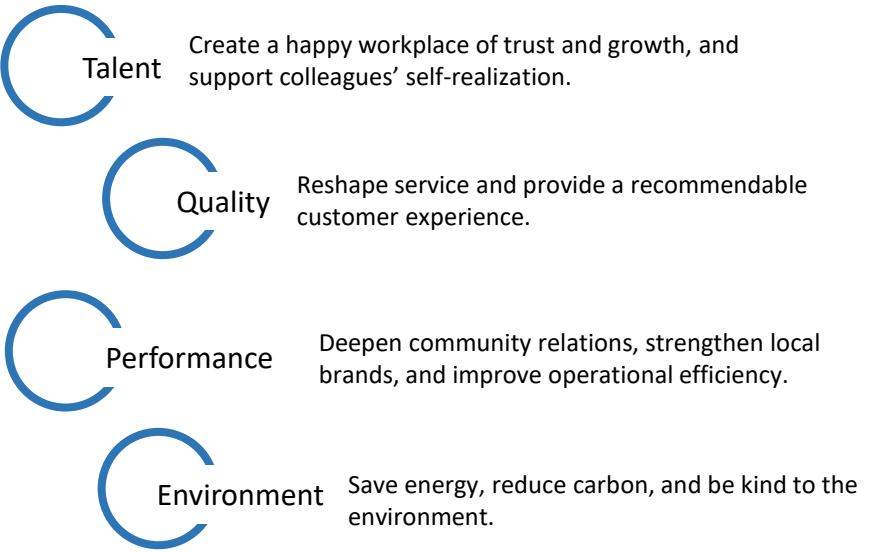
Core competencies to create value "Trustfulness, Righteousness, and Ethics"

Sinyi Realty transforms trust, integrity, and ethics into core capabilities. Guided by its sustainability principles, we innovate, create value-driven business opportunities, address social challenges, and balance economic, social, and environmental development.



Sinyi Realty 2030 Vision

Create a sustainable and good life with corporate ethics and become a world-class service industry



2050 ESG Business Policy-Sinyi Sustainability Principles

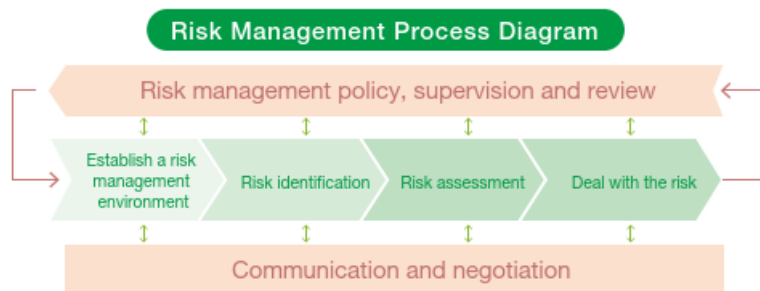
- E** Environment – Towards Sustainable Net Zero
- S** Society - common good, symbiosis, and co-creation
- G** Governance - Create a sustainable and good life
- SC** Supply chain management - an appointment with corporate ethics

Opportunities and Risks

To navigate rapidly changing global trends, Sinyi Realty identifies risks and opportunities through internal and external analysis. Under our Risk Management Policy, we assess potential impacts and develop response strategies with reference to global risk trends, the SDGs, SASB Standards, the TCFD framework, and industry standards.

management program

Establish proactive risk management mechanisms to identify risks and opportunities, develop strategies and action plans, enable timely responses, and minimize impacts on sustainable operations.



[Risk Management p. 74](#)

[Sinyi Realty "Risk Management Policy"](#)

1. Establish the Risk/Opportunity Management Environment

External: Assess how global trends, natural disasters, and industry changes affect operations.

Internal: Identify risks and opportunities across current and new businesses, considering the Company's strengths, weaknesses, and capabilities.

2. Risk/Opportunity Identification: Identify factors affecting sustainable operations and business goals.

3. Risk/Opportunity Assessment: Assess impact and likelihood, and determine treatment based on risk tolerance.

4. Risk/Opportunity Response: Evaluate response options, implement action plans, and review outcomes.

5. Ongoing Monitoring: The risk management unit oversees implementation, while the Board and Audit Committee monitor KRIs through management and audit reports.

6. Communication and Consultation: Disclose risk management information annually through reports and the sustainability website.

Global and industrial change trends and impacts: environment

	ESG Global Trends	Real Estate Trends	Impacts on Sinyi (Financial/Non-financial)	
			Risks	Opportunities
E	• More extreme weather	• Greater demand for resilient homes	• Business disruption • Ineffective climate action	• Strengthen climate resilience
	• Rising temperatures	• Greater demand for better living environments	• Higher electricity costs	• Develop energy-saving services
	• Uneven energy access • Rising energy costs	• Greater demand for energy-efficient homes • Stronger energy awareness	• Unstable energy supply • Higher renewable energy costs	• Advance energy efficiency • Support community energy saving
	• Net-zero and emissions disclosure • Tighter environmental regulations • Carbon pricing and trading	• Greater demand for low-carbon services and buildings • Rising demand for carbon credits	• Higher transition and compliance costs • Greater carbon management costs	• Develop low-carbon services • Use low-carbon energy • Gain credits from natural carbon sinks
	• Preserve biodiversity	• Biodiversity-friendly building design	• Ecosystem changes affecting lifestyles	• Promote biodiversity

[Climate Governance and Action p. 33](#)

[Appendix: TCFD comparison table p. 117](#)

Sinyi Sustainability Network "Climate Change Risks and Opportunities"
<https://csr.sinyi.com.tw/environment/climate-related.php>

Global and industrial change trends and impacts: society, governance, supply chain

	ESG Global Trends	Real Estate Trends	Impacts on Sinyi (Financial/Non-financial)	
			Risks	Opportunities
S	• Workforce diversity and globalization	• More diverse workforce	• Difficulty recruiting multilingual talent	• Build community trust through cross-sector talent • Meet diverse customer needs
	• Diverse, cross-generational work models	• More online collaboration	• Generational and workflow conflicts	• Expand collaboration tools • Improve process efficiency
	• Population growth • Aging, singlehood, and low birth rates	• Changing housing plans • Urbanized lifestyles • Limited living space	• Housing supply-demand mismatch	• Develop services for new living models
	• Technological advances	• Rapid PropTech growth • Tech-enabled matching	• Outdated technology • New competitors	• Improve service efficiency • Develop new service models • Create value-added services
	• Rapid growth of new media	• More diverse communication channels	• Reputation risk • Negative publicity	• Strengthen brand image and transparency
	• Changing consumer preferences	• Changing customer habits	• Unmet customer needs	• Develop customer-focused services
G	• Global political and economic shifts • International conflicts	• Policies favor owner-occupied housing • Market returning to fundamentals	• Cross-border risks • Lower transaction volume	• Expand into new markets • Strengthen resilience
	• Rising cyberattacks • Growing security threats	• Stronger protection of customer and transaction data	• Infrastructure failure • Data leakage • Cybersecurity risks	• Strengthen cybersecurity • Improve digital resilience
SC	• Greater focus on sustainable supply chains	• Rising demand for one-stop services • Easier access to home-service information	• Poor partner service	• Build shared supply-chain value • Develop one-stop living services • Expand purchasing support
	• More local procurement	• Greater demand for local home services	• Procurement and vendor-selection risks	• Develop local community services

