

05 Environmental Protection



Material Topics

- 303 Water and Effluents
- 305 Emissions

Why It's Material to Sinyi

103-1

Faced with the rapid increase in the impact of climate change on all over the world, it has turned into a severe climate emergency in recent years. Sinyi Realty believes that the best response is to give back to society what we take from it. While pursuing reasonable profits for our real estate brokerage services, we should also value the resources that the planet provides us with and do all that we can to promote climate action and innovative green services, thus making a concrete contribution toward our sustainable development.

Highlights in 2019



PAS2060
Achievement of
Carbon Neutrality
15 branches



Climate Leadership Award
12th Taiwan Corporate
Sustainability Awards (TCSA)



Best Environmental Excellence Award
11th Annual Global
CSR Awards



Community Environmental Education
Environmental Lectures
Circular Economy
ISO 20121

Corresponding to the Sustainable Development Goals (SDGs)

Sinyi supports the SDGs. These SDGs in particular are relevant to our work on Environmental Protection:



SDG 6
6.5



SDG 12
12.2 / 12.5 / 12.6 / 12.8



SDG 13
13.3



In-depth reporting:
please refer to [Management Principle and SDGs p. 28-29](#)



For more information:
[Sinyi SDGs Goals and Targets](#)

p. 73 Low Carbon Services p. 74 Eco-Efficiency

Management Approach

Respond to Corporate Sustainability Principle

The management approach of material topics 303 and 305 follows one of Sinyi's sustainability principle, that is, "Pioneering Environmental Awareness in the Service Industry" to identify, analyze and respond to actual and potential impacts.

Core Target and Vision

Sinyi Realty has long considered sustainable development as our responsibility. Following our environmental sustainability principle, we have focused on two major topics, namely low-carbon services and eco-efficiency. By integrating internal and external resources, promoting environmental awareness and restoration actions and continuously reducing carbon emissions etc., we can boost corporate competitiveness to **achieve the 2030 goals, being a "35% reduction in carbon emissions per transaction, a 25% reduction in carbon emissions per person, and a 30% reduction in per capita water consumption, (baseline year: 2017)"** while making efforts to support the sustainable development.

How We Manage the Topics

<p>Policy</p> <p>ISO certificate management policies, CDP Initiative, Sinyi's Env. Sustainable and Development Policy, S.E.E.'s Promise to protect desert</p>	<p>Grievance Mechanisms</p> <p>📄 Stakeholder Engagement section > P. 22</p>
<p>Responsibility</p> <p>Total Ethical Management Committee - Green Management Group</p>	<p>Evaluation Mechanisms and Results</p> <p>◆ Annual goals and results > P. 86</p> <p>◆ Obtaining ISO verification > P. 95-96</p>
<p>Resources</p> <p>HR: Real Estate Management Department, Digital Intelligence Center, Branches Taiwan-wide, General Affairs Administration Group</p> <p>Knowledge: Sinyi Lecture Hall Environmental Care Courses</p>	

Performance Overview

Low Carbon Services

✔ = Achieved ⚙️ = Ongoing ❌ = Not Achieved

Developing low carbon services and implementing green services and energy conservation to reduce the impact.

2019 Goals	2019 Performance
-2% Carbon Emissions per Real Estate Transaction	-21.72 % Carbon Emissions per Real Estate Transaction ✔

Eco-Efficiency

Responding to global pressure caused by climate emergency, Sinyi promotes sustainable policies and measures to improve efficiency.

2019 Goals	2019 Performance
-2% Carbon Emissions of Electricity Consumption per Person	-12.74 % Carbon Emissions of Electricity Consumption per Person ✔
-3% Per Capita Water Consumption	-8.37 % Per Capita Water Consumption ✔
-5% Paper Usage per Real Estate Transaction	-40.17 % Paper Usage per Real Estate Transaction ✔

More Information

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



Carbon Footprint
<http://csr.sinyi.com.tw/en/environment/carbon-footprint.php>



Climate Change Risk Management and Response

201-2

303

305

SDG6

SDG12

SDG13

In recent years, the overall effectiveness of all countries in reducing carbon has not reached expectations, turning “climate change” into a “climate emergency”. In the face of such urgent challenges to the world, it not only increases risk globally, including in sustainable development, species survival, and natural disasters, but also affects the daily life of all people on Earth. Although the real estate industry is not a major producer of carbon emissions, Sinyi has chosen to focus on the impact of climate change and the Board of Directors consider climate change as a material risk. We incorporate the concept of efficient use of world resources into our business operations, set management goals, strategies and action plans in order to enhance climate resilience, and integrate the real estate industry with human power to resolve the “climate emergency”, thereby contributing to the sustainability.

