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Social-Internal Stakeholders

Xinyi is committed to developing a diverse, inclusive and high-development workplace so that colleagues can obtain employment security and a healthy career. With the two main axes of "attracting outstanding talents" and "creating a friendly workplace" as the direction of our unremitting efforts, we promote various employee-centered policies, adjust the system according to the needs of employees at different stages, and truly take care of the needs of employees, so that happiness is here.



·SDGs Comparison Table·

 SDGs comparison table p. 121-123

Sustainability strategies and goals

✔ Target Achieved — Not Achieved

Core goals and visi on

Sinyi Realty continues to promise to "provide a good environment, advocate equal emphasis on life and work, and ensure that employees embrace safety and growth throughout their life stages." Supplemented by digital transformation, Sinyi Realty starts from the thinking of "Sinyi starts a business and ends with perfection" and takes into account the balance of time, finance, personal development, and physical and mental health management of employees.

Short, medium and long-term strategic goals

Short	Medium	Long-term
2026 • Turnover Rate < 25 % • Female Management > 23.6% • Average Training Hours> 50 hour	2030 Create an effective training program; build a strong employer brand in the new era of work	2050 Co-existence, Co-prosperity, and Co-creation

Management performance in 2025

Attract the best talent

Talent is a key factor in the sustainable development of an enterprise, from increasing recruitment channels to innovating work processes, developing related plans based on data and constructing a comprehensive welfare system. We regard each partner as an important part of the organization and hope that colleagues will grow with the company. We provide market-competitive overall remuneration to attract outstanding talents to join, and provide fair opportunities in accordance with the evaluation mechanism to facilitate career development.

Create a friendly workplace

Sinyi Realty respects the diversity and uniqueness of every colleague and believes that talents with different backgrounds and perspectives can work with Sinyi to create an inclusive working environment that keeps pace with the times. An inclusive working environment allows everyone to feel their own value and respect. Through systematic upgrades of workplace software and hardware, as well as technology-assisted health management methods, we create a sound workplace working environment and care for the physical and mental health of our colleagues.

2025 GOAL	Turnover Rate < 25 %	50 Average training Hours	Female Management > 21 %
2025 Performance	25.04 % Due to the nature of the industry, real estate agencies face challenges not only in cultivating new agents and retaining talent, but also in managing intergenerational dynamics. To address these management issues, Sinyi shifted to conducting quarterly employee satisfaction surveys in 2023. This allows leadership to listen to employees more frequently and respond to their needs more promptly	55.54 Hours We have developed a series of action plans—such as career development roadmaps, a learning portfolio credit system, and diverse learning programs—to provide greater motivation for employees to engage in proactive learning.	23.56 % Going forward, we will develop more family support initiatives and digital capability building programs to foster substantive equality."
Achived	—	✔	✔

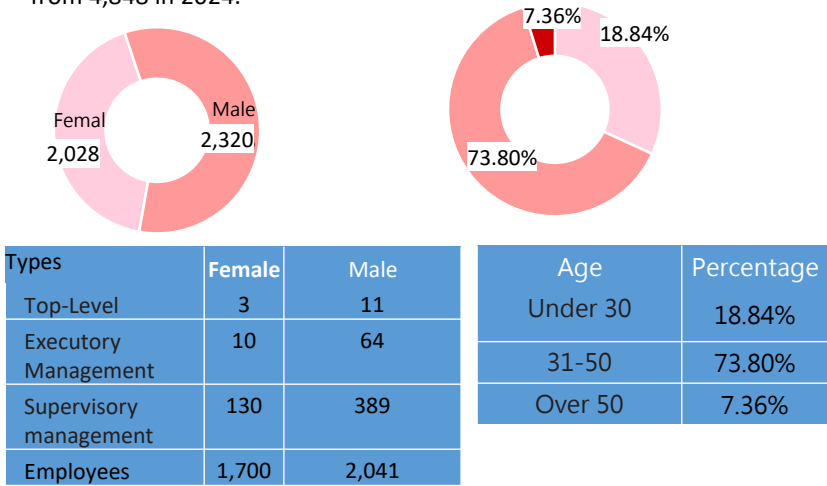
Employee Composition and Diversity

Sinyi adheres to substantive equality and makes its employment, development, training and other policies diversified and flexible, taking care of colleagues with different statuses, making Sinyi inclusive and a strong support for employees, taking into account the balance between work and family.

Diversity Hiring

Manpower structure

Sinyi Realty has a total of 4,348 people in 2025, a slight decrease from 4,848 in 2024.



New hires and resignations

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For new employees, Sinyi develops a clear corporate introduction, provides complete training, arranges regular feedback and evaluation, and assists each other through teamwork. The branch manager assigns colleagues to help newcomers improve their work skills one-on-one and explore their career needs to help them adapt to the workplace environment. In 2025, new employees will account for approximately 15.61% of the total number. In addition, the head of the employer or the head of the human resources department will conduct interviews with resigning colleagues to understand the reasons for resignation, and conduct statistical analysis of the reasons for resignation. In response to the issues raised by colleagues, the average turnover rate of all Sinyi Realty employees in 2025 will be 25.04%.

Please refer to the sustainable performance summary table "Contract type distribution, education level distribution, age composition ratio analysis table" p. 97-100

Empower women

Sinyi Story <https://csr.sinyi.com.tw/interactive/video.php>

The characteristics of the real estate industry are that most of the employees working in the real estate industry are men. However, in recent years, Sinyi's female power has gradually exerted its innovative influence in departmental communication and diversified thinking. Sinyi does not create inequality based on gender in recruitment and promotion, and the proportion of female colleagues continues to grow. In the future, more family assistance projects and digital competency training will be developed to achieve substantive equality. The set goal will be achieved in 2025 to make Sinyi's composition more diverse.

