

## 02 Caring for Staff



### Material Topics

- 401 Employment
- 403 Occupational Health and Safety
- 404 Training and Education
- 405 Diversity and Equal Opportunity
- 409 Forced or Compulsory Labor

### Why It's Material to Sinyi

Talent is the foundation of our business, and attracting talent and providing a healthy workplace are goals that we continue to strive for. We regard our staff as partners in the business rather than mere assets, placing great importance on employee-employer relations, respecting and caring for our staff, providing a competitive compensation and benefits, and creating a safe and healthy workplace environment. At Sinyi, we care deeply about the education, training, and development of our staff, respect diversity, provide equal opportunities, and encourage our staff to pursue higher goals. We provide comprehensive communication mechanisms and strive to eliminate all forms of forced or compulsory labor. By creating a happy workplace where all staff can strike the perfect work-life balance, we then enable our customers, so that they themselves can find the homes of their dreams.

### Highlights



Asia's Best Workplace Reporting  
& Asia's Best Diversity Reporting

2018 Asia Sustainability  
Report Award (ASRA)



Total of **457**  
applications for NT\$120,000  
Second-Child Grants



Raised wages by  
**7.6%**  
on average for employees



**29.7%**  
2018 Turnover Rate

## Management Approach 103-1 103-2 103-3

### Core Target and Vision Sustainability Principle | Putting People First: Employees as Important Partners

Sinyi Realty’s commitment to providing a comprehensive environment to ensure our staff enjoys job safety and professional growth remains constant. Beginning by putting people first, we strive to ensure that our staff enjoys a balance between physical health, mental health, and both financial and personal growth. Building around the two pillars of “attracting great talent” and “creating a friendly workplace,” we continue to enact staff-centered policies that will improve the working environment, making good on our commitment to the principle of “Putting People First: Employees as Important Partners.”

## Performance Highlights in 2018

### Attracting Great Talent

At Sinyi Realty have always considered our staff to be unique partners in the business, and hope that they will be able to grow alongside the company. We provide competitive levels of compensation to attract outstanding talent.

### Creating a Friendly Workplace

We show our care for the physical and mental well-being of our staff through a systematic approach to health management by building a system of comprehensive benefits.



### Key performance metrics



**7.6%**  
Raised wages on average for employees



Cumulative total of **457** applications for Second-Child Grants



**34.02 hours**  
Training on average



**29.7%**  
Turnover Rate

### Corresponding to the Sustainable Development Goals (SDGs)

[Learn more about the Sinyi SDGs Goals and Targets](#)

Sinyi supports the SDGs. These SDGs in particular are relevant to our work on Caring for staff:



**SDG3**  
Ensure healthy lives and promote well-being for all at all ages



**SDG4**  
Achieve gender equality and empower all women and girls



**SDG5**  
Ensure inclusive and equitable quality education and promote lifelong learning



**SDG8**  
Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

## Attracting Great Talent

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### Material Topics

401 Employment  
404 Training and Education  
405 Diversity and Equal Opportunity

### Meaning to Sinyi

The physical and mental health of staff and the harmonious labor-employer relations are the fundamental realization of our "people-oriented" philosophy. The establishment of training modules allows our staff and the organization to keep up with the times and develop their potential. Diversified learning not only enables our staff to have professional skills, but also makes their lives rich and balanced. In addition, by promoting activities such as Sinyi volunteers, our staff can always remember the first touched moment of service enthusiasm while accumulating professional knowledge.

### Our Commitments

Sinyi regards our staff as side-by-side partners with providing a good working environment and treating all individuals fairly. We creates an environment that stimulating employees' innovation, shaping unique organizational culture and increasing value of the organization and individuals.

#### 2018 Goals

**2,000** new hires / year

Accelerating talent cultivation and growth

**38** hours training on average

Training of talent at every level, systematically improving educational quality and rooting business philosophies more deeply.

**< 34%** turnover rate

Sharing operating results with staff and building staff capabilities

#### What we achieved

**1,642** new hires / year

Released amount of employment opportunities yearly

▶ Ongoing

**34.02** hours training on average

Adjusting training structure for new staff and managers

▶ Ongoing

**29.7%** turnover rate

A policy of high salaries, high development, and high care reduces turnover rate

✓ Achieved

#### How We're Doing it

##### Responsibility

Staff Care Group, Total Ethical Management Committee

##### Resources

**HR:** Human Resources Department, Organizational and Talent Development Department

**Funds:** Scholarships, Sowing Seeds on Campus Program, transfer funding, etc.

##### Grievance Mechanisms

[Stakeholder Engagement section](#)

##### Evaluation Mechanisms

We undertake organizational approval and job satisfaction surveys, Management Leadership Style Surveys, and policy implementation surveys every year.