Materiality Analysis

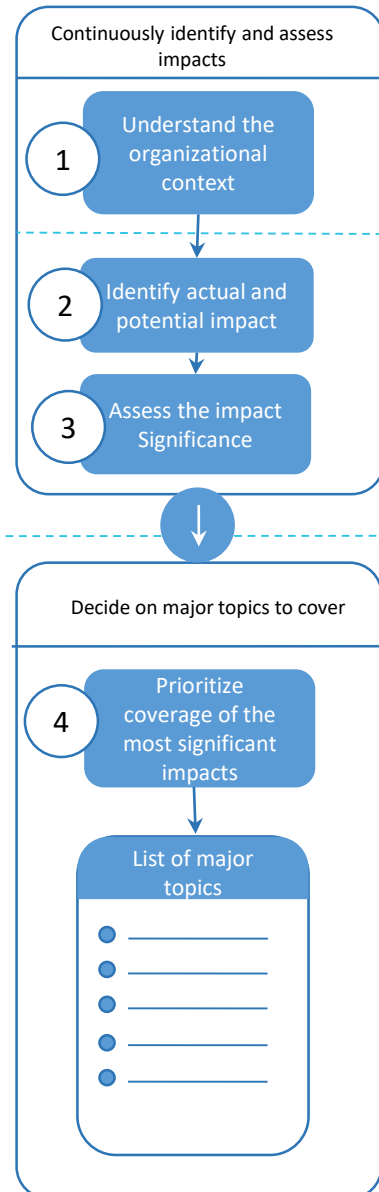
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3-1

3-2

materiality assessment process

Sinyi Realty gathers stakeholder concerns through global trend analysis and community monitoring. The Comprehensive Ethics Management Committee assesses and reviews material topics based on sustainability context, significance, completeness, and stakeholder inclusiveness. The results guide our sustainability strategies and actions.



- **Stakeholder Identification:** Based on the five principles of AA1000SES 2015, we identified six key stakeholder groups: investors, employees, customers, society, the environment, and suppliers.  [Stakeholder discussion p. 20](#)

- **Understanding the Industry Context:** We reviewed GRI and SASB industry standards, global frameworks, risk reports, peer benchmarks, and organizational goals to assess industry impacts on the economy, environment, and people. Internal and external input was consolidated into 46 sustainability issues.  [List of issues p. 18](#)

- **Industry Impacts:** Identify actual and significant impacts arising from Sinyi's operations and business relationships.

- **External Impacts:** Assess external risks and opportunities, including climate- and nature-related impacts.  [Opportunities and Risks p. 15](#)

- **Impact Assessment:** Department heads and senior managers assess Sinyi's positive and negative impacts on the economy, environment, people, and human rights based on severity and likelihood.

- **Stakeholder and Expert Consultation:** Gather input through expert consultation, online surveys, and community monitoring to understand stakeholder concerns and their influence on decisions.

- **Prioritizing Material Issues:** Positive and negative impacts are ranked by significance. Issues scoring at least 85 points are reviewed and approved by senior executives, including the Chair and President. This process identified 29 material issues, presented in an impact assessment chart.  [Impact Assessment Diagram p. 18](#)

- **Prioritizing the SDGs:** We assessed Sinyi's value-chain impacts and contributions across all 17 SDGs. Senior management then selected 10 priority SDGs.  [Corporate Sustainability Vision and SDGs p. 24](#)

- **Aligning with GRI and SASB Topics:** The 29 material issues were mapped to 15 GRI topics, two Sinyi-specific topics, and two SASB topics, resulting in 19 material topics. These were cross-checked against GRI Sector Standards to ensure completeness.  [Significance comparison p. 19](#)

- **Defining Value-Chain Impacts:** The 19 material topics and 10 priority SDGs were mapped across the value chain to assess Sinyi's involvement and scope of impact.

- **Corresponding to SDGs:** Evaluate the value and contribution that Sinyi can create to sustainable development goals, and propose corresponding management measures.  [Corporate Sustainability Vision and SDGs p. 25](#)

- **Executive Validation and Disclosure:** Material topics are reviewed with experts and information users, then confirmed by the Chair and President. Related management policies and processes are disclosed in the sustainability report.

- **Continuous review:** Review the major themes of the previous reporting cycle and provide information for the next reporting cycle.  [About reports-report management methods p. 11](#)

List of major topics

A total of 46 sustainability issues were identified through global and industry standards, community monitoring, and internal experts.

Category

- Environmental category
- Social category
- Governance
- Supply chain management

1. Green Procurement
2. Water resources management
3. Biodiversity
4. Greenhouse gas emissions
5. Waste management
6. Ecological conservation
7. Green services

8. Labor-employer relationship
9. Talent training and development
10. Organizational climate

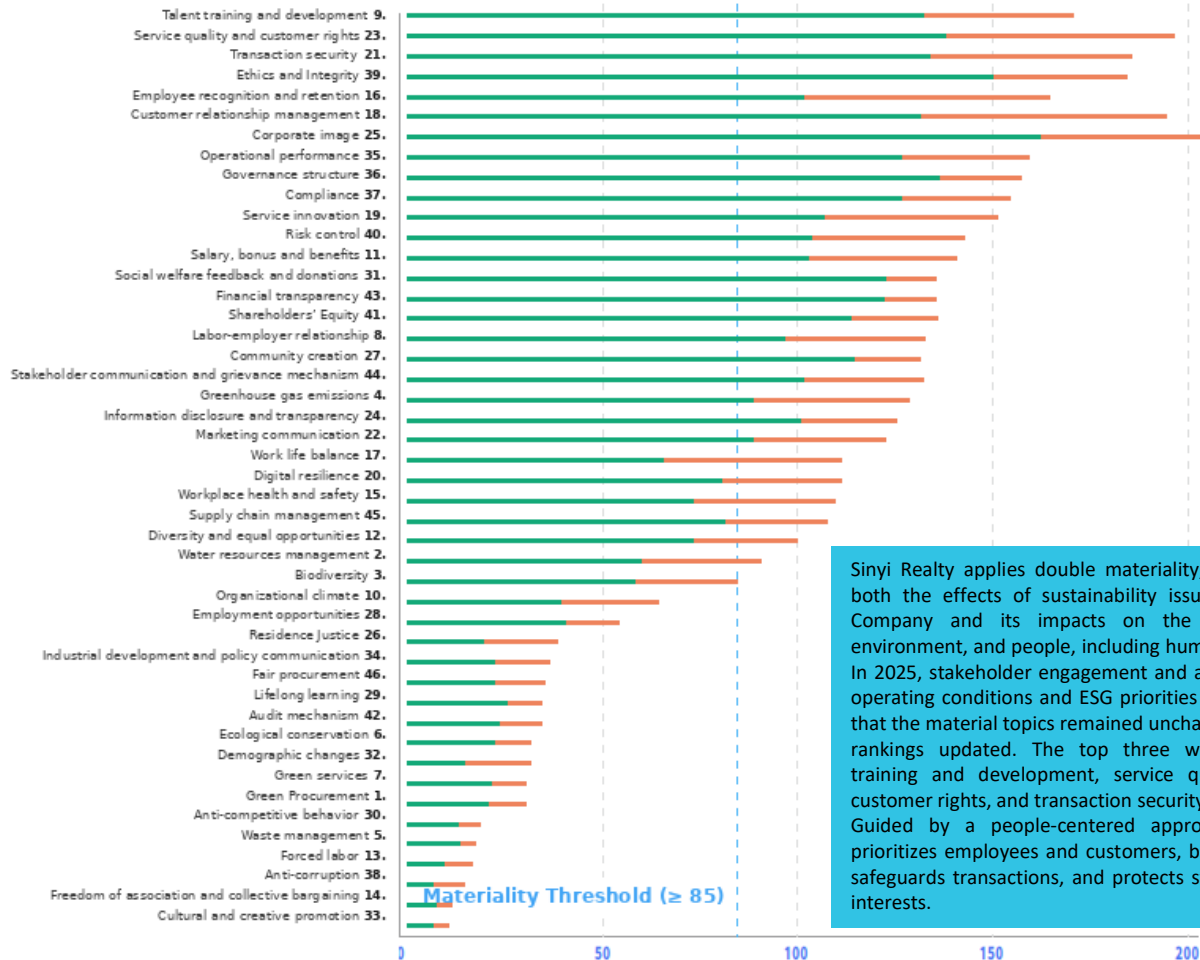
11. Salary, bonus and benefits
12. Diversity and equal opportunities
13. Forced labor
14. Freedom of association and collective bargaining
15. Workplace health and safety
16. Employee recognition and retention
17. Work life balance
18. Customer relationship management
19. Service innovation
20. Digital resilience