Ratio of female employees and ratio of female supervisors

Year		2023	2024	2025
Employees	Total Number	4,899	4,223	4,348
	Female	2,028	1,903	1,843
	Female Percentage	41.40%	45.06%	42.39%
Supervisors	Total Number	625	625	607
	Female	136	139	143
	Female Percentage	21.76%	22.24%	23.56%

Recruitment from retirement

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SDG5

SDG8

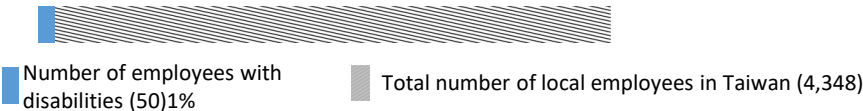
Sinyi creates a dynamic corporate structure so that retired employees can be rehired according to the "retirement employee rehiring method". In today's aging society, employees can regain a sense of accomplishment, promote the utilization of manpower, and create personal and organizational value.

Colleagues with disabilities

Diversity, Inclusion and Retirement System <https://csr.sinyi.com.tw/employee/diversity-2.php>

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We create opportunities for talents to be in the right place, such as file management, sending and receiving letters, and other suitable work contents; we cooperate with the Blind Welfare Association to hire full-time visually impaired masseurs, so that colleagues can enjoy welfare, do charity, and provide more job opportunities.



Gender Friendly

Equal pay

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SDG5

SDG8

The salary assessment of all colleagues does not differentiate based on gender, but varies based on their job category and grade. The salary structure of the business category has a larger proportion of variable salary; while the salary structure of the staff category has a higher proportion of fixed salary. There is no difference in the ratio of men to women in basic salary.

Ratio of annual salary and remuneration of women to men (female:male)

Types	Total Salary	Basic Salary	Remuneration
Top-Level	1:1.01	1:0.92	1:1.12
Executory Management	1:3.09	1:2.43	1:4.04
Supervisory management	1:1.54	1:1.3	1:2.02

[Note] Statistics are based on those who have served for more than one year as of 2025/12/31

 For the basic salary gender ratio, please refer to the website <https://csr.sinyi.com.tw/employee/system.php>

Maternity incentives and childcare leave without pay

In order to stimulate the fertility rate, in addition to the original marriage and childbirth subsidies, Sinyi also provides a birth bonus of 120,000 yuan for the second child (including the first child). From 2013 to the end of 2025, a total of 2,479 Sinyi babies (including the first child) were conceived. Sinyi cooperates with the well-known daycare institution He Jiaren to provide study discounts and parent-care courses, providing colleagues and family members with multi-faceted support. There is no distinction between men and women when applying for parental leave, and Sinyi will provide care and confirm the status of colleagues before the expiration of the suspension period, and they can also apply for reinstatement smoothly. By 2025, the retention rate for both men and women will reach over 70% (inclusive). Sinyi helps colleagues connect at every stage of life.

Eliminate discrimination

Sinyi Realty is committed to creating a workplace environment of diversity, equality and respect, and actively eliminates any form of workplace discrimination and sexual harassment. The company has formulated the "Sinyi Realty Workplace Sexual Harassment Prevention and Control Measures Complaints and Punishment Standards" and regularly holds educational training and publicity activities to enhance colleagues' awareness of gender equality and the prevention of inappropriate behavior, and encourages colleagues to be brave enough to report and jointly protect a safe workplace. In accordance with the Gender Equality at Work Act, the company also provides employees with the leave and flexible assistance they need during different life stages such as pregnancy, childbirth, and childcare to support the balance between work and family. In 2025, a total of 4 cases of sexual harassment complaints were received, 2 of which were substantiated. We have continued to publicize and strengthen awareness of sexual harassment, reminding colleagues not to become victims or perpetrators. After repeated training and legal promotion, Sinyi Realty cares more about the feelings of complainants. In addition to the government's attention, and the revision of the Gender Equity Law, colleagues are more courageous to express the occurrence of related incidents. The organization continues to identify risks and strengthen publicity to all relevant parties to avoid similar situations from happening again.

Sinyi Story—Mother of twins went to Jinzhong Award Housing Estate and stayed and resumed her job to better understand the customer's heart

Lin Yunyuan, who is studying social work, has worked in shelter institutions, early childhood care and nursing homes, and joined Sinyi Realty by chance. In her eyes, although real estate agents and social workers are in different fields, the essence of their work is to understand needs and accompany others through important stages of life.

After working as a real estate agent for six years, Lin Yunyuan chose to stay in child care for four years to accompany the growth of her two young children. When I returned to work, the COVID-19 epidemic broke out. Not only did I need to re-familiarize myself with the market and work rhythm, but I also faced a low point of zero transactions for seven months. Fortunately, the company continues to provide basic salary guarantee, maternity allowance and complete welfare support, allowing her to relearn and adapt without any worries, and gradually regain the confidence and pace of serving customers.

After becoming a mother of two children, Lin Yunyuan has a deeper understanding of "home" and is better able to understand customers' delicate considerations on home purchase budget, childcare safety and family life. When facing families with young children looking at houses, she will prepare stickers and small toys in advance, and pay attention to possible collision areas in the house. When clients are concerned about negotiating room for tens of thousands of dollars, she also understands that this amount may be a family's entire monthly income, so she is more willing to patiently coordinate and find a suitable balance between buyers and sellers.

With sincere service and empathy, Lin Yunyuan not only successfully returned to the workplace, but also won the recognition of the "Golden Award" of the real estate industry. Her story shows that childcare is not a break in career, but a process of accumulating different life experiences. With the company's family-friendly system and team support, employees can take care of family and work, and transform life experiences into warmer service capabilities.

—Lin Yunyuan, Phase 7 City Hall Store

Talent investment and growth

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Sinyi Realty constructs various employee policies based on three major concepts: "people-oriented, justice before profit, and positive thinking". It treats colleagues as important partners, takes into account balanced development in all aspects, and forms a positive cycle. Establish a comprehensive strategy that focuses on the needs of colleagues, and hopes to use a sound system to motivate colleagues to move towards higher goals.