#### Specific Action I 01

#### Talent Cultivation and Development

- **Talent Recruitment** - Recruitment policy, sowing seeds on campus program
- **Training program** - Cultivation program for new recruits, training projects, employee training and hours performed, lifelong learning
- **Reasonable Remuneration and Promotion** - Salaries, performance management, promotion Management

#### Specific Action I 02

#### Diversity and Inclusion

- **Diversity in Employment** - Women empowerment, hiring with disabilities, post-retirement re-employment
- **Gender Friendliness** - Equal salaries, childbirth grants, parental leave, elimination of discrimination

#### Specific Action I 03

#### Positive Labor-Employer Relations

- **Employment overview** - HR structure, overview of new hires and departures
- **Employee Engagement and Communication Policy** - Grievance Mechanisms and communication channels, staff opinion survey

### Takeaways from the Full-time Internship Program

I checked the various brands and found that the Sinyi is large, emphasizing the business philosophy, and rich training resources. Therefore, I chose Sinyi to learn more for internship this year.

I have learned that I dare to seek feedback from customers. The next goal I give myself is to work hard to become a branch manager and help new recruits as well.

~ Hao-Chen Luo, Providence University



## Talent Cultivation and Development

Sinyi's ethical enterprise culture, which is the conceptual value, is embraced by all employees and gradually forms the foundation of its policies based on three concepts: justice ahead of profit, putting people first, and positive thinking. Taking into account the balance of stakeholders, there is a virtuous cycle formed from Sinyi to the society. We expect to use a sound system to encourage our staff to move toward higher goals.

### Talent Recruitment

#### Recruitment Policy

- **Considered Employment:** Only college graduates with no prior experience in real estate are hired. For their first six months, they receive a guaranteed salary of NT\$50,000 a month, giving them a chance to learn the ropes without worry.
- **Innovative Recruitment:** Sinyi provided one extra month salary for outgoing employees. It was different from usual not only created competitive compensation also decreased the opposition between labor-employer relationships.
- **Diverse Development Opportunities:** Sinyi operates diversely in Taiwan, China, Japan, and Malaysia that staff can choose appropriate career path respectively.

#### Sowing Seeds on Campus Program

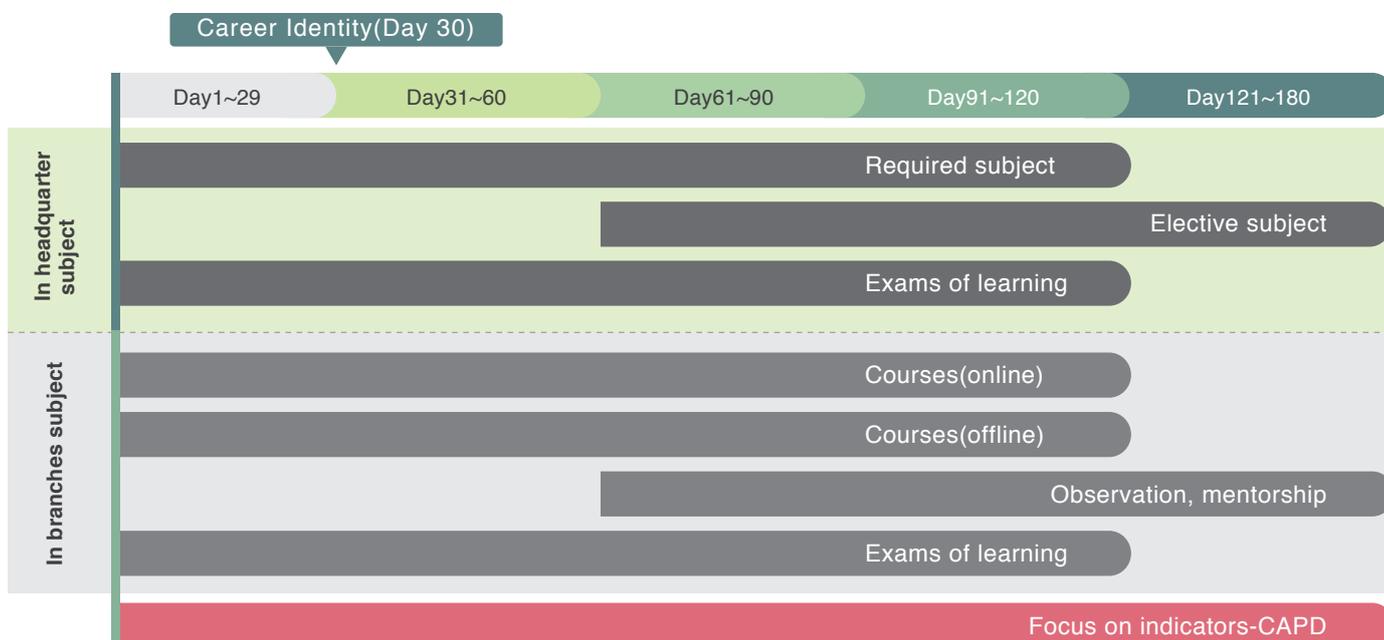
To help graduates prepare themselves before graduation while also expanding the pool of potential talent, we work with several colleges to provide internship and scholarship opportunities, cultivating the talent the industry needs through:

<b>Industry-Academia Cooperation</b>	In cooperation with National Yunlin University of Science and Technology and Songshan High School of Commerce and Home Economics, we launched a seven-year industry-academia cooperative project, enrolling 24 students internships in 2018.
<b>Full-time Internships</b>	Sinyi offers the full range of training and education opportunities to interns, along benefits and leave.
<b>Sales Specialist Class</b>	We provide free licensing classes for college students aged 20 or over, holding 13 classes for 420 students in 2018.
<b>Sinyi School Scholarships</b>	A full scholarship for two MBA students, as well as the Sinyi Realty Business Sustainability Grant and both domestic and international volunteering grants.

### Training Program 404-1 404-2 SDG 4 SDG 8

#### Cultivation Program for New Hires and Hours Performed

The training of new hires has always been the primary task of Sinyi. The program provides a 180-day comprehensive training program for newcomers. It includes both coursework from the headquarter and in-branch practical training, providing a solid foundation and ensuring that they start out with a strong understanding of what the job entails and how it is to be done. We also provide a diverse guidance system that includes lectures, mentorships, management orientation, EAP staff assistance, and on-the-job training. With conducting regular surveys and interviews we could implement any adjustment they need. Each newcomer would acquire 39 hours from the coursework, 47 hours of in-branch practical training(including online and offline courses), and an interview with district supervisors for 1 hour (excluding accompanying and observing hours) in total 95 hours. Sinyi invested around 8.5 million in training programs in 2018.



## Employee Training and Hours Performed 404-1 404-2 SDG 4 SDG 5 SDG 8

In 2018, Sinyi was using the power of technology to make learning more efficient by launched a series of digital learning transformation programs as following:

1. Implementing mobile learning- We upgraded our learning platform and also created an application with learning resources. It made our learning became easier without the limits of time and space.
2. Implementing separate clips for course- Making each partner could use their time for learning more flexible not only accessing internal courses but also external contents which is cooperated with some famous magazines in Taiwan. In 2018, we set more than 700 lessons and usage was around 70,000 people.
3. Implementing live learning- Staff had more intensive to be involved, as a result, the efficiency increased sharply.

Sinyi integrated the core concepts into a series of courses corresponding to the abilities and knowledge required for different positions, such as general knowledge and courses according to different themes into online learning, so that our staff can allocate learning and working hours well and more flexibly. Sinyi aimed to increase of training hours by 10%. The results are shown in the total training hours of 147,600 hours. The average figure of training hours per person is 34.02 hours, which was 25.9% higher than last year. The overall training hours showed an upward trend compared with last year.

 **In-depth reporting: sustainability performance overview** [「Note I Average Training Hours\(excl. online course\)」](#)

## Training Projects

### Branch Management Cultivation and Training

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

### Regional Service Training Camps

In order to improve the leadership skills of middle and senior management, as well as in anticipation of fostering the idea of "becoming representatives of the company," every month we organize Regional Service Training Camps for middle and senior management. Over the course of one year, through themed discussions, gatherings, practical exercises, practical sharing, and other forms of interaction and guidance with the chairman and the general manager, the company's managers are encouraged toward consistency of ideas with those of the company, integrating Sinyi's philosophy into their management practice.

### Sinyi Volunteers— Re-learning Empathy in Service

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

### New Employee Training Program

New employee training runs through the business of Sinyi in full, covering business concepts, professional real estate knowledge and skills, professional attitude, company systems and rules, and more. It includes both coursework and in-branch practical training, providing a solid foundation for newcomers and ensuring that they start out with a strong understanding of what the job entails and how it is to be done.