21. Transaction security
22. Marketing communication
23. Service quality and customer rights
24. Information disclosure and transparency
25. Corporate image
26. Residence Justice
27. Community creation
28. Employment opportunities
29. Lifelong learning
30. Anti-competitive behavior

31. Social welfare feedback and donations
32. Demographic changes
33. Cultural and creative promotion
34. Industrial development and policy communication

35. Operational performance
36. Governance structure
37. Compliance
38. Anti-corruption
39. Ethics and Integrity
40. Risk control
41. Shareholders' Equity
42. Audit mechanism
43. Financial transparency
44. Stakeholder communication and grievance mechanism
45. Supply chain management
46. Fair procurement

Impact map of major themes



Sinyi Realty applies double materiality, assessing both the effects of sustainability issues on the Company and its impacts on the economy, environment, and people, including human rights. In 2025, stakeholder engagement and a review of operating conditions and ESG priorities confirmed that the material topics remained unchanged, with rankings updated. The top three were talent training and development, service quality and customer rights, and transaction security. Guided by a people-centered approach, Sinyi prioritizes employees and customers, builds trust, safeguards transactions, and protects stakeholder interests.

Material Issues	Rank	Previous Rank	Change
9 Talent training and development	1	6	↑
23 Service quality and customer rights	2	2	→
21 Transaction security	3	4	↑
39 Ethics and Integrity	4	5	↑
16 Employee recognition and retention	5	7	↑
18 Customer relationship management	6	3	↓
25 Corporate image	7	1	↓
35 Operational performance	8	8	→
36 Governance structure	9	9	→
37 Compliance	10	10	→
19 Service innovation	11	11	→
40 Risk control	12	12	→
11 Salary, bonus and benefits	13	13	→
31 Social welfare feedback and donations	14	14	→
43 Financial transparency	15	15	→
41 Shareholders' Equity	16	16	→
8 Labor-employer relationship	17	17	→
27 Community creation	18	18	→
44 Stakeholder communication and grievance mechanism	19	19	→
4 Greenhouse gas emissions	20	20	→
24 Information disclosure and transparency	21	21	→
22 Marketing communication	22	22	→
17 Work life balance	23	23	→
20 Digital resilience	24	24	→
15 Workplace health and safety	25	25	→
45 Supply chain management	26	26	→
12 Diversity and equal opportunities	27	27	→
2 Water resources management	28	28	→
3 Biodiversity	29	29	→

Major theme comparison

3-1

3-2

Guided by “Sinyi begins with integrity and strives for excellence,” Sinyi Realty honors its commitments and creates value for all stakeholders. Strong business ethics are the foundation of sustainable operations. The table maps stakeholder concerns to material topics and the SDGs.

Stakeholders	Environment	Employee	Customer	Society	Investors	Suppliers
Material Issues	2 3 4	8 9 11 12 15 16 17	18 19 20 21 22 23 24 25 37	27 31 39	20 35 36 37 39 40 41 43 44	45
GRI Material Topics 	101 102 103 303 305	401 403 404 405 409	416 417 418	203	201	308 414
Sinyi-Specific Topics			Digital Resilience	Business Ethics Promotion	Digital Resilience	
SASB Topics 			Product Design and 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 Response	- Climate governance and disclosure - Green real estate services - Low-carbon operations - Driving net zero - Nature and biodiversity Environmental Sustainability, p. 31	- Workforce diversity - Talent recruitment and development - Compensation and rewards - Employee well-being and engagement - Occupational safety and health - Human and labor rights communication Social Inclusion – Internal, p. 42	- Customer protection and safety - Service quality and innovation Social Inclusion – External, p. 54	- Community development - Business ethics advocacy - Industry development - Local sustainability - Social investment Social Inclusion – External, p. 54	- Sustainability governance - Board structure and operations - Executive compensation and performance - Transparent disclosure and communication - Ethics and integrity - Regulatory compliance - Risk management - Information security Corporate Governance, p. 64	- Policies and ESG standards - Sustainable operating processes - Sustainability risk and impact assessment - Targets and performance Supply Chain Management, p. 76

Sinyi Realty Value Chain-Impact Assessment

2-6

Each service stage affects ESG and the supply chain beyond daily operations. A value-chain perspective helps Sinyi identify positive and negative impacts, prioritize improvements, seize opportunities, and expand positive value while reducing adverse impacts. Boundaries and impact levels are shown on the right. For details, see “Material Topic Management Policies” on p. 86.

- Positive material impact
- Potential positive impact
- Negative material impact
- Negative potential impact

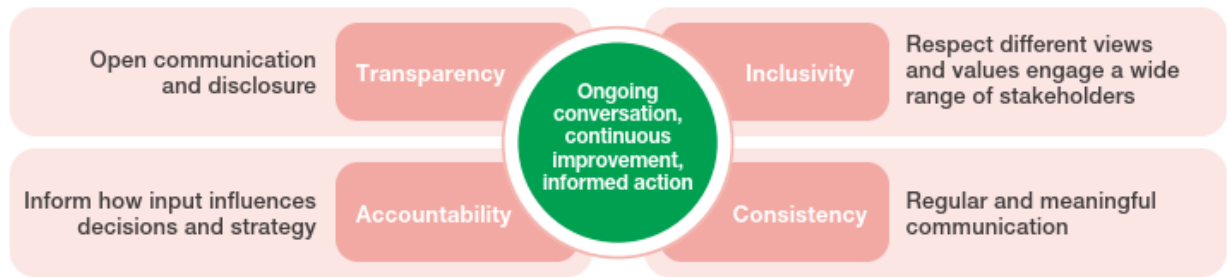
Materiality topics	Value Chain				
	Supplies and Consumables	Outsourcing	Property Survey, Matching, Viewings and Negotiations	Contract Signing	Community and After-sales Services
201 Economic Performance					
203 Indirect Economic Impacts					
303 Water and Effluents					
101 Biodiversity					
102 Climate Change					
103 Energy					
305 Emissions					
308 Supplier Environmental					
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					
Business Ethics Promotion					
Product Design and Lifecycle Management					
Business Ethics					

Stakeholder Engagement

We discuss with stakeholders through various channels, strive to respond to issues of concern to stakeholders, and propose corresponding strategies and actions.