Talent recruitment Recruitment policy

- Turning the industry around: For business positions, there is a guaranteed salary of RMB 50,000 for the first six months. In addition, Sinyi has a unique 30-day work appreciation period, creating equal status for both employees and employees. There is a job transfer bonus of RMB 50,000 for job transfers in the first month, allowing freshmen to find their future direction with peace of mind.
- Multiple development opportunities: Sinyi has a global presence in Taiwan, China, Japan, and Malaysia, and the group's business group has diversified operations and added sustainable tourism businesses.
- Diversified recruitment channels: Operate more recruitment channels to ensure that Sinyi reaches more talents from different professions. In response to future trends, we expand the talent capacity of the organization to accommodate more faces. We combine offline campus recruitment and online live broadcast work briefings to communicate corporate philosophy and feedback in two-way, and focus on potential talents through digital channels.

Reserve cadre rotation

Faced with a declining birthrate and intensifying competition for high-end talents, Sinyi Enterprise Group continues to plan for the future and launches the MA (reserve cadre) program recruitment in 2025. As the only MA program in Taiwan that covers all aspects of real estate business, Sinyi takes "Make your own way" as its core and creates a two-year process that combines the depth of training and the breadth of development. The plan provides a guaranteed annual salary of RMB 1.2 million, overseas experience opportunities (such as Malaysia and Japan), and a semi-annual rotation system, allowing trainees to quickly gain practical experience across departments, functions, and groups. It also has a three-tier support system of Buddy, Coach and Mentor to fully accompany personal growth and career exploration. After completing the training, people will be matched with suitable vacancies in the group based on their personal aspirations and abilities, so that the talents can exert their long-term influence in Sinyi.

training program Newcomer training

Sinyi provides a 180-day comprehensive training plan for new employees. The head office and branches jointly train new employees. The Sinyi philosophy runs through the training design. A team of full-time lecturers is set up to provide consultation and guidance on the learning status of new employees at any time. Each newcomer can take 43 hours of head office courses, 48 hours of branch store courses (including online courses and supervisor teaching), and 1 hour of district supervisor interviews, a total of 92 hours (not including accompanying and observation hours).

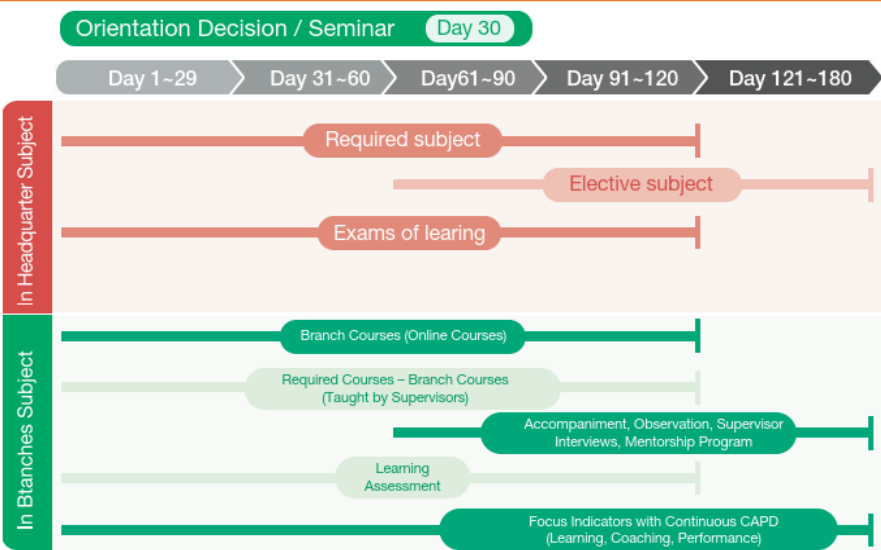
Sinyi Realty Newcomer Course: Starting from the community, cultivating the power of trust

Sinyi Realty recruits more than a thousand fresh people from society every year, insists on developing a complete training system by itself, starts from scratch, and pays attention to service and interpersonal connection skills. Newcomer training combined with community services based on public welfare allows new front-line agents to be recognized. After gaining trust, performance will naturally come naturally. In terms of talent selection, we have shifted to a diversified background and group interview mechanism, paying more attention to those with broad interests and community experience, demonstrating Sinyi's long-term intention and innovation in cultivating future talents.

Deep cultivation on campus

In order to help students be fully prepared for employment before graduation, while also expanding opportunities to recruit outstanding talents, we cooperate with a number of universities and colleges to cultivate industrial talents and provide various scholarships, grants and programs:

Industry-Academia Collaboration Project	Full-time Intern
Deepening its engagement with the academic community, Sinyi Realty has officially signed a memorandum of understanding (MOU) on industry-academia cooperation with China University of Technology. This partnership aims to strengthen the link between the industry and the vocational education system by cultivating real estate professionals while students are still in school, utilizing initiatives such as specialized courses, competitions, and scholarships. Regarding specialized coursework and training, the company will offer an "Elective Course on Real Estate Industry Operations" for current students and a "Training Course on Real Estate Industry Operations" for graduates, focusing on developing industry expertise and professional skills relevant to the brokerage sector.	Sinyi Realty offers an internship program for real estate agents, providing students with opportunities to gain practical industry experience, explore their career fit, and enhance their future employability. We provide comprehensive training and guidance, mirroring the standards used for full-time employees.