Risks and Opportunities p. 26-27 Risk Analysis and Control p. 38

01

Financial Implication and Other Risks and Opportunities due to Climate Change

Sinyi Realty pays attention to the development of global trends and the concerns of stakeholders to analyze the attendant risks and look for opportunities. As members of the global community which is facing the severe changes from this climate emergency, the Board of Directors takes climate change to be a material risk. With reference to the framework of TCFD, we identify risks, analyze the financial and non-financial impact, and set management goals and strategies to develop green services. Through annual audits, we can promote green business more systematically, enhance resource conservation actions, and realize our environmental sustainability principle.

	Risk Type	Financial and non-Financial Impact	Opportunity	Response
Acute and Chronic Physical	<ul style="list-style-type: none"> • Typhoon • Floods • Drought 	<ul style="list-style-type: none"> • Interrupt daily operation of branches • Increase operating costs for repairing damaged equipment • Increase revenue through innovative customer services 	<ul style="list-style-type: none"> • Enhance climate resilience • Innovate customer services 	<ul style="list-style-type: none"> • Establish natural disaster response mechanisms and remind colleagues in advance • Innovate online services, such as VR, to ensure uninterrupted service • Launch intermediary service of house repair
	Rising mean temperatures	<ul style="list-style-type: none"> • Increase operating costs and carbon emissions in our electricity consumption 		<ul style="list-style-type: none"> • Implement green procurement • Promote new POLO uniforms to mitigate summer discomfort
Initiative and Regulation	<ul style="list-style-type: none"> • Commitment to reduce GHG emissions and water usage • Initiatives <ul style="list-style-type: none"> - CDP - SBTi - TCFD 	<ul style="list-style-type: none"> • Increase operating costs for purchasing green equipment • Increase R&D costs to implement paperless services and tools in short-term, but increase service efficiency to decrease costs in long-term 	<ul style="list-style-type: none"> • Improve green services • Strengthen management actions 	<ul style="list-style-type: none"> • Innovate green marketing tools and services, such as e-contracts • Promote branch carbon neutrality project • Use energy-saving and water-saving equipment, strengthen internal education • Annual ISO audits
	Renewable energy consumption	<ul style="list-style-type: none"> • Increase operating costs • Promote resource-saving and carbon reduction actions 	Participate in public renewable energy projects	<ul style="list-style-type: none"> • Set renewable energy consumption goals and implement action plans
Technology	Low carbon services	<ul style="list-style-type: none"> • Increase R&D costs • Improve service efficiency • Increase customer satisfaction 	<ul style="list-style-type: none"> • Improve digital tools and service modes 	<ul style="list-style-type: none"> • Organize competitions for innovation to collect environmental sustainability solutions and ideas
Market	Changing customer behavior	<ul style="list-style-type: none"> • Customer accessibility shifted from offline to online • Efficient one-stop services • Increase R&D costs 	<ul style="list-style-type: none"> • Improve service efficiency 	<ul style="list-style-type: none"> • Optimize more convenient service app-tools • Launch housing one-stop services to meet customer needs

Climate Change Risks and Opportunities <http://csr.sinyi.com.tw/en/environment/risks-opportunities.php>

02 Sustainability Principle and Strategy

Sinyi Realty considers “Climate Change” to be a material risk. We pay attention to the development of global trends, analyze the attendant risks and look for opportunities and respond to SDGs to propose our sustainability principles, focusing on two material topics, namely low-carbon services and eco-efficiency, and to develop green services to respond actively to customer needs.