We also provide a diverse guidance system that includes lectures, mentorships, management orientation, EAP staff assistance, and more. In addition, we conduct regular surveys and interviews to see how people are adjusting and give any help they need, personal or professional, in a timely manner.

## Lifelong Learning 404-2

In 2018, Sinyi supported a total 439 people for 10,394 hours



EMBA  
2,762 hours



Self-improvement  
7,230 hours



Foreign language  
402 hours

## Highlights 2018 Innovative Courses for Lifelong Learning

We consider the diverse abilities of our staff as a matter of great importance. In addition to cooperating with a magazine named CommonWealth to shape a series of online courses. Moreover, Sinyi held a series of integrated learning courses, mainly organized by the Human Resources Department, Finance Department, Chief Strategy Office, and the Digital Progress Development Department, which were in accordance with 2025 vision. It is not only to increase the professional ability of our staff, but also to achieve the business development. We encourage our staff to continue learning and to apply their learning to their positions and lives. In the future, they can broaden their career development widely.



## Reasonable Remuneration and Promotion System 102-36 405-2 SDG 8

### Salary and Incentives System

**1. Sharing the Fruits:** One-third of Net Profits Shared with Employees

**2. Reasonable Remuneration:**

Sinyi expects to create a pay gap with peers. The number of our full-time employee is increased 254 people, and the average salary is 5.52% higher than that of 2017.

#### Highlights

#### Raised Wages in 2018

Sinyi decided to raise wages by 7.6 % on average for employees and salespeople are to receive a maximum wage hike of almost 11 %, it would be the highest in Taiwan real estate industry, amount NT\$130 million invested. To these ends, we employ a policy of high salaries, high development, and high care. By providing a monthly salary of NT\$50,000 for the first six months, which is higher than the basic salary of Taiwan and other industries to give the freshmen a starting salary, Sinyi kept and promoted talents.

**3. Sales Staff:**

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

**4. Administrative Staff:**

According to the Guidelines for Salary by Job Position, back-office staff receives salaries based on market standards, professional competency, and education. Each March, staff salaries are adjusted in line with market levels and external pay surveys.

### Performance Management 404-3 SDG 5 SDG 8

Sinyi Realty has established a comprehensive system of regular performance interviews and evaluations to help staff at all levels continue to grow. **Performance reviews for staff do not differ by gender, and 100% of staff undergoes such reviews.** Staff dispatched abroad is reviewed in line with local assessment systems, and contracted staff in accordance with their contracts.

Managers at all levels undergo full training in performance interviews and assessment in order to provide staff with guidance, support, and career counseling to help them grow. Management regularly conducts performance reviews and improvement reviews with regard to staff, setting goals accordingly.

The results of performance reviews are also used as the basis for promotions and salary adjustments.

### Promotion System

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



#### Sales

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



#### Administration

Administrative staff promotions are done in accordance with the Administrative Staff Salary Adjustment and Promotion Proposal Guidelines and with reference to the Sinyi Group Administrative Staff Employment Standard and Responsibilities, through observations of performance and potential. The skill levels and potential for development are assessed in line with their performance evaluations, length of employment, and merits/demerits, and promotions proposed accordingly.

 For more information: Salary and promotion <https://csr.sinyi.com.tw/en/employee/system.php>

## Diversity and Inclusion 405-1 SDG 5 SDG 8

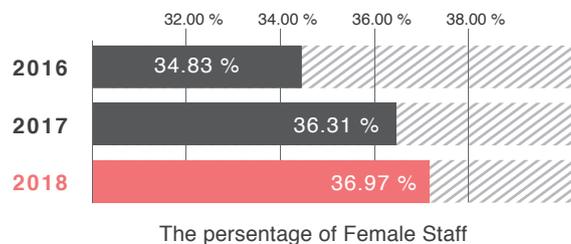
Each individuals has equal opportunities in promotion and development, does not have any form of discrimination based on race, gender, religion, marriage, nationality. Sinyi implements diversification and flexibility in employment, development, and training. We always think more for our staff, to become a strong backing of employees, taking into account the balance between work and family of staff.

### Diverse Employment

#### Women Empowerment

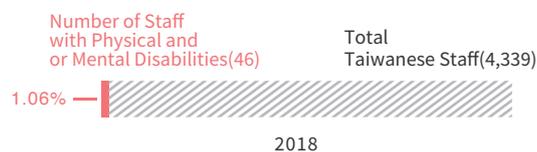
Due to the nature of the real estate industry, our early staff was primarily male. However, the portions has changed recently, the women power brings changes such as diverse thinking and communication among departments. Not only has the percentage of female staff seen constant growth, the percentage of female managers has also continued to rise.