Education, training and statistics

Sinyi conducts functional assessments to plan education and training courses that better meet the needs of colleagues. During the course of the physical courses, live broadcasts are added or made into online courses to help colleagues learn in fragmented time. The average number of training hours per person in 2025 is 55.54 hours, which is higher than in previous years. In response to colleagues' suggestions, Sinyi has added digital, sustainable, and Hahow online learning courses.

lifelong learning

We believe that lifelong learning is a form of independent education that achieves a sense of personal accomplishment and focuses on self-development, as well as the pursuit of professional learning or personal interests. Therefore, it not only enhances social inclusiveness, but also enhances self-sustainability and competitiveness. Sinyi integrates this spirit into the implementation of Sinfu Coin and the additional gains when performing community services, and works with colleagues to develop more capabilities to adapt to changes in the times.

career planning

performance management

Sinyi Realty has established a complete regular performance interview and evaluation system to facilitate the continuous growth of colleagues at all levels. The performance evaluation of all colleagues does not differentiate based on gender, and the rate of receiving regular performance evaluation is 100%. Supervisors at all levels have received complete performance interview and appraisal training to provide colleagues with guidance, encouragement, support and career consultation to help colleagues move towards their desired goals. Supervisors regularly conduct performance reviews and improvement reviews based on the goals set by each employee; the results of the performance evaluation will become the basis for employee promotions and salary increases.

Promotion system and retention

Sinyi attaches great importance to talent cultivation and provides a transparent promotion system and opportunities to facilitate the sustainable development of talents and the organization. In order to enhance employees' work experience and explore their potential, we have planned relevant mechanisms to provide colleagues with rotation opportunities. Internally, we can also give priority to recommend suitable candidates, promote cross-department communication and coordination capabilities, and broaden employees' career options. Sinyi carries out relevant training according to the different stages of employees, and uses its greatest efforts to tailor their career plans for employees. Promotions are regardless of seniority. "There are no double yellow lines and you can overtake at any time."

Education and training programs

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Online education and training allows colleagues and organizations to keep pace with the times and learn efficiently; diversified learning enables colleagues to have more lateral abilities and achieve a rich and balanced life. In addition, by promoting activities such as Sinyi volunteers, Sinyi people can always remember the original intention of enthusiastic service, inherit Sinyi philosophy to form cohesion, and at the same time accumulate energy for sustainable management. Improve employees' diverse cognition and motivation, stimulate employees' ideas and innovation, shape unique organizational culture, increase the market value of enterprises and individuals, keep pace with the world, attract and retain outstanding talents, and enhance the competitiveness of enterprises and colleagues.

1. Newcomer training program

The Sinyi concept runs through the design, including Sinyi concept camp, real estate professional knowledge and skills, work attitude and mentality, company systems and regulations, etc., integrating the head office courses and branch practical training to solidify the basic skills of new employees. Sinyi provides multiple counseling mechanisms, including full-time lecturer system, senior mentoring system, supervisor-oriented counseling, EAP employee assistance program, etc.; it also conducts regular adaptation questionnaires and interviews to provide colleagues with necessary assistance in work and life in real time.

2. Lutheran Volunteers-Continuously review empathy

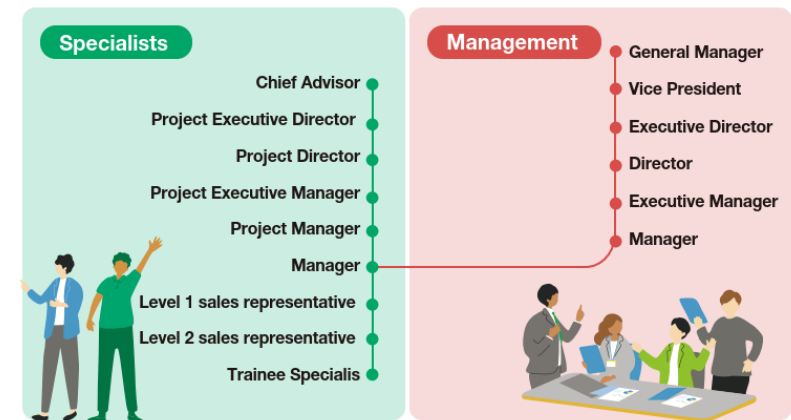
Volunteer service is a unique talent training course of Sinyi Realty. Re-learn "service", look at community issues with "empathy", regain your enthusiasm for work and new social experiences, and then increase your ability in service.

3. Store manager training

A two-month store supervisor development training is provided for potential business talents. Middle- and senior-level supervisors serve as instructors and lead students through the learning process of classes, practice, coaching, and results presentation, so as to prepare in advance the abilities to become competent store supervisors.

4. District Ministry Affairs Training Camp

In order to improve the leadership quality of middle- and high-level managers, district affairs training camps are held monthly for middle- and high-level managers for a period of one year. Through thematic seminars, collective efforts, practical exercises and sharing, and on-site interaction and guidance from the founder, chairman and general manager, Sinyi concepts are integrated into practical management operations.



Rewards and Compensation

Reward and Compensation System

1. Sharing the fruits

In addition to allocating one-third of the company's after-tax annual profits as a year-end bonus for all employees, Sinyi Realty provides frontline staff with dedicated compensation incentives. For example, the Retention Bonus rewards employees who meet annual performance targets and retention criteria, offering a bonus with no upper limit.

2. Reasonable remuneration

Full-time employees in 2024 are 4,321 persons, a total of 113 in employees decreased compared to previously year. The average salary is NT\$ 1,247 thousand increased by 0.9% compared to 2023. The median number is NT\$ 913 thousand, which is a total of 3.8% increase compared to 2023.



3. Sales employees

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

4. Administrative employees

In accordance with the Salary Determination Guidelines, employee compensation is set based on individual expertise, competencies, educational background, and work experience, while referencing prevailing market salary levels. Every March, a company-wide salary review is conducted, incorporating findings from external salary surveys and current market benchmarks to inform salary adjustment policies.

Six Key Features of Rewards and Compensation	Features	Content Description
	Guaranteed Starting Salary	New sales associates are offered a guaranteed monthly salary of NT\$50,000 for the first six months, enabling them to focus fully on their work without financial concerns.
	Sharing the Fruits	Each year, one-third of after-tax operating profits is allocated to year-end and performance bonuses, ensuring that the results truly return to employees.
	Retention Rewards	A dual recognition system of performance thresholds and years of service is in place. Employees who remain with the company for two years are eligible for substantial bonuses, with the highest reaching the million-dollar range.
	Outstanding Performance	Generous bonuses are awarded for outstanding individual achievements, ensuring that every effort is recognized and valued.
	Group Activities	A group bonus system has been designed to encourage team complementarity and collaboration, thereby strengthening overall team effectiveness.
	Career Development	A comprehensive career-long bonus system is provided, offering clear rewards and development incentives for employees from newcomers to senior partners.