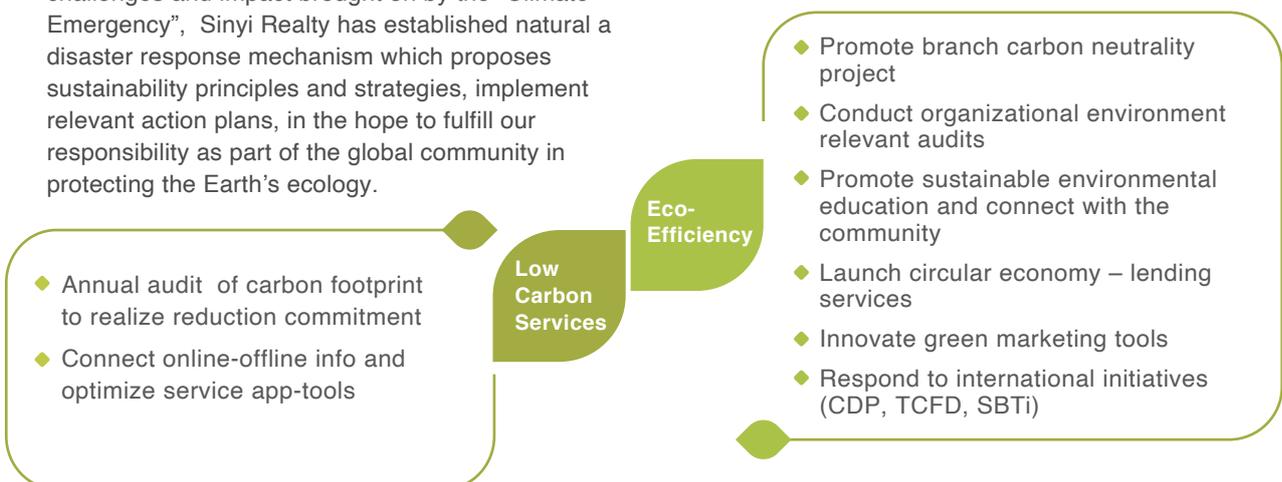
03 Sustainability Goals

In response to the opportunity for transformation arising from this “Climate Emergency”, Sinyi Realty expects to influence its customers to move towards a low-carbon green economics to mitigate climate impact. We propose green management strategies and goals, launch and promote green projects, and evaluate performance through annual audits to achieve sustainability.

Goals	2020 >>>	2030 >>>
Low Carbon Services (Base year:2017)	Carbon Footprint Carbon Emissions per Transaction -1%	Carbon Footprint Carbon Emissions per Transaction -35%
Eco-Efficiency (Base year:2017)	Carbon Emissions per Person -1%	Carbon Emissions per Person -25%
	per-Capita Water Consumption -1%	per-Capita Water Consumption -30%
Renewable Energy Consumption		Renewable Energy Consumption 10%

04 Action Plan

To enhance our climate resilience in face with the challenges and impact brought on by the “Climate Emergency”, Sinyi Realty has established natural a disaster response mechanism which proposes sustainability principles and strategies, implement relevant action plans, in the hope to fulfill our responsibility as part of the global community in protecting the Earth’s ecology.



Low Carbon Services

Material Topics 305 Emissions

103-1 103-2 103-3 305 SDG12 SDG13

Meaning to Sinyi

Although the real estate industry is not a major producer of carbon emissions, Sinyi Realty has not only established a basic foundation in carbon reduction internally but have also begun to actively promote green services in the hope of having a positive influence on the industry as a whole.

Our Commitments

Sinyi values a sustainable environment. Starting from each of our services and everyone of Sinyi, we choose a low carbon business model, including green services and energy saving, to reduce the impact on the environment and to take more social responsibilities.

Action Plan I 01

Certificate Carbon Footprint Reduction > P. 73

- ◆ Set annual goals and implement verification annually
- ◆ Extend carbon footprint label and carbon reduction label

Action Plan I 02

Service Carbon Reduction Plans > P. 73, 76

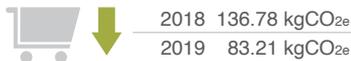
- ◆ Connect online-offline info and optimize service app-tools
- ◆ Reduce carbon emissions from transportation during service

Product Carbon Footprint
<http://csr.sinyi.com.tw/en/environment/carbon-footprint.php>