Communication strategies and goals

We continue to strive to improve the way Sinyi Realty interacts with various stakeholders, take responsive actions, exert influence, and advocate responsible management.



Important cooperation results and feedback from stakeholders

Sinyi Realty values stakeholder feedback. Guided by “Sinyi begins with integrity and strives for excellence,” we continually improve, develop strategies, and take action on stakeholder concerns and suggestions.

 Video area <https://csr.sinyi.com.tw/interactive/video.php>

 You may also share feedback through our online survey on the Sustainability website.



Types and significance of stakeholders

Sinyi Realty’s key stakeholders include investors, employees, customers, society—including the media, government, and regulators—suppliers, and the natural environment. We engage them through diverse channels to understand their needs and expectations, which inform our sustainability policies and plans. Engagement methods are shown below, while responses to material topics are detailed in each chapter.

 For a list of issues of concern, see p. 16

Category	Environment	Climate action requires businesses to support the green transition, advance net zero, and protect biodiversity. Sound environmental governance enables businesses and nature to thrive together.		
Engagement Methods and Frequency				Related Issues
- Sustainability and TCFD Reports [Annual] - Sustainability Website and CSR Mailbox [Ongoing] - Shareholders’ Meeting [Annual]		- Green Procurement [As needed] - Sinyi Academy [Regular] - Sinyi Volunteers [Regular]	- Carbon and Water Disclosures [Annual] - Renewable Energy Ratio [Regular]	234
Engagement Results		Our Response		Report Topics
We conduct annual service carbon footprint and GHG inventories to track reductions and collect environmental feedback through the CSR Mailbox. Among 18,043 responses, stakeholders called for broader environmental tracking beyond carbon and GHG emissions.		We apply the TCFD framework, obtain ISO environmental certifications, conduct GHG and water footprint inventories, expand carbon-neutral branches, use renewable energy, and disclose performance. We also support global initiatives, environmental outreach, and the circular economy.		- Climate Governance and Action - Green Real Estate for Better Living - Low-carbon Operations - Net-zero Impact - Nature and Biodiversity Environmental Sustainability, p. 31



Protecting natural carbon sinks and biodiversity

Sinyi Realty partners with the Taitung Branch of the Forestry and Nature Conservation Agency to restore 2.14 hectares of forest in Jinfeng Township, Taitung. Through afforestation, habitat management, and ecological monitoring, the project enhances carbon sinks and biodiversity. Over 60 species have been recorded, including protected Swinhoe’s pheasants, yellow-throated martens, and orange-bellied tree frogs. Working with Indigenous teams and ecological experts, the project also supports local employment, environmental education, and shared benefits from nature.





Category	Employee	People are the foundation of our business and valued partners—not corporate assets. We offer competitive pay, comprehensive benefits, and a safe workplace to attract talent and grow together with respect and care.		
Engagement Methods and Frequency			Related Issues	
- Sustainability Report [Annual] - Sustainability Website and CSR Mailbox [Ongoing] - Internal Meetings [Regular] - Internal Communication Platforms [Ongoing]			- Employee Feedback Mailbox [Ongoing] - Department Service Hotlines [Ongoing] - Labor–Management Meetings [Regular] - Employee Assistance Program (EAP) [Ongoing] “Ask A-Yi” and “Sinyi Info Hub” [Ongoing]	- Sexual Harassment Prevention Hotline (Ext. 1234) [Ongoing] - Training Feedback Surveys [Ongoing] - Internal Employee Surveys [Quarterly]
			8911 12151617	
Engagement Results		Our Response		Report Topics
We maintain open communication and use employee feedback to refine policies and practices. Of the 71,794 responses received, most concerned training and compensation.		Sinyi’s flexible “Happiness Points” benefit was developed from employee engagement and satisfaction surveys. Feedback also informs our “Three Highs” policy—high pay, development, and care. Online training enables employees at all levels to build skills flexibly while maintaining work–life balance.		- Workforce Diversity - Talent Investment and Development - Rewards and Compensation - Employee Well-being and Engagement - Occupational Safety and Health - Human and Labor Rights Compliance Social Inclusion – Internal, p. 42

Category	Society	Businesses must create value while fulfilling their social responsibilities. By giving back and engaging stakeholders, they can expand their positive social impact.		
Engagement Methods and Frequency			Related Issues	
- Sustainability Report [Annual] - Sustainability Website and CSR Mailbox [Ongoing] - Community Empowerment Program, Sinyi Academy, and Charity Foundation Websites and Facebook Pages [Ongoing] - Business Ethics Teacher Camp [Every Winter and Summer] - Community Empowerment Program [Annual]			- Taiwan Real Estate Industry Yearbook [Annual] - Industry–Government–Academia Forums, Regulatory Hearings, and Policy Meetings [As needed] - Real Estate Forums [Regular] - Sinyi Careers Website, Hotline, and Mailbox [Ongoing] - Press Releases and Conferences [As needed]	273139
Engagement Results		Our Response		Report Topics
Through community initiatives and industry–government–academia forums, we gathered 78,850 responses to identify public concerns and develop appropriate actions.		Sinyi applies its core capabilities to address social needs and expand its impact. The upgraded Community Empowerment Program enriches community knowledge, builds a visual archive of Taiwan’s community heritage, and operates three community hubs to promote intergenerational learning and local talent development.		- Community Development and Shared Prosperity - Business Ethics Advocacy - Industry Development - Local Sustainability - Social Investment Social Inclusion – External, p. 54

Professional services recognized, 17 colleagues won the Golden Award

Seventeen Sinyi Realty employees received the 24th Golden Realtor Awards—known as the “Oscars of the real estate industry”—including four Jury Awards. Guided by integrity, people-centered values, and positive thinking, Sinyi strengthens professional service through comprehensive training and quality management. From supporting clients’ property and life decisions to community and volunteer service, our employees create value through expertise and build trust through service. These honors affirm our commitment to talent development, a fulfilling workplace, and sustainable corporate values.



Sinyi Realty views every frontline employee as a sustainability practitioner. Through talent development, professional systems and corporate culture, we embed ESG into daily services and create positive impacts for customers, communities and society.

Sinyi promotes sustainability, social inclusion and creates a friendly environment

Thirty-six Sinyi Realty employees in Kaohsiung volunteered at Kaohsiung Special Education School, joining students in making eggshell flowers, caring for hens, and maintaining a food and agriculture education site. Continuing the spirit of the Community Empowerment Program, the initiative supports special education, community inclusion, environmental learning, and social well-being.



Protect Youji Food and Farmers Education Base- Volunteer Activities

The Sinyi Realty Volunteer Team helped improve a reading space in Wukuai Community, Yuanchang Township, Yunlin. The initiative supports local education, intergenerational inclusion, community development, and long-term sustainability.