Happy workplace



[Sinyi story](#)

Sinyi Realty has created a competitive and warm reward system, covering guaranteed salary, year-end and performance bonuses, retention incentives, single rewards, group bonuses, full career development bonuses, etc., so that colleagues can develop with peace of mind and bravely challenge at all stages of their careers.

Behind a happy workplace is our commitment to “treat employees as family members”. Through the [Video Zone | Employee Stories], we record the mental journey of Sinyi people from newcomers to supervisors, from confusion to breakthroughs. This is not only a record of growth, but also a true display of the warmth and thickness of Sinyi culture. At Sinyi, we believe that happiness is not a slogan, but comes from a sincere relationship with institutional support and mutual achievement.

If you want to deeply experience the happy workplace culture of Sinyi Realty, please visit our Facebook fan page and YouTube channel to enjoy the warm memories and touching stories shared by Sinyi colleagues and their families.

[More information: Facebook Fan Page | YouTube Channel](#)

Generational Inheritance Interview – “Stories of the Second Generation at Sinyi”

Inspired by reading Sinyi Studies, Sinyi colleague I-Yin Chan was deeply moved by the stories of senior employees’ dedication, which overturned her original impression of the real estate industry and motivated her to follow in her father’s footsteps to join Sinyi. Her father, Meng-Yue Chan, shared that Sinyi Realty has been well managed by its founder, Mr. Chun-Chi Chou, and that he strongly resonated with the philosophy of “Building a business on trust and integrity, striving for the utmost goodness.” During his tenure, he also enjoyed good benefits and a sense of achievement, which made him eager to recommend that his daughter join. Together, they witnessed the company’s transformation from traditional operations to digitalization, with the introduction of online tools during the pandemic helping newcomers adapt more quickly to challenges. I-Yin received the Rookie Award, and her father encouraged her to “stay true to your original aspirations and never forget your beginnings.” Across two generations, they embody the inheritance of professionalism and values at Sinyi



Sinyi Workplace is the stage for achieving the new generation

Since his university years, Hung-An Chang had set his sights on tackling the challenges of the demanding real estate industry. With a determined and persevering personality, he chose to intern at Sinyi Realty, where in his first year he won the Rookie Award. After completing military service, he decisively returned to Sinyi. In his first year back, he achieved his goal of earning an annual salary exceeding one million NT dollars, and by his third year, he had advanced to become a Ten-Million Realtor. He has always believed that “closing a deal is only the beginning; true value lies in service.” Faced once with a buyer’s last-minute withdrawal involving a penalty of NT\$6 million, he refused to give up on either party. Personally traveling back and forth across the island, he mediated tirelessly until he successfully resolved the issue to the satisfaction of both sides. Hung-An encourages newcomers to bravely pursue fields they are passionate about, to take full advantage of Sinyi’s comprehensive training and mentorship program, and to embrace a spirit of proactive learning and open communication. As he puts it: “What Sinyi provides a guaranteed salary, but a stage where dreams can truly be realized.”



Employee Well-being and full engagement

201-3 、 401-2 、 401-3 、 409 、 SDG 8

In order to provide colleagues with a better working environment, Sinyi Realty, in addition to the items stipulated by law, also provides many welfare items that are superior to the law, such as discounts on real estate service fees, employee stock ownership trust awards, publicly funded health examinations, etc.; it values retired colleagues and let the workforce perform in its most suitable position.

Employee and Dependent Care Benefits

 Mental • Mental Health Checks • Employee Assistance Program (EAP)(Incl. dependents)	 Financial • Physical Health • Labor pension • Entertainment fees for managers • Club subsidy • Training Subsidy • Flex Benefits • Staff Second-Child Grants • ESOP • Discounts on Service Fees for Property • Purchases or Sales(Incl. dependents) • Employee bonus • Travel Subsidy • Uniform Subsidy • Festival/Birthday gifts (vouchers) • Relief aid for weddings, bereavements, birth, hospitalization, and emergencies	 Physical • labor Insurance • National Health Insurance • Various types of leave - personal leave, sick leave, maternity leave, paternity leave, menstrual leave, family care leave, marriage leave, bereavement leave, injury leave, special leave, unpaid parental leave, etc. • Dedicates Happy Health Management Center • Full-time health management professionals • Professional masseurs to provide stress-relieving massage • Group Insurance • Company-funded Health Check-up (Incl. new hires) • Automotive Third-party Liability Insurance (sales only)
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 Benefits <https://csr.sinyi.com.tw/en/employee/system-2.php>

Flexible benefits "Sinfu Coin"

The "Sinfu Coin" system demonstrates Sinyi's people-oriented core value and meets the diverse needs of colleagues for health, family, learning and quality of life at different stages of life through a point-free exchange mechanism. In order to enhance the practicality and attractiveness of benefits, the system continues to evolve, with new subsidy items covering driving safety (such as driving recorders, tire and brake system updates), home services, self-paid medical care, sports event registration and equipment purchase, company-sponsored event tickets, and TPASS public transportation periodic tickets, etc., encouraging colleagues to pay attention to their own health and implement green commuting, combining personal well-being and environmental sustainability. A total of RMB 52.43 million will be invested in 2025. The expansion of welfare projects not only enhances employee satisfaction and organizational identification, but also embodies Sinyi Realty's corporate commitment to treat employees as family and value work-life balance.

Retirement system

Retirement system under the Labor Standards Act: The company will allocate a full amount of retirement reserves based on the total wages of workers every month, and the company's retirement fund will be stored in a special account.