Carbon Emissions per Real Estate Transaction in 2019

↓ **21.72 %** 2019 308.77 kgCO_{2e}
 2018 394.42 kgCO_{2e}

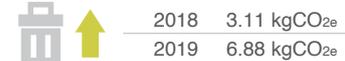
Materials Input Stage



Service Stage



Waste Stage



2025 Goal of Carbon Footprint has been Achieved Ahead of Schedule

Original Goals

2019 reduction in carbon emissions per transaction: 2% (Annual)
 2025 reduction in carbon emissions per transaction: 10% (Base year: 2017)

2019 Performance

2019 carbon emissions per transaction was 308.77 kgCO_{2e}. Compared with 2017, we have reduced emissions by 27.94%, **thus achieving our 2025 goals, namely "achieving a 10% reduction in carbon emissions per transaction by 2025."** (Base year: 2017)

Re-set 2030 Goal of Emissions Reduction

Sinyi has redefined our green goal, that is, "achieving a 35% reduction in carbon emissions per transaction by 2030. (Base year: 2017)"



Highlight

Apply for Extension of Carbon Footprint Label and Carbon Reduction Label

SDG 12.2 SDG 12.5 SDG 12.6 SDG 13.3

Sinyi optimizes our carbon emissions reduction projects, including digital app-tools etc., to improve service efficiency. We calculate carbon emissions per transaction and have a 45% reduction compared with carbon footprint baseline. Thus, in 2020 we apply for extension of Carbon Footprint Label and Carbon Reduction Label.

Drafted world-first real estate operation services PCR
<http://csr.sinyi.com.tw/environment/pdf/PCR.pdf>
Carbon Footprint
<http://csr.sinyi.com.tw/en/environment/carbon-footprint.php>



Eco-Efficiency

Material Topics 303 Water and Effluents 305 Emissions

103-1 103-2 103-3 305
SDG6 SDG12 SDG13

Meaning to Sinyi

As the global economy and the pressure to reduce carbon emissions in response to climate emergency continue to grow, Sinyi Realty continues to actively launch climate sustainability policies in the hope of providing our customers with even more innovative green services to contribute to energy conservation.

Our Commitments

Sinyi has put ISO 50001 Energy Management Systems in place and actively promotes the carbon neutrality project of its branches while aiming to further implement effective energy management. In response to the concerns of stakeholders, we have also implemented ISO 14001 Env. Management Systems, ISO 14046 Water Footprint and ISO 20121 Sustainable Event Management System, and have passed all the above verifications to improve our performance, while contributing to sustainable development

Action Plan I 01 Improve Management System > P. 74

- ◆ Audit ISO 14001 and ISO 50001 annually
- ◆ Implement green procurement

Action Plan I 02 Promote Environmental Education > P. 74

- ◆ Create “circular economy - lending service”
- ◆ Organize sustainable events and pass ISO 20121 verification
- ◆ Promote community environmental green services

Action Plan I 03 Improve Emissions Reduction > P. 75

- ◆ Set organizational emission reduction goals and audit annually
- ◆ Promote branch carbon neutrality project and audit annually

Action Plan I 04 Use Resources More Efficiently > P. 76

- ◆ Strengthen internal water saving publicity and daily implementation
- ◆ Carry out paper usage reduction projects

Action Plan I 01 Improve Environment & Energy Management System

Implement Sustainable Development Policies and Audit ISO 14001 & ISO 50001

Sinyi reviewed its energy policies and management procedures, implemented green procurement to achieve the overall usage of environmentally-friendly equipment. In addition, we have introduced the UGS EMS in the headquarters building, the “DOMI-Smart EMS” in the branches, and ISO verifications. Through auditing ISO 14001 and ISO 50001 annually, we found out our improvement opportunities, adjusting the management plans and goals, updating Water Chiller Units and energy-saving equipment, to improve energy efficiency and reduce operating costs.

 [Management System](http://csr.sinyi.com.tw/en/environment/system.php) <http://csr.sinyi.com.tw/en/environment/system.php>

Action Plan I 02 Promote Sustainable Environmental Education and Connect with the Community

SDG12.8



Environmental Education and Activities

Sinyi actively promotes the value of environmental sustainability. In order to spread the idea of a better sustainable life, our local branches contacted the community to organize environmental lectures and activities so that green thinking can take root.

SDG12.8 **SDG13.3**




Sustainable Event Management System **ISO 20121**

By organizing sustainable activities and introducing ISO 20121 verification, Sinyi has exerted its influence to raise people’s awareness of sustainability, ensuring sustainable consumption and production to enhance the concept of sustainability.