[For more information, please see https://www.youtube.com/channel/UCZFVEvU3Z2F6a7vfDw0CuBA](https://www.youtube.com/channel/UCZFVEvU3Z2F6a7vfDw0CuBA)



#### Hiring with Disabilities

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



#### Post-Retirement Re-employment

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

[For more information, please see https://csr.sinyi.com.tw/en/employee/system.php](https://csr.sinyi.com.tw/en/employee/system.php)

## Gender-friendliness 401-3 404-1 405-2 SDG 5 SDG 8

### Equal Salaries

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

Rank	Total Salary	Total Salary	Total Salary
Senior Management (Vice Presidents and Higher)	1:1.33	1:1.23	1:1.44
Middle and Base-level Management	1:1.10	1:0.98	1:1.20
General Staff	1:1.22	1:0.94	1:1.62

Ratio of basic salary and remuneration of two genders (Female : Male)

[Note]

Statistics for those employed for as least one full year as of Dec. 1, 2018

#### Childbirth Grants and Parental Leave

We put in place our Second-Child Grants Program to stimulate the birth rate. From 2013 As of December 2018, a total of 457 employees had applied for these grants. Including first-born children, Sinyi has seen a total of 1,278 new faces join the Sinyi family. In line with the Act of Gender Equality in Employment, we provide staff with varying levels of leave and assistance for pregnancy, childbirth, and parenting as needed. Such parental leave is available to both genders, and applicants can retain their job without pay for a set period and apply for reinstatement above 80% for both genders at the end.

[In-depth reporting | Sustainability Performance Overview The number of "Sinyi Babies" Employees Applications for Parental Leave and their Returns to Work](#)

#### Elimination of Discrimination

Sinyi Realty actively works to eliminate discrimination in the workplace, and so in line with regulations such as the Sexual Harassment Prevention Act and the Act of Gender Equality in Employment, we have set out the "Sinyi Realty Sexual Harassment Prevention, Complaints, and Investigation Guidelines." We also regularly organize workshops on the prevention of sexual harassment and encourage staff to take part.

## Positive Labor-Employer Relations

102-8

102-43

401-1

403-1

405-1

SDG 8

### Employment overview

#### HR structure



As of the end of 2018, Sinyi Realty had a total of 4,339 employees. Due to the nature of the real estate agency business, male sales were somewhat greater in number than female 2,735(63.03% to 36.97%). Sinyi only recruits Salespeople with at least a Bachelor's Degree and with no prior real estate experience, and as such over 90% of our employees have at least a college education.

In-depth reporting : Sustainability Performance Overview “Distribution of Contract Types, Education Level, Employee Age Group”

#### Overview of New Hires and Departures

Of our total staff, sales staff account for approximately 80%. While there is no gender bias in hiring, because of the nature of the industry, new hires tend to largely be younger males. Departures are similarly structured, with the largest number being men aged less than 30 years-old. In 2018, we saw an average turnover rate of 29.7% among our staff. In order to effectively reduce the turnover rate and to respond to challenges, we are developing a coaching program for underperforming sales staff to help them focus on core skills and get mutual assistance through a team setting, regular guidance and care for new staff, and in-depth discussions between management and departing staff to help understand the reasons for departure and to take a scientific approach toward evaluating plans for improvement.

In-depth reporting : Sustainability Performance Overview “New Hires and Turnover Structure, Turnover Rate by Year”

### Employee Engagement and Communication Policy

#### Grievance Mechanisms and Communication Channels

To understand the views and feelings of our staff with regard to organizational development or policy implementation and to provide a work environment that is free of sexual harassment and discrimination, we have established a range of channels for communications and continually promote their use.

Grievance Mechanisms			Communication Channels	
<p><b>Quarterly labor-management meetings</b></p> <p>Thus enabling the representatives of each labor group and the Committee to discuss the rights and benefits owed to our staff.</p>	<p><b>Labor Issues and Complaints</b></p> <p>No significant complaints.</p>	<p><b>Committee</b></p> <p>The Committee is set up with one chairman, one director, and one deputy director, with a total membership of 27. This figure includes a total of 22 staff members, accounting for 0.51% of our total employees.</p>	<p><b>Mr. Chou's Mailbox</b></p>	<p><b>Platform for Sales and Administrative Staff Communication</b></p>
			<p>In 2018, a total of 79 comments were submitted to the company, the majority of which were related to HR or IT. Of these, 100% were resolved, with relevant policies being adjusted accordingly in light of staff opinions.</p>	

#### Staff Opinion Survey

Each year, external consultants are commissioned to tailor survey composition and topics to the particular policy priorities of the year. All our staff are able to fully express their suggestions with regard to the organization's operations, their work, and management leadership style through these surveys, we collected 3,967 questionnaire and we develop improvement measures to integrate into the next year's plan, ensuring the whole organization grows together.