- Labor Pension Ordinance: Every month, the company will allocate 6% of the amount to the personal pension account established by the Labor Insurance Bureau. For those who voluntarily contribute their pension, the voluntary contribution rate will be deducted from the monthly salary of colleagues to the special personal pension account of the Labor Insurance Bureau.
- Retirement treatment plan for retired colleagues: The company treats retired colleagues with courtesy and praise, so that the employees' substantive feelings are deeply valued by the company.

Interactive pipeline

- **Organizational Identity and Job Satisfaction Survey:** In order to obtain employees' opinions in a more timely manner and improve the level of discussion among stakeholders, Sinyi has gradually adjusted the survey frequency from annual census to quarterly random inspection. In 2025, the number of respondents will be 4,100, with a questionnaire response rate of 73% and an effective response rate of 73%, which is higher than the previous year. However, employee satisfaction in 2025 will decrease compared with the previous year. Strengthen the implementation of the concept and the psychological safety atmosphere in the workplace, reshape the fairness and incentive effect of the salary system, create a better reward system, enhance benefits, focus on physical and mental health, and pay attention to the career development of colleagues.
- **Complaint mechanism and communication channels:** Sinyi Realty adheres to the corporate culture of accepting suggestions. In order to understand the opinions and feelings of colleagues on organizational development or various policies, we have established and ensured the smooth operation of multiple communication channels. There was one labor complaint in 2025. Sinyi modified its internal system based on the causes of each incident in order to achieve more comprehensive communication with colleagues.

Grievance Mechanisms	Quarterly Labor-management meetings	Weset equal representatives of employers and employees as total 16 persons whoareelected byall staff.
	Labor issues and complaints	In 2024, there were twocomplaint cases. One involved overtime work occurring before the completion ofresponsibility system approval, which led tononcompliance with theapplication process. In response, the organization established an exception alert system to help employees follow proper procedures. Theother case concerned adispute over uniform fee deductions, forwhich the company hasrevised related procedures andimplemented written confirmations toensure a complete offboarding process.
	Employees' welfare committee	The Committee is set up with atotal 28 persons. This figure includes afemale members as 16 workers.
Communication Channels	Founder's mailbox	There were 163 labor grievances in 2024, primarily duetodiffering interpretations ofthe labor contract. Eventually, a mutually agreed-upon solution wasreached between the employer and employee, with areach solution rateof 93%.
	Labor issues and complaints	

Occupational Safety and Health Promotion

The occupational safety and health management system covers the Sinyi Building and all branches, extending its influence to Sinyi's supply chain system. Workers include Sinyi employees and employees of key suppliers. Colleagues and other manufacturers in Sinyi's controllable workplaces are protected by occupational safety and health regulations and supplier sustainability clause commitment letters to protect their health and safety. The coverage rate of the occupational safety and health management system is 100%; the coverage rate of external audit workers is 16.32%.

Occupational health services

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Special unit "Happiness and Health Management Center"

Sinyi Realty firmly believes that the key to a company's sustainability comes from the happiness of its workers, and happiness comes first and foremost from the physical and mental health of our colleagues. We have updated our health platform to better meet user needs, established health data charts to help colleagues understand their health status more quickly, and promoted health information on mobile devices from time to time. Existing suppliers and Sinyi field workers can enjoy its services; we provide colleagues and key suppliers with health examinations that are better than regulations, and plan corresponding health service strategies based on risk identification to collect worker satisfaction and on-site visits ensure the quality of health services; professional doctors are stationed at the site to provide health consultation and tracking improvements during working hours, and are also open to suppliers; Sinyi has also increased family health check-up subsidies with flexible benefits and magnified the rate to encourage workers to pay attention to physical and mental health, and other services such as vaccines. Services such as spanking and the Peer Assistance Program (EAP) are available to workers and their families, allowing workers to voluntarily choose health promotion programs. A total of 510 people will use it in 2025. Prevention plans and health promotion programs have been formulated and implemented to maintain workers' physical and mental health. Continuously manage the health data of colleagues to track their health status and protect the work rights and privacy of program participants; colleagues can check physical and mental health-related information in the system and make online appointments for health examination data to understand their own health status.



Compliance with occupational safety and health regulations
<https://csr.sinyi.com.tw/employee/workplace.php>



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

People-oriented. Create a good work and life: Employee Support Program

Sinyi Realty adheres to the concept of "people-oriented, justice before profit" and attaches great importance to the rights and interests of the six major stakeholders, especially in employee care, and continues to optimize physical and mental health measures. Sinyi Realty promotes EAP (Employee Assistance Program) to pay attention to the physical and mental health of employees and their families. The company entrusts external professional consultants to provide individual consultation services covering career development, family relationships, emotional stress, gender communication, financial management and law. Appointments are made through the 0800 toll-free hotline, and the content is confidential and privacy is guaranteed. Statistics from the past five years show that career and family communication are the most popular consulting topics. Sinyi Realty also organizes relevant lectures to meet the needs of employees, such as "Happy Work, Happy Financial Management", "Let Stress Be Your Good Partner", etc. to create a supportive workplace culture, help employees achieve a balance under multiple pressures, and enhance overall well-being and corporate cohesion.



Occupational safety and health related data

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The certification scope of the occupational safety and health management system covers the headquarters and all branches in Taiwan, which means it covers 100% of its own employees. In addition, after inventory, there are approximately 325 non-owned employees (such as outsourced personnel, cooperative vendors, etc.) who regularly come to the headquarters and branches to engage in business, accounting for approximately 6.7% of all workers. They have also been included in the occupational safety and health management mechanism and participate in relevant safety and health training and management operations.