"Caring for the Community and Silver Care" Lutheran Volunteer Activities

Category	Customer	Customers are our primary source of revenue. Through professional expertise and teamwork, Sinyi enables safe, efficient, and fair real estate transactions while earning reasonable profits to support sustainable growth.		
Engagement Methods and Frequency			Related Issues	
- Sustainability Report [Annual] - Sustainability Website and CSR Mailbox [Ongoing] - Sinyi Realty and Sinyi Home Services Websites and Facebook Pages [Ongoing] - Community Seminars, Events, and Fairs [As needed]		- Sinyi Bimonthly [Regular] - Customer Care Calls [Regular] - Social Media Monitoring [Ongoing] - Customer Feedback Mailbox and Hotline [Ongoing]	1819202122 23242537	
Engagement Results		Our Response	Report Topics	
Through social media, our website, community services, and satisfaction surveys, we gathered 188,641 responses. Customers primarily emphasized transaction and leasing protection, along with growing demand for community services.		Continuous innovation is key to customer satisfaction. To meet growing demand for home, rental, and contactless services, Sinyi continues enhancing its mobile app and launched “DiNDON Smart Home Viewing” to help customers better envision their future homes.	- Customer Protection and Safety - Service Quality and Innovation Social Inclusion – External, p. 54	

Start from trust and fulfill our commitment to customers

Sinyi Realty attaches great importance to customers' concerns about transaction security, information transparency and housing justice, and has pioneered the performance guarantee system and water leakage and radiation house protection mechanism to ensure that the risks of home purchase are controllable. Through digital services such as real-price login integration, community house price access, and free rental platforms, we improve information availability and user-friendliness. We also promote social housing issues and pay attention to the housing needs of disadvantaged groups, demonstrating our deep commitment to customer rights and innovative actions.



Sinyi Customer Care

Category	Investor	We value institutional, individual, and potential investors, as well as all shareholders. Regardless of ownership size, shareholders are treated fairly and provided information consistent with that available to management.		
Engagement Methods and Frequency			Related Issues	
- Sustainability Report [Annual] - Sustainability Website and CSR Mailbox [Ongoing] - Shareholders' Meeting [Every May]		- Online Investor Conferences [Quarterly] - Annual Report [Annual] - Spokesperson or Acting Spokesperson Hotline [Ongoing]	- Email and Investor Mailbox [Ongoing] - Investor Relations Website [Ongoing] - Audit Committee Feedback Mailbox [Ongoing]	2035363739 40414344
Engagement Results		Our Response	Report Topics	
Through our investor relations website, investor conferences, and other channels, we gathered 2,635 responses. Investors remained highly concerned about the outlook for our brokerage business, real estate development progress, and hotel construction in Malaysia.		Sinyi Realty honors its commitments to investors and stakeholders by strengthening Board governance, ranking among the top 5% of TWSE-listed companies in the Corporate Governance Evaluation for 12 consecutive years.	- Sustainability Governance - Board Structure and Operations - Board and Executive Compensation and Performance	- Transparent Disclosure and Communication - Ethics and Integrity - Regulatory Compliance - Risk Management - Information Security Management Corporate Governance, p. 64

Righteousness first, profit later, building a sustainable future together

Founder Zhou Junji adheres to the concept of "righteousness first, profit later" in business operations, emphasizing the legitimacy and responsibility of business methods before the pursuit of profits.

Sinyi Realty is able to continue to implement the founder's philosophy, closely integrate business behavior with corporate social responsibility, and form an enterprise with both "righteousness" and "profit", which is truly unique.

Excerpted from China Corporate Governance Association 2023/2024 Taiwan Corporate Governance Biennial Report

Category	Suppliers	Ensure supplier services align with Sinyi's values and meet customer expectations.	
Engagement Methods and Frequency			關注議題
- Sustainability Report [Annual] - Sustainability Website and CSR Mailbox [Ongoing] - Supplier Meetings [Quarterly]	- Supplier Impact and Risk Assessment [Annual] - Supply Chain Management Procedures and Forms [Annual]	- Sinyi Academy [Regular] Community - Empowerment Program [As needed]	45
Engagement Results		Our Response	Report Topics
We embed sustainability clauses and procurement ethics into supplier management, supported by supplier self-assessments. Based on 1,726 responses, we continue partnering with suppliers on activities that build shared value and support environmental sustainability.		We maintain a supplier spot-check rate above 90%, embedding Sinyi's values into supply chain management. ISO 20121 provides consistent processes for sustainable event management, reducing negative impacts and enhancing positive outcomes. Guided by sustainable procurement, we help suppliers follow clear standards and expand collective impact.	- Management Policies and ESG Standards - Management Processes and Sustainable Operations - Sustainability Risk and Impact Assessment - Targets and Performance Supply Chain Management, p. 76

“

Connecting value chains and advocating environmental sustainability actions

Sinyi Realty promotes environmental sustainability through branch-led community services, including green moving, reuse programs, and neighborhood greening. We also work with suppliers on environmental education, low-carbon tours, beach cleanups, species conservation, green communities, and ISO 20121-verified energy-saving initiatives in Indigenous communities. Together, these efforts strengthen the green supply chain and promote sustainable consumption and production.



Take a sustainable trip promised by the land

”



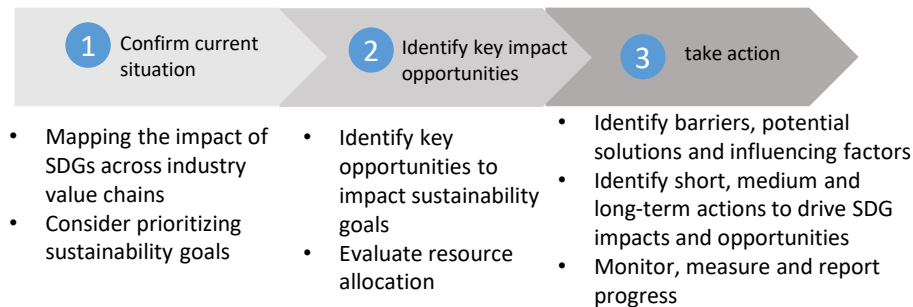
Corporate Sustainability Vision and SDGs

Integration of sustainability strategies: "Sinyi Sustainability Principles" correspond to the "United Nations Sustainable Development Goals"

Sinyi's sustainability vision covers four pillars: net zero, social co-creation, sustainable living, and ethical supply chains. After assessing the risks and opportunities of all 17 SDGs, we selected priority goals and set short-, medium-, and long-term targets. Through these strategies, we aim to create sustainable living through business ethics and become a world-class service company.