SDG12.8 **SDG13.3**




Circular Economy

Through in-depth contact with community residents, Sinyi Realty has launched a local recycling economy, that is “lending services”, so that residents can borrow rarely used items or second-hand books from branches when needed in order to achieve the environmental symbiosis.

 [Circular Economy](http://csr.sinyi.com.tw/en/environment/waste.php) <http://csr.sinyi.com.tw/en/environment/waste.php>
 [Environmental Education](http://csr.sinyi.com.tw/en/environment/education.php) <http://csr.sinyi.com.tw/en/environment/education.php>

Action Plan | 03 Improve Organizational Emissions Reduction Performance

Greenhouse Gas Inventory

In accordance with ISO/CNS 14064-1 requirements, our inventory includes direct GHG emissions (Category 1) and indirect GHG emissions (Category 2~6). In 2019, Sinyi Realty’s total GHG emissions were 11,172.591 tonCO₂e, that has passed ISO 14064-3 verification.

2025 Goal has been Achieved Ahead of Schedule

2019 Performance

2019 total electricity consumption was 10,939.4 MWh. 2019 carbon emissions of electricity consumption per person were 1,236.4 kgCO₂e. Compared with 2017, we have reduced carbon emissions by 16.53%, thus **achieving our goal of making a 10% reduction by 2025 earlier.**

Sinyi’s Carbon Emissions of Electricity Consumption (Headquarters Building and Operating Locations)

Since Sinyi’s carbon emissions of electricity consumption account for 91% of GHG emissions (category 1&2), we set the carbon emissions of electricity consumption per person as the performance indicator of our carbon management.

Re-set 2030 Goal of Emissions Reduction

To respond to the international sustainable initiative, we refer to the SBTi model to re-set the GHG emissions goal, that is, “achieving a 25% reduction in GHG emissions per person (category 1&2) by 2030. (Base year: 2017)

Original Goals

2019 reduction in carbon emissions of electricity consumption per person: 2% (Annual)
 2025 reduction in carbon emissions of electricity consumption per person: 10% (Base year: 2017)



■ Carbon Emissions of Electricity Consumption per Person(kgCO₂e)
 ■ Carbon Emissions per Person(kgCO₂e)

Note 1: In 2017, 0.529 kgCO₂e/kWh, in 2018, 0.554 kgCO₂e/kWh, in 2019, 0.533 kgCO₂e/kWh.
 Note 2: Greenhouse gas emissions were calculated in line with the GWP values used in ver. 6.0.3 of the EPA’s GHG Emissions Factor Management Chart.
 Note 3: GWP values are mainly drawn from the IPCC’s 2007 5th Assessment Report.

GHG Inventory
<http://csr.sinyi.com.tw/en/environment/greenhouse-gases.php>

Sinyi has carried out environment relevant verifications, such as ISO 14064-1. It is the world’s first in real estate brokerage industry and has to lead to continuously promote energy conservation and carbon reduction and take the lead in mitigating climate impacts.

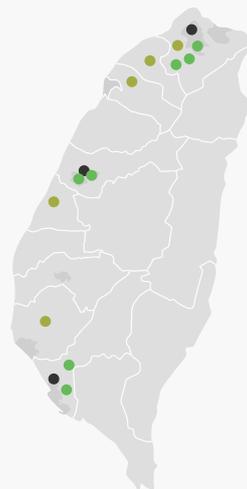
~ Judges, Taiwan Corporate Sustainability Awards

Highlight

Promote branches’ carbon neutrality project

SDG12.2 SDG13.3 PAS 2060

Sinyi has continually implemented plans for carbon management. In 2020, we actively expand our branches’ carbon neutrality project. As Sinyi’s largest carbon emissions come from electricity consumption, we achieved energy management goals through implementing energy conservation actions, such as introducing EMS, implementing green procurement. Then we used “Gold Standard Offset Credits from InfraVest Changbin and Taichung Bundled Wind Farms Project” to offset whatever carbon emissions we could not reduce, and passed the third-party PAS 2060 verification, we announced our successful achievement of 2020 carbon neutrality declaration.