In-depth reporting : Sustainability Performance Overview “Average Score of Organizational Approval and Job Satisfaction Surveys, Management Leadership Style and Policy Implementation Surveys”

## Creating a Friendly Workplace

103-1 103-2 103-3 403 409

### Material Topics

403 Occupational Health and Safety  
409 Forced or Compulsory Labor

### Meaning to Sinyi

Since we consider talent as the foundation of the company and strive to put people first, we have implemented relevant regulations to promote the health and safety of our staff, encouraging them to achieve work-life balance and work toward enjoying healthy and happy lives.

### Our Commitments

Sinyi works hard to help our staff strike a balance between their work and home lives, thus helping maintain innovation and development in the company and joyful accomplishment among the staff. In developing our workplace safety rules, we will continue monitoring and improving our actions, promoting ongoing education in health and workplace safety, and seeking to obtain related certifications.

#### 2018 Goals

##### Apply for Certifications

To continue to ensure a safe working environment

##### < 5 Injury Rate

Reducing injury rate, ensuring staff safety and health, and reducing accidents

#### What we Achieved

##### Received Certifications

Received "Taiwan iSports" and "Excellent Lactation Room" certifications

✓ Achieved

##### < 7.21 Injury Rate

We will continue to reduce injury rate, with a total of 165 people requesting injury leave and 0 cases on occupational diseases

▶ Ongoing

#### How We're doing It

##### Responsibilities

Staff Care Group, Total Ethical Management Committee

##### Resources

Childbirth Grants, Club Subsidies, etc.

##### Grievance Mechanisms

[Stakeholder Engagement section](#)

##### Evaluation Mechanisms

Regularly take part in external certification  
Continue to monitor labor safety data and working hours / conditions

#### Specific Action | 01

#### Benefits and Retirement System

- Overall benefits system and formal employee benefits
- Flexible benefit – Sinfu Coin
- Retirement system

#### Specific Action | 02

#### A Healthy and Safe Workplace

- Occupational safety organization, promotion of and training in safety, safety management results
- Comprehensively improved the anti-skid measures of branches

#### Specific Action | 03

#### Health Planning and LOHAS

- Dedicated Happy Health Management Center
- "TOP AGENT APP" - An innovation for simplified work process
- Reduce overwork and encourage positive work
- Diverse club activities

### Certifications | Ensuring a Friendly Working Environment through External Standards



#### Executive Yuan Health Promotion Administration's "Healthy Workplace Certification" health promotion label and Extension

Committed to promoting a smoke-free environment, implementing health promotion measures, and establishing a good working environment.  
(Effective Jan, 2016-Dec, 2018)  
(Effective Jan, 2019-Dec, 2020)



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

Guaranteeing women's right to breastfeed by setting up a lactation room.  
(Effective Sep, 2017-Aug, 2020)



#### Ministry of Education's Sports Administration "Taiwan iSports Certification"

Encouraging staff to establish a habit of regular exercise and promoting a trend toward sports and physical activity.  
(Effective Oct .16, 2017- Oct 16, 2019)

## Benefits and Retirement System

201-3

401-2

401-3

SDG 8

### Overall Benefits System and Formal Employee Benefits

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

#### STAFF AND FAMILIES ASSISTANCE PROGRAM

##### Physical Health

- Labor insurance
- National Health Insurance
- Dedicated Happy Health Management Center
- Full-time health management professionals
- Professional masseurs to provide stress-relieving massages
- Group 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.