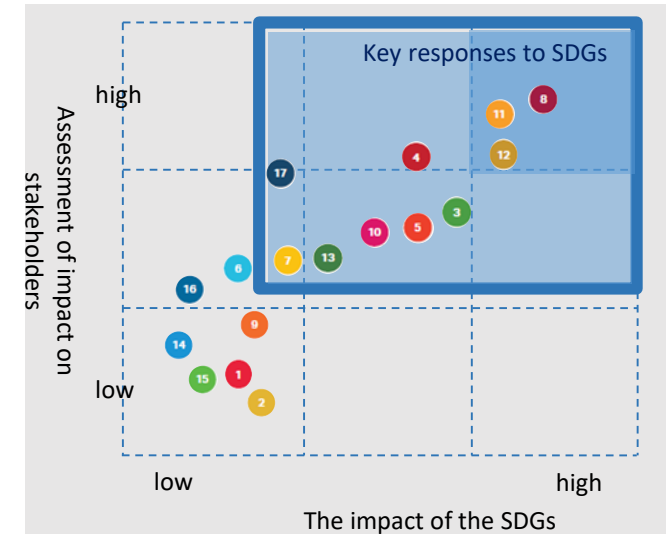
review process

Aligning Sinyi's sustainability strategy with the SDGs requires company-wide commitment and management support. We assess progress across the following stages:



Audit criteria

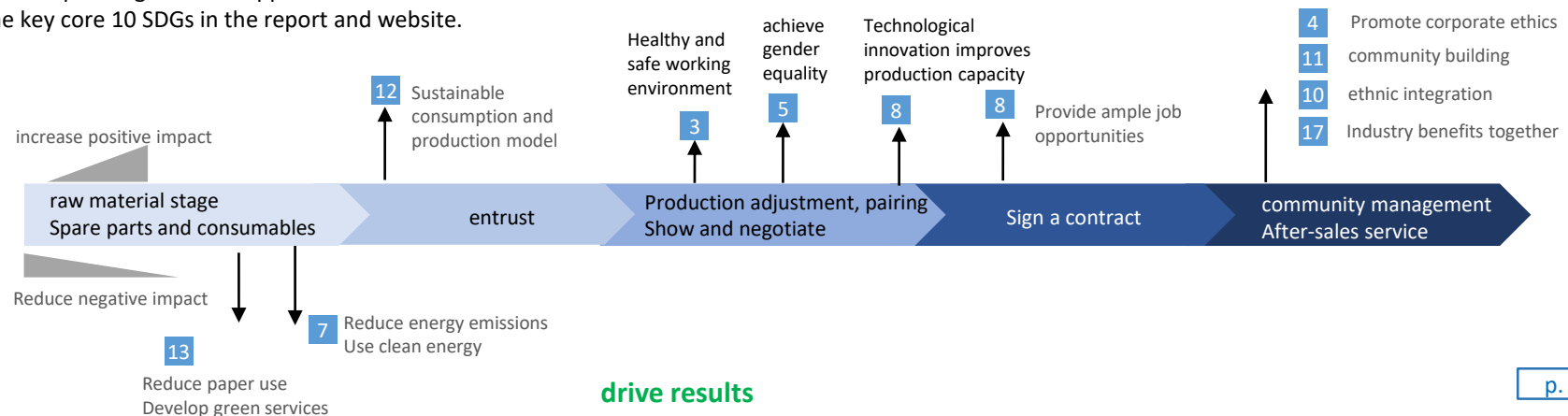
We align Sinyi's sustainability principles, material topics, and strategic goals with the SDGs, assess stakeholder impacts, and select 10 priority SDGs through management review.



Negotiation and cooperation law

Sinyi analyzes the impact of SDGs on business, operating processes or supply chains from the overall business activities in the value chain, identifies the impact of Sinyi on SDGs, and develops corresponding business opportunities.

Respond to the key core 10 SDGs in the report and website.



drive results

Businesses play an important role in achieving sustainable development goals. By responding to the SDGs, Sinyi creates many business opportunities and makes concrete contributions.

Sinyi's specific policies, strategies and action plans in response to the SDGs

In order to implement sustainable development and respond to the SDGs, Sinyi has formulated relevant policies and corresponding codes to enable colleagues to have a clearer direction to follow when facing various stakeholders. Sinyi formulates short, medium and long-term strategies for each SDGs, as well as the direction of efforts, action plans, goals and performance for each goal. Sinyi Realty combines sustainable development goals with operating strategies, and comprehensively considers important stakeholders so that all stakeholders can work together for the better.

SDGs	Management Approach	Policies	Short-term Strategies (2024)	Mid-term Strategies (2030)	Long-term Strategies (2050)	Action Plan	Pages
3	Sinyi sets a consolidated management to establish health and safety workplace.	- ISO verification management policies - Program of preventing for traffic accidents	- Keeping workers' safety with rolling planning against pandemic - Conduct annual verification for progress checking and further improvement	- For Improving work and life balance of workers' by using digital tools - To organize OHS management in supply chain	- Integrating multi-function into health management platform - To promote health management comprehensively	- Subsidies for safety helmets - Plans for anti pandemic - Sinfu Coin	p. 49 p. 50 p. 49
4	To promote business ethics value and social education, in order to fulfill the goal of improving citizen's literacy.	Sinyi Realty Inc. Sustainable Development Best Practice Principles	- Continue to train higher education teachers - Use innovative ways to promote ethics - On-line lectures to include more audience	- Partnership for bigger impact - Expanding business ethics learning platform - Make greater impact through the platform	- To reach out to younger generation - To connect with international resources of ethics education - To offer advice to the industry	- School talents cultivation - Podcast for ethics - Industry-academia cooperation	p. 46 p. 60 p. 61
5	Adhered to a diverse and inclusive talent strategy and striving for equality of opportunity across genders.	- Sexual harassment prevention act and the act of gender equality in employment - Maternity protection regulation	- Empower women, raise female management ratio - Placing great importance on diversity in all aspects of hiring and development for genders	- Embedding series gender equality into policies - Providing parental support	- Considering aspects for equality in policies - Promoting gender equality	Second-Child Grants Program	p. 45
7	To set renewable energy consumption target, formulate and implement plans.	- ISO verification management policies - CDP initiative - SBT initiative - Sinyi Sustainable Development Policy	- Promote renewable energy consumption - Continuous equipment maintenance or replacement plan - Conduct annual verification for progress checking and further improvement	- Achieve net zero emissions - Continuously increase renewable Energy consumption - Plan for mid- and long-term equipment maintenance or replacement	- Achieve net zero emissions - Promote the importance of clean energy usage - Systematic upgrade of energy efficiency	Renewable energy	p. 37
8	Creating diverse and inclusive workplace with stakeholders' engagement.	- Realty employment act - Sinyi Realty incentive regulation - Sinyi mentoring program - Sinyi Realty Promotion Act	- Diverse employment for inclusive workplace and enlarge portion of female management - Establish foundation of digital Transformation	- Creating a business culture with diversity and inclusion - Implementing digital transformation to become efficient	- Providing more job opportunities overseas - Establishing living brand ecosystem to create more job opportunities	- Hiring program - Innovation program and Digital resilience - Suppliers ESG management	p. 46 p. 57 p. 80