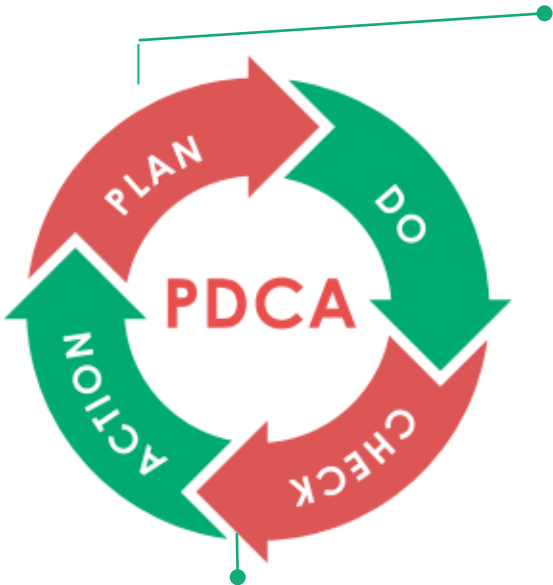
For colleagues injured on duty, the company will grant work-related injury leave in accordance with relevant regulations and actual circumstances, and assist in applying for labor insurance and occupational accident compensation. In 2025, the number of work-related injury leave applications will be 876 days, a 30% reduction from the previous year. The two main occupational safety risks identified are traffic accidents and high-risk diseases. In view of this, Sinyi pays more attention to traffic safety awareness promotion and helmet subsidies among business colleagues in terms of hierarchical management and control. In addition, the health management center lists colleagues with high-risk data as high-risk objects to pay close attention to, plan and implement worker health plans. The recordable work injury rate and lost days ratio are calculated from the figures reported to the Labor Insurance Bureau every month.



Please refer to the sustainable performance list "Occupational accident statistics, work injury rate, lost days rate, and absenteeism rate" p.102

Occupational safety and health management system

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



Worker participation, consultation, and communication

Occupational Health and Safety Committee	Management and labor council	Mr.Chou’s Mailbox & Platform for Workers Communication
The committee consists of 8members, including 3 employee representatives. Meetings are held once every three months, and the head of the Human Resources Department serves as the business supervisor.	There are 8 labor representatives and 8 management representatives. Meetings are convened in March, June, September, and December, totaling four times a year, with attendance at each meeting exceeding half of the members.	A platform for collecting suggestions from workers to make our policies better.

Training for occupational health and safety

- Key promotion project—traffic safety: We often remind workers about traffic rules by E-mail and posters. Moreover, we required employees to take compulsory traffic lesson which lectured by professional consultant.
- Disaster evacuation education and drills: In order to embed the common sense into mind of workers, we hold fire safety seminars and emergency evacuation drills every six months. During drills, we also provided education on the operation of fire safety equipment, further strengthening fire safety awareness and protecting the safety of individuals We continue to hold training seminars for understanding th usage of AEDs and other equipment to look out for.
- Occupational Health and Safety Training : OHS management personnel undergo regular refresher training. Additioinally, internal audit training has been digitalized to ensure the quality of processes related to hazard identification and risk assessment.

Risk identification and specific actions

To establish an occupational safety risk map, Sinyi follows the Occupational Safety and Health Act, ISO 45001 management system’s risk identification, and relevant labor regulations. Through various questionnaires, self-inspections, and multi-directional communication channels, Sinyi evaluates the main risks as three-hyper series disease and traffic accidents. This is primarily due to employees’ dietary habits and lack of exercise. Additionally, as 90% of employees work outside the office, the incidence of traffic accidents is higher. If employees determine that executing a task immediately poses a hazard, they have the right to cease the operation and move to a safe place. They are also encouraged to report the hazardous situation to their supervisor, assisting other workers in avoiding harm. Sinyi’s regulations ensure that workers will not face disciplinary action for taking such measures. Sinyi identifies high-risk workers through data analysis and implements tiered actions accordingly as following :

Identification	Risks	Reason	Targets	Specific Actions for prevention	Specific Actions for support	2025 Performance
Identified by ISO45001 questionnaires , independent inspections and multiple communication channel.	Three hyper series disease	Habits and lack of exercise of workers	Health check-up rate above 93%	• Larger ratio for workout options in flexible benefits • Employee-comprised workout clubs, such as baseball teams, basketball teams, and yoga course • Providing employees with health check-up that go beyond the legal requirements • Set up dedicated happy health management center	• Regularly remind employees to take care for their health conditions with their permission. • Health consultation during working hours by Taipei Medical University Hospital doctor • Coordinating and arranging appropriate duty • Transfers	Health check uprate was 93.2%
	Traffic accidents	Field operation workers is above 90%	Scooter accidents Rate decreases 10%	• Compulsory traffic safety training • Disseminating traffic safety in every lesson and announcements • Providing field employees with insurance for scooters • Subsidies for traffic safety equipment in flexible benefits	• Caring for injured workers on a regular basis • Coordinating and arranging appropriate duty • transfers • Providing subsidies for supporting worker’ s family	Scooter accidents decreased by2.88%

Compliance with human rights and labor conditions

2-23

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Sinyi complies with various laws and regulations to implement diversity in the workplace and does not engage in differential treatment or any form of discrimination based on gender, sexual orientation, race, class, age, marriage, language, thought, religion, party, place of origin, place of birth, appearance, facial features, or physical or mental disabilities. We are committed to creating a working environment that is dignified, safe, equal, and free from harassment.

Human rights risk mitigation

Since the establishment of Sinyi, we has always upheld our “people-oriented” spirit of trustworthiness, recognizing and voluntarily following the “United Nations World Human Rights Declaration”, the “United Nations Global Covenant”, the “United Nations Guiding Principles on Enterprise and Human Rights”, the “United Nations International Labor Organization” and other international human rights protection standards to prevent any violations of human rights. Sinyi treats all workers with dignity and respect by the “Sinyi Realty Human Rights Commitment”. There were no grievances reported in 2025.