● 2018 - 3 carbon neutral branches
 ● 2019 - 5 carbon neutral branches
 ● 2020 - 7 carbon neutral branches

Carbon Neutrality
<http://csr.sinyi.com.tw/en/environment/carbon-neutrality.php>

Action Plan I 04 Use Resources More Efficiently

Risk and Opportunity Analysis of Water Consumption

While Taiwan is listed as one of the world’s water-deficient areas, Sinyi has taken water stewardships as one major issues in response to stakeholders’ concerns. We pay close attention to trends in global water related issues and analyze the attendant operation risks and opportunities. Since water mainly used by the employees on a daily basis and the water withdrawal is not from areas with water stress, we are still strengthening internally to promote water-saving measures and improve management, and passed the ISO 14046 water footprint verification, which demonstrates our emphasis on water stewardships.

 Core Competencies and Sustainable Innovation p. 30
Climate Change Risk Management and Response p. 71-72

2025 Goal of per Capita Water Consumption has been Achieved Ahead of Schedule

Original Goals

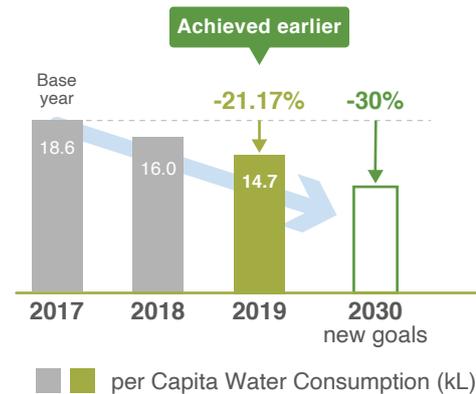
2019 reduction in per capita water consumption: 3% (Annual)
2025 reduction in per capita water consumption: 15% (Base year: 2017)

2019 Performance

2019 total water consumption was 69,334 kL.
2019 per capita water consumption was 14.7 kL. Compared with 2017, we have reduced our water consumption by 21.17%, thus **achieving our goal of making a 15% reduction by 2025 earlier.**

Re-set 2030 Goal of Water consumption

To continuously improve efficiency of water stewardships, Sinyi has re-set our goal, that is, “achieving a 30% reduction in per-capita water consumption by 2030. (Base year: 2017)”



 **Water Stewardships**
<http://csr.sinyi.com.tw/en/environment/water-resources.php>

Strengthen Green Paperless Marketing Tools

While calculating Sinyi’s emissions of carbon footprint, we found the paper usage for marketing constituted the largest proportion of carbon emissions. We have prioritized the reduction in service paper usage as one of our green goals and have improved green services, including “Top Agent App” and social platforms etc., thus achieving our sustainable green goals.

2025 Goal of Paper Usage per Transaction has been Achieved Ahead of Schedule

Original Goals

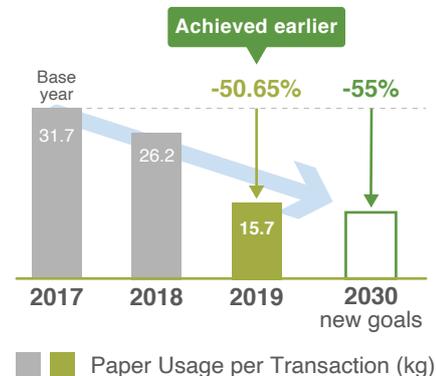
2019 reduction in paper usage per transaction: 5% (Annual)
2025 reduction in paper usage per transaction: 30% (Base year: 2017)

2019 Performance

2019 paper usage per transaction was 15.66 kg.
Compared with 2017, we have reduced paper usage by 50.65%, thus **achieving our goal of making a 30% reduction by 2025 earlier.**

Re-set 2030 Goal of Paper Usage

Sinyi has redefined our green goal, that is, “achieving a 55% reduction in paper usage per transaction by 2030. (Base year: 2017)”



 **Paper Usage Reduction**
<http://csr.sinyi.com.tw/en/environment/carbon-footprint.php>

Waste Management

Sinyi Realty is a service company. Since its **waste is mainly daily waste and there is no toxic waste from the production process**, it is not listed as its material topics. The disposal method is in accordance with the regulations of the local government.

 **Waste Management** <http://csr.sinyi.com.tw/en/environment/waste.php>