Sinyi's specific policies, strategies and action plans in response to the SDGs

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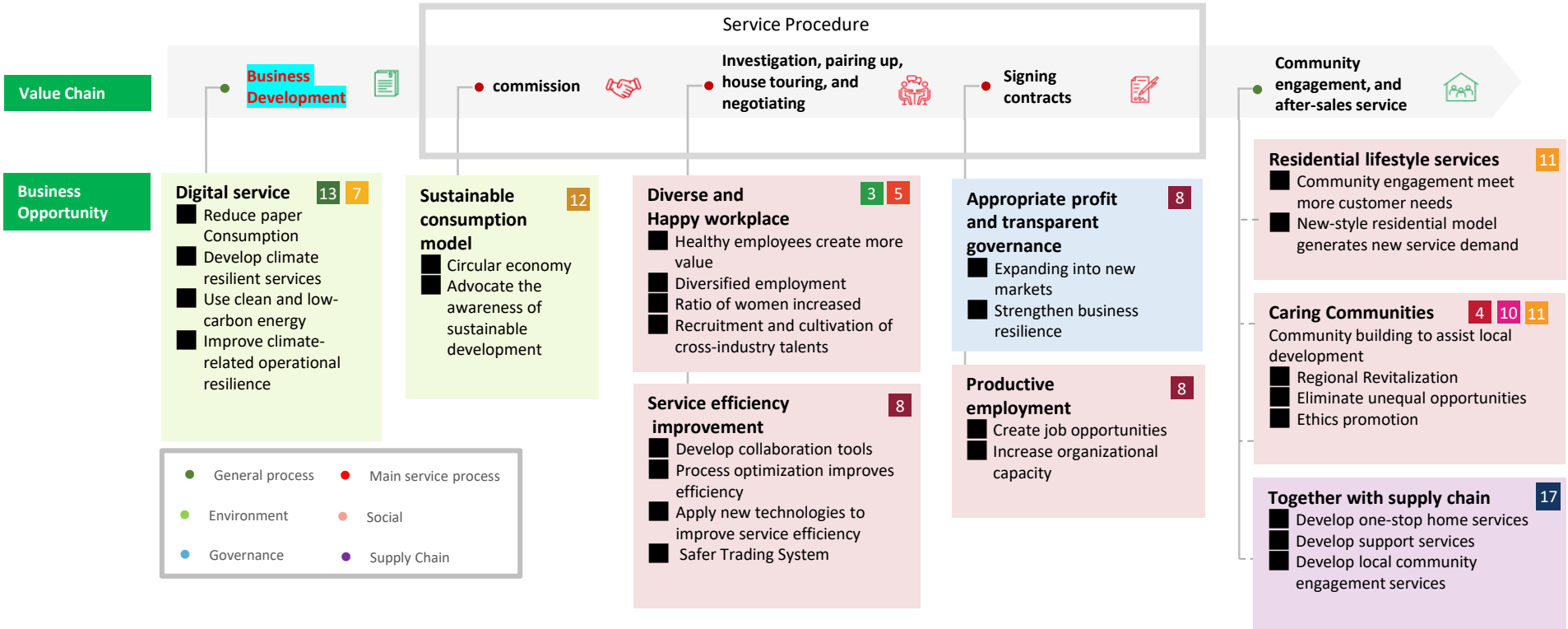
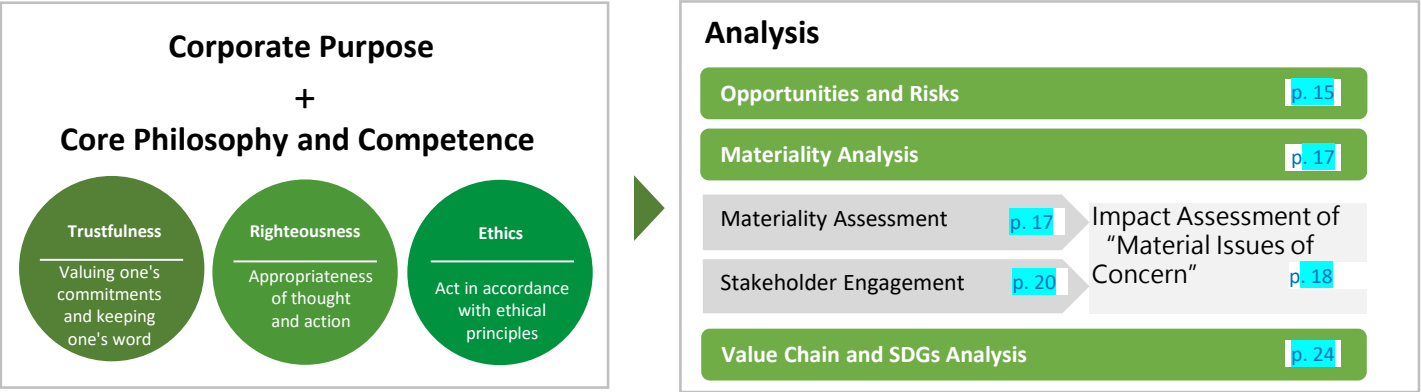
SDGs	Management Approach	Policies	Short-term Strategies (2024)	Mid-term Strategies (2030)	Long-term Strategies (2050)	Action Plan	Pages
10	Try to eliminate inequality and to promote the co-creation between generations in order to reach co-prosperity.	Charter of Sinyi Charity Foundation	- Recruit creative and impactful proposals for elderly service - Cooperate with innovative groups to perform various activities for elders	- Enhance the independent ability of seniors - Enhance inter-generational cooperation. - Deepen cooperation with partners	- Long-term support for the elders to be independent - Promote innovative projects, and partner with various groups to respond to new social issues	- Gung-Ho Project - Sinyi Scholarship	p. 59 p. 62
11	Connect resources, promote community, and create uniqueness of the community	- Sinyi Realty Inc. Sustainable Development Best Practice Principles - Community Building Grants Guidelines	- Integrate SDGs into projects - Planting afforestation to restore the environment and ecology - Combining local characteristics to activate local economy	- Expand the levels of participation, - and encourage more innovative proposals - Combine with partners to expand impacts and cultivate local talents	- Cultivate talents and establish a talent database - Integrate local networks and establish a cross-community assistant system - Build an information sharing platform	Community Building	p. 58
12	Establish ethical innovation, promote the concept of sustainable consumption to the public.	- Customer Satisfaction management measures - Sinyi Sustainable Development Policy	- Optimize service quality management - Innovate and develop low-carbon services to reduce paper usage	- Promote sustainability awareness to more people - Improve supplier sustainability management - Promote green sustainable branches	Expand the efficiency and scope of low-carbon innovative service	- Community services aligned with the - Impact of Sustainable Net-Zero Practices - Fostering Positive Sustainable Impact Together	p. 57 p. 39 p. 39 p. 82
13	Implement energy-saving and carbon-reduction measures, and develop green innovative services.	- Net Zero 2030 /2050 Initiative - ISO verification management policies - CDP Initiative, SBT initiative, TCFD, TNFD - Sinyi Sustainable Development Policy	- Conduct annual GHG inventory certification - Introduce TCFD & TNFD to enhance climate and nature resilience - Promote green services	- Greater support for renewable energy development - Implement green transformation and continuously innovate green services - Enhance carbon sinks	- Achieve carbon neutral and net zero emissions - Promote more low-carbon services to make the service as well as carbon reduction more efficient - Enhance domestic and international natural carbon sinks	- Green real estate services - Energy and carbon management - Key Supplier GHG Inventory - Climate governance and TCFD	p. 36 p. 37 p. 81 p. 33, 117
17	Use Sinyi's core abilities of matching resources to bring out impact.	- Sinyi Realty Inc. Sustainable Development Best Practice Principles - Sinyi Group Procurement Ethics Standards	- Partner with government, NPO, and local groups - Enhance supply chains ESG management	- Cooperate with partners strategically - Improve the sustainable management of the supplier, and go co-prosper together	- Increase participation in international initiatives or cooperation with sustainable organizations - Create sustainable values with suppliers	- Advocating with stakeholders to enhance sustainability value - Join associations and initiatives	p. 82 永續網

Sustainability 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 be taken into account both “profit creation” and “social influence.” We respond to SDGs 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.