- Company-funded Health checks
- Automotive Third-party Liability Insurance (limited to field staff)

##### Financial Health

- Labor pension
- Uniform subsidy
- Club subsidy
- Travel subsidy
- Managers celebratory / bereavement gift subsidy

- Relief aid for staff for weddings, bereavements, births, hospitalization, and emergencies
- Festival/Birthday gifts (vouchers)
- Entertainment fees for managers
- Staff Second-Child Grants
- ESOP
- Discounts on Service Fees for Property Purchases or Sales (incl. dependents)
- Training Subsidies
- Employee Bonuses

##### Mental Health

- Mental Health Checks
- Employee Assistance Program (EAP) (incl. dependents)

■ Comply with Govt. Regulations

■ Additionally Provided by Sinyi Realty and Applicable to All Staff (incl. fixed-term contract personnel)

■ Additionally Provided by Sinyi Realty and Applicable Only to Full-time Employees



For more information, please see <http://csr.sinyi.com.tw/en/employee/system.php>

#### Highlights

##### Flexible Benefit – Sinfu Coin

With a policy of high salaries, high development, and high care, Sinyi's first issued of the internal digital currency "Sinfu Coin" allows employees to choose their own welfare needs. At the same time, it also increases the welfare budget of each employee. In addition to the original items, the self-selected benefits are like learning growth, physical health, and family care. The higher magnification of the project encourages the balanced development of our staff, so that they can build their own happiness flexibly. It is estimated that the flexible benefit system will invest NTD \$105 million. It is expected that through the implementation of this system, the recognition and satisfaction of the organization will be enhanced, and the performance of the company will be more focused on the performance of the work and the dream of the customers.



### Retirement System

We have set up a Labor Pension Fund Supervisory Committee, to provide monthly pensions and pension payout standards in accordance with relevant legislation such as the Labor Standards Act and the Labor Pension Act. While the Guidelines for the Rehiring of Retired Employees enable the retired employees to continue to make use of their knowledge and skills. Starting in 2018, we plan to have the senior-most managers in each unit show their appreciation to the retiring employees for their service and contribution through the presentation of a souvenir under the Retiring Employees Appreciation Plan.

- **Labor Standards Act Retirement System:** Each month, in accordance with the total wages of staff, a suitable amount is paid into retirement reserves through Corporate Pension Fund Accounts set up with the Bank of Taiwan.
- **Labor Pension Act:** Each month, the company pays 6% of each individual's wage into individual pension accounts set up by the Bureau of Labor Insurance. Those who wish to voluntarily pay into their pension accounts can also have a specified amount deducted each month from their pay, which will then be paid into their individual pension accounts with the Bureau of Labor Insurance.

**A Healthy and Safe Workplace** 403-1 403-2 403-3 403-4 SDG 3

**Occupational Safety and Health Committee**

Sinyi collected all the opinions from our staff; therefore, our staff did not organize a trade union. The company has set up an Occupational Safety and Health Committee, as well as establishing the roles of Occupational Health and Safety Executive and Occupational Health and Safety Manager. The role of the Occupational Health and Safety Executive is served by HR managers. The Occupational Safety and Health Committee have organized research, coordination, and recommendations on the subject for the company, as well as on traffic safety. The committee is made up of 7 people, with 4 employee representatives, 57% of the total. The committee meets once every three months.

 **For more information, please see**  
<http://csr.sinyi.com.tw/en/employee/workplace.php>

**Safety Promotion and Training**

**Key Promotion Project – Traffic Safety:**

80% of Sinyi staff is salespeople who perform outdoor duties. The majority of these use scooters for transport, and as such, the majority of accidental injuries are caused by traffic accidents. To help prevent such accidents, we carry out occasional traffic safety promotions, reminding staff to follow the road code, always wear full-face helmets when riding, to ensure their licenses are valid, and to ride only vehicles they are licensed for.

**Disaster Evacuation Education and Drills:**

We are at a location with frequent earthquakes, in order to embed the common sense into mind of staff, we hold fire safety seminars and emergency evacuation drills every six months. During said drills, we also provided education on the operation of fire safety equipment along with fire safety seminars, further strengthening fire safety awareness and protecting the safety of individuals and groups.

**Equipment Safety Checks and Workplace Safety Education:**

Offices also undertake regular power safety checks, checks of air conditioning equipment and monitoring systems, disinfection, cleaning, and reinforcement of non-smoking regulations, helping ensure all staff can enjoy a safe and comfortable working environment. Our Branch Emergency Response Procedures were also updated to serve as the basis of each branch's safety management. In addition, every month each sales region conducts regular workplace safety.

**Setting up Automated External Defibrillators (AEDs):**

We continue to hold training seminars on their operation to help staff understand the correct usage of AEDs and other things to look out for. In this way, should an emergency happen, we can be sure our staff is able to promptly make use of the valuable time available to save lives. There was 140 persons participated the drill.

**Health Seminars:**

In 2018, we held a series of seminars on health topics our staff indicated a greater interest in during 2017 surveys, including handling stress, psychological care, healthy eating, and passion for work. We held a total of 20 sessions of these, with a total of 2,000 participants. We also held seminars on adult and infant CPR, AEDs.