Policy and Action Plans

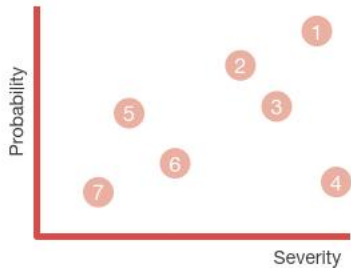
We provide a safe and healthy work environment in maintaining workers’ physical and mental health and work-life balance. We not only follow legal hiring processes and eliminate unlawful discrimination but also prohibit forced labor and strictly comply with local labor laws. Our contracts with suppliers include human rights clauses, and we conduct on-site audits to ensure compliance.

Human Rights Due Diligence

 [Sinyi Human Rights Commitment](#)

Identify the framework	Identify issues	Establish mitigation measures	Improvement	Check regularly
We formulates management measures based on labor laws and the implementation of internal audits, integrating human rights policies into various corporate regulations and procedures.	We identify stakeholders, ensuring coverage of both internal and external groups to reflect diverse perspectives, and prioritize according to the severity and impact of risks.	We disclose the process and results of human rights risk identification to stakeholders to enhance trust and transparency.	Based on stakeholder feedback, we continuously improve our risk identification, ensuring that risk management strategy aligns with the dynamically changing environment and needs.	We regularly update the risk list to reflect emerging risks and changing conditions,maintaining ongoing communication with stakeholders to ensure the comprehensiveness and accuracy of the risk list.

Risk Identification



- 1

Occupational Health and Safety (OHS)
- 2

Protection of working conditions
- 3

Privacy Protection
- 4

Worker autonomy
- 5

Diversity and inclusion
- 6

Freedom of association
- 7

Labor-management negotiation

Human Rights Risk Management Indicators

Risk issues	Impact	Mitigation plans	Targets	Performance
OHS	Potential risk	Continuously promote driving safety, establish subsidies for traffic safety initiatives.	Scooter accidents rate decreases by10%	Decreased by 2.88%
Protection of working conditions	Regulars following	Utilize OHS system to conduct regular workplace safety inspections and provide flexible working hours.	Implemented ISO 45001	verified
Privacy protection	Organizational distrust	Develop clear privacy policies and conduct privacy protection awareness campaigns to enhance workers privacy consciousness.	Implemented ISO 27001	verified
Worker autonomy	Regulars following	upervisors are responsible for overseeing employees’ overtime situations.	Zero cases of penalties for overtime work	0 case
Diversity and inclusion	Collaborative difficulties	Procedures for sexual harassment prevention complaints and investigations.	100% of grievance cases were closed within 90 days	100%
Freedom of association	organizational identification	Workers have the right to freedom of association, encourages employees to join clubs.	Have over 100 groups	125 groups
Labor negotiation	Decline in organizational identification	Conduct regular anonymous employee opinion surveys to obtain direct feedback and suggestions from employees.	Employee satisfaction survey valid response rate above 75%	75%

Lohas work

The real estate agency industry is a high-challenge and high-pressure job. Building a safe and healthy working environment is a basic requirement of corporate social responsibility. Sinyi practices its emphasis on and care for the health and safety of its colleagues with practical policies and resource investment.

Holiday management, flexible working hours

- Overtime management mechanism: Sinyi has clear rules and regulations regarding the work, rest and attendance of colleagues and complies with laws and regulations. Business colleagues and supervisors are responsible professionals who are subject to Article 84-1 of the Labor Standards Act. Colleagues must sign an agreement when they arrive at work, and the company must complete the verification with the competent authority. At the same time, the company has also formulated an "abnormal workload-induced disease prevention plan" to screen high-risk colleagues based on annual health examination results, provide health care, and notify relevant supervisors to understand the work status, review working time allocation, and adjust work content in a timely manner.
- Adjustment of employee attendance time: All branch business employees will "work one hour later (10 a.m.)" every Monday to Thursday morning, so that employees can spend more time with their families. Supervisors can also use the attendance and leave management system to understand the status of work and leave at any time and provide timely care to help colleagues achieve work-life balance and prevent forced labor. Due to epidemic prevention considerations to avoid rush hours and increased demand from colleagues, staff colleagues fully adopt flexible working hours to protect the health of colleagues and help colleagues achieve work-life balance.
- Optimize the vacation system:
 - Three holidays: In order to encourage colleagues to return home to celebrate the holidays or travel with their families, all employees in all branches will take holidays during the Lunar New Year, Dragon Boat Festival and Mid-Autumn Festival, creating the first time for the service industry to take holidays during the traditional three holidays.
 - Paid volunteer leave: Each person engages in volunteer activities one day a year to encourage colleagues to step out of the work circle, experience the touch of palm-down, and promote a cycle of kindness.

Diverse community activities

Sinyi Realty has formulated "Staff Club Organizational Measures" and provides activity fund subsidies. The Welfare Committee also provides department social fees, travel expense subsidies, and club activity fee subsidies to encourage units and colleagues to organize or participate in various leisure, travel, and club activities. Currently, 105 diversified leisure clubs have been established. Each partner can exercise their body and mind, cultivate diverse interests and promote communication among colleagues through activities. Sinyi Realty has been awarded the "Sports Enterprise" certification mark by the Sports Administration of the Ministry of Education for three consecutive times. Not only does it have dozens of sports clubs, including badminton, basketball, mountain climbing, softball, volleyball, yoga, survival games, core muscle training, etc., they are all voluntarily established by employees.



Sinyi Realty encourages work-life balance, actively creates a happy workplace of "good work, good life", and subsidizes the continued operation of diverse associations. All employees in Taiwan actively participate in sports clubs such as badminton and basketball, which not only relieve stress and strengthen their health, but also promote camaraderie and teamwork among colleagues, making services more warm.



The SINYI REALTY BASKETBALL LEAGUE is a league that brings together various basketball clubs and groups in the Sinyi Realtys and is founded by golfers who are passionate about basketball. We hope that by providing formal and high-quality basketball events, players can enjoy the fun of sports safely and enhance the friendship between the teams. We also hope that every player can inherit this spirit and continue to create team and personal honors.