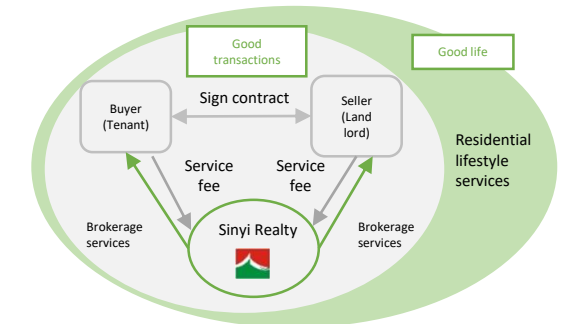


Sustainable innovation goals and results: service innovation that takes into account ESG

Opportunities	Category	Sinyi Sustainability Principles	2023 Sustainable Innovation Results	2025 Goals	Response to SDGs
- Digital service - Sustainable consumption Model	E Environ- ment	Get to Net Zero	Green real estate service - Get to Net Zero - Sustainability Strategies and Action p. 33 - Green real estate services p. 36 - Low-carbon operations p. 37 - Extension of green impacts p. 39 - Nature and biodiversity p. 40	- Service carbon footprint ↓ 1% - GHG emissions of electricity consumption ↓ 4.2% - GHG emissions (Category 1+2) ↓ 4.2%	712 13
- Diverse and happy workplace - Productive Employment	S Social	Co-existence, Co-prosperity, and Co-creation	Establish a diverse and happy workplace - Talent Investment & Growth p. 46 - Sinfu Coin - flexible benefits p. 49	- Employees training hours >50 - Employees engagement survey score >4.0	34 58
- Service efficiency improvement - Residential lifestyle services - Caring Communities			Digital transformation, and caring Communities - Service process digitalized p. 57 - Community engagement services p. 57 - Flexible volunteer services p. 63	- Customer Net Promoter Score (NPS) is 88.40 3,500 proposals Receive sponsorships	410 1112
Appropriate profit and transparent governance	G Governance	Creating a Sustainable Lifestyle	Transparent governance, strengthen corporate resilience - Performance evaluation strengthens ESG connection p. 69 - Revise the "High-Level Manager Compensation Regulations" p. 69	- Continue to maintain positive profit - Corporate Governance Evaluation Top 5%	48 1213
Together with supply chain	SC Supply Chain	Building an Ethical and Sustainable Supply Chain	Drive the supply chain to deepen sustainability momentum - ESG performance p. 79 - To create net positive sustainability in value chain p. 81	- Key suppliers' inspection rate at 90% - ISO 20400	812 1317

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



- House searching / selling**
 - Smart matching
 - Clear information
 - Contact and get to know the household
- Move in / out**
 - Design, cleaning, moving, renovations
 - Discounts for local stores, and community engagement services
 - Latest property trends

Sustainable innovation drives Sinyi business operations: Ranked first in the housing agency category in the "World's 2000 Largest Companies Survey"

Sinyi Realty integrates global sustainability trends with innovation, business strategy, and core capabilities, creating both financial value and positive social and environmental impact. Business ethics and innovation form the foundation of our sustainable growth.

Sinyi has ranked first in the real estate brokerage category of the Top 2,000 Companies Survey for 32 consecutive years. This reflects our founding commitment to earn reasonable profits while balancing stakeholder interests and enabling employees and customers to enjoy fulfilling work, secure transactions, and better lives.

Sustainability Performance Progress

 Achieved
  Ongoing
  Not Achieved

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.

	Long-term	Stakeholders	Material Topics	SDGs	Management Indicators	Mid-term	Short-term	Management Progress (performances)			Achieved Status	Our Actions	Our Response
	2050 goals					2030 goals	2025 goals	2022	2023	2024 【Original Goal】			
E	Get to Net Zero	Environment	303 101 305	7 12 13	Service Carbon Footprint (kgCO ₂ e per real estate transaction)	↓ 45% (base year : 2017)	↓ 1%	240.14	221.00	↑ 29.88% 【↓ 1%】	-	In 2025, emissions increased by 29.88% year-on-year, missing the target, but decreased by 33.01% from the 2017 baseline.	environment p. 31
					GHG emissions (category 1+2) (tonCO ₂ e)	↓ 90% (base year : 2017)	↓ 4.2%	5,353.09	4,590.21	↓ 26.66% 【↓ 4.2%】	☑	In 2025, Scope 1 and 2 emissions decreased by 26.66% year-on-year, meeting the target, and by 48.26% from the 2017 baseline.	
S	Co-existence, Co-prosperity, and Co-creation	employee	401 403 404 405 409	3 4 5 8	Percentage of Female Management	22%	23.6%	20.4%	22.2%	23.56% 【21%】	☑	Sinyi Realty places great importance on diversity in hiring, training and promotion	Social – Internal Stakeholders p. 42
					Employees Engagement Survey Score	4.0	4.0	3.95	4.06	3.78 【4.0】	-	We put employees' opinions into decisions and focus on establishing mechanisms for lower scores.	
					Turnover Rate	25%	25%	28.87%	23.68%	25.04% 【25%】	-	Sinyi set more diversified training and flexible benefits to meet the needs.	

	Long-term	Stakeholders	Material Topics	SDGs	Management Indicators	Mid-term	Short-term	Management Progress (performances)			Achieved Status	Our Actions	Our Response
	2050 goals					2030 goals	2025 goals	2022	2023	2024 【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	- Note 1	88.4	84.1	87.4	86.86 【88.40】	-	Completed 54,694 customer follow-up calls, achieving high satisfaction through Sinyi’s service.	Social-External Stakeholders
		Community	203 Business Ethics Promotion		Proposals receive sponsorships of “We are ONE” Project	4,000 proposals receive sponsorships	3,620 proposals receive sponsorships	- Note 2	3,464	3,709 【3,500】	☒	368 townships all sent proposals. As a result, Sinyi sets new goals for 2025 and 2030.	p. 54
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 eleventh consecutive year	Corporate Governance p. 64
					Profitability (NT\$ billion)	positive profit	positive profit	16.75	19.25	4.46 【positive profit】	☒	Continue to maintain positive profit.	
E	Building an Ethical and Sustainable Supply Chain	Suppliers	308 414	8 12 13 17	Total Audits	- Note 3	- Note 3	173/188	74/77	70/70 【N/A】 Note 3	☒	We integrate ESG standards into supplier selection, training, evaluation, and engagement, growing alongside key, new, and existing suppliers.	Supply Chain Management p. 76
S					Key suppliers check rate(%)	95%	95%	92%	96%	100% 【95%】	☒		
G													

[Note 1] In order to pursue a higher level of service quality and expect colleagues to provide customers with services beyond their imagination, so that customers are willing to recommend, the Net Promoter Score survey will be introduced in 2023. The original customer satisfaction indicator will be replaced by the Customer Net Promoter Score from 2024, with short-term goals first being set.

[Note 2] Social construction for all has been proposed in 368 towns, cities and towns across Taiwan (the cumulative coverage rate of proposals has reached 100% in 2022), so starting from 2023, the next year and mid-term goals will be set based on the number of communities realizing their dreams.

[Note 3] Total number of suppliers: It changes slightly every year depending on the cooperation status, so target setting is not applicable.