**Workplace Safety Analytics**

When staff are injured on the job, they are granted leave as appropriate in accordance with the relevant guidelines and the particulars of the situation, and we assist them with applying for labor insurance accident compensation. In 2018, a total of 165 people applied for injury leave for a total of 2800 injury days, and there were 0 cases of occupational diseases. Staff injuries are primarily identified in accordance with definitions by the Bureau of Labor Insurance, including traffic accidents (incl. to work, from work, and during work), falls; injuries while on dispatch, injuries due to impact by objects, etc., and do not include mercurochrome incidents. Injury rate and lost day rate are calculated according to monthly reports to the Bureau of Labor Insurance. In 2018, injury rate was 7.21, lost day rate was 91.01, and absentee rate was 0.71%.

**Highlights** **Comprehensively improved the anti-skid measures of branches**

Branches are a space providing services for customers as well as working place for staff. In order to improve the personal safety of our staff, customers, and anyone who will enter the spaces, in 2018, we investigated and improved the safety check-up of branches workplace, and completed the anti-skid measures installation of the slide bar in the store ladder.



## Health Planning and LOHAS

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

### Dedicated Happy Health Management Center to Care for Staff Health

The key to the company's sustainability lies in the happiness of the employees, and the primary foundation of such happiness is being healthy both physically and mentally. In 2015 Sinyi established the Happy Health Management Center, hiring full-time health professionals to strengthen our existing health management platform. By providing our staff with health checks that go beyond the legal requirements, as well as health consultations, tracking of improvement, vaccinations, and an EAP, we have laid out a plan to practically prevent against illness and to promote healthy living for our staff.

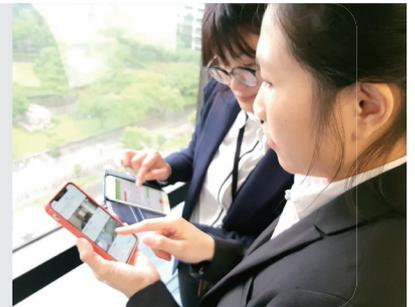
In 2018, we launched the "Sinyi Health Program—Protecting Lung Health" program, which included seminars on pulmonary health and smoking cessation, along with providing an internal app to provide staff with a variety of healthcare knowledge and information. Courses for new staff also included stronger education on how to use our health management systems to get information, check health check reports, and book massages. In August we began making use of a depression scale, with new staff signing up on their first day and returning for a check after 30 days; if their scores surpassed a particular level, they were provided with EAP information. In Q2, we began company-funded health checks, with an increased number of partner hospitals (17), with a searchable system and online appointment booking available.

 For more information, please see <https://csr.sinyi.com.tw/en/employee/workplace.php>

#### Highlights

#### TOP AGENT APP - An innovation for simplified work process

Due to the nature of the real estate industry, our early staff was primarily male and composed by 80% salespeople; therefore, the peak period of service customers is mostly the off-hours or weekends. It is easy to generate the risk of working overtime. In the past, our staff searched for information and customer service in the traditional way, which was prone to excessive working hours. In order to improve the working efficiency, Sinyi created mobile systems with TOP AGENT APP that transformed information into digitalization work mode. It can reduce space restrictions, time of meetings and tracking matters.



### Shortened Working Hours for Improving Work / Life Balance

#### ■ Overtime Management Mechanism :

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

#### ■ Adjusting Attendance Time:

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

#### ■ Optimizing the Leave System :

Major Holidays: To encourage staff to go home for the holidays or travel with their families, all staff are given leave for Chinese New Year, and for Dragon Boat Festival and Mid-Autumn Festival, the company ceases operations, setting a precedent for the service industry of closing completely for all three major holidays

#### ■ Paid Volunteering Leave: Every person is given one day of paid leave to volunteer, being actively encouraged to get outside of work and involved with the community, experiencing the joy of helping others and fostering a virtuous cycle.

### Diverse Club Activities

We have formulated Guidelines for Employee Clubs and Organizations, providing activity subsidies and having the Employee Benefits Committee help fund interdepartmental friendly activities, subsidize travel, and aid with activities budgets. Through such actions, we encourage every unit and its staff to organize and hold a variety of leisure, travel, and club activities. So far, 72 different recreational clubs have been established, with some 82% of them oriented toward fitness and sport.



Sinyi Softball Match



Sinyi Basketball Match - GM as the presenter