

02 Caring for Employees



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 103-1

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 employees as partners in the business rather than mere assets, placing great importance on employee-employer relations, providing a competitive compensation and benefits, and creating a safe and healthy workplace. At Sinyi, we care deeply about training and development of employees; we respect diversity, provide equal opportunities, and encourage employees 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 employees can strike the perfect work-life balance so that they themselves can find the homes of their dreams.

Highlights in 2019

45.19 hours
Training on average

Sinfu Coin
Flexible Benefit System

BEST COMPANIES TO WORK FOR IN ASIA 2019
HR Asia

28%
Turnover Rate

Corresponding to the Sustainable Development Goals (SDGs)

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

SDG 3
3.6 / 3.8

SDG 4
4.4

SDG 5
5.1 / 5.c

SDG 8
8.5 / 8.8

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

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

p. 43 Attracting Great Talent p. 49 Creating a Friendly Workplace

Management Approach

Respond to Corporate Sustainability Principle

103-2

103-3

The management approach of material topics 401, 403, 404, 405, 409 follows one of Sinyi's sustainability principle, that is, "Putting People First: Employees Are Partners, Not Assets."

Core Target and Vision

Sinyi Realty's commitment to providing a comprehensive workplace to ensure employees enjoy job safety and professional growth remains constant. Beginning by putting people first, we strive to ensure that our employees have a balance between physical and 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 policies designed for employees. Making better strategies on our commitment to the principle of "Putting People First: Employees Are Partners, Not Assets.," we are going forward side by side.

How We Manage the Topics

<p>Policy</p> <p>Sinyi follows the United Nations Universal Declaration of Human Rights, other internationally recognized human rights standards, and Organization Law of Occupational Safety and Health Administration to formulate occupational safety and health management.</p>	<p>Grievance Mechanisms</p> <p>📄 Stakeholder Engagement section > P. 21</p>
<p>Responsibility</p> <p>Worker Care Group, Total Ethical Management Committee</p>	<p>Evaluation Mechanisms and Results</p> <ul style="list-style-type: none"> 🔴 Employee engagement surveys > P. 48 🔴 External certifications > P. 49 🔴 Continuously monitor labor safety data and working hours > P. 54
<p>Resources</p> <p>HR: Human Resources Department, Happy Health Management, and Occupational Safety and Health Committee.</p> <p>Funds: Scholarships, Sowing Seeds on Campus Program, transfer funding, benefits, and etc.</p>	

Performance Overview

Attracting Great Talent

✅ = Achieved ⚙️ = Ongoing ❌ = Not Achieved

Sinyi Realty always consider our employees to be unique partners, and provide opportunities that they will be able to grow alongside the company. We also provide competitive compensation to attract outstanding talent.

2019 Goals	2019 Performance
<p>2,000 new hires/year</p> <p>Accelerating talent cultivation and growth</p>	<p>1,707 new hires/year</p> <p>Due to a lower turnover rate which result from plenty strategies, the number of new hires do not reach the goal. We will continue to expand more business to generate more job opportunities.</p> <p>❌</p>
<p>40 training hours on average</p> <p>Set high quality and business philosophies simultaneously at every level</p>	<p>45.19 training hours on average</p> <p>Online courses and professional lectures provide more opportunities for employee training.</p> <p>✅</p>
<p>< 33% Turnover Rate</p> <p>Sharing operating results with employees and building capabilities</p>	<p>< 28% Turnover Rate</p> <p>Because of Sinyi applies strategy with high-paying jobs, diverse career paths, and proper support.</p> <p>✅</p>

Creating a Friendly Workplace

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

2019 Goals	2019 Performance
<p>Apply for Certifications</p> <p>Ensure the occupational safety</p>	<p>Received Certifications</p> <p>Created a comprehensive safety workplace</p> <p>✅</p>
<p>98% for applied flexible benefits</p> <p>Ensure that employees choose tailored benefits</p>	<p>99.85% for applied flexible benefits</p> <p>Employees enjoyed tailored benefits</p> <p>✅</p>
<p>Hazard identification, risk assessment, and incident investigation</p> <p>Provide a safety workplace</p>	<p>Completed assessment of occupational safety</p> <p>Provided a safety workplace</p> <p>✅</p>

Attracting Great Talent

Material Topics 401 Employment 404 Training and Education 405 Diversity and Equal Opportunity

103-1 103-2 103-3
401 404 405

Meaning to Sinyi

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

Our Commitments

Sinyi regards employees as side-by-side partners with providing a good working environment and treating all individuals fairly. We create an environment that providing benefits truly employees need, shaping unique organizational culture and increasing value of the organization and individuals.

Action Plan | 01 Talent Cultivation and Development > P. 44

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

Action Plan | 02 Diversity and Inclusion > P. 47

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

Action Plan | 03 Positive Labor-Employer Relations > P. 48

- ◆ **Employment overview** - HR structure, overview of new hires
- ◆ **Employee Engagement and Communication Policy** - Grievance Mechanisms and communication channels, employee engagement survey

Highlight

Sinyi Group Creative Business Proposal Contest



This project is aimed at university or master students. We aim to give students more knowledge of real estate and realize what an agent do while working through this contest. By providing expert guidance from experienced employees and even managers, we can aid students in deeper thinking and clear expression of ideas in the workplace. Students can gain experience in a real workplace before their graduation while gaining professional knowledge. This contest combines visiting the business and mentorship, and was designed utilizing relevant scenarios to enable students to better integrate theories into a practical

operation. Sinyi strives to connect students to the real-life workings of the industry. This allows for creativity from students that will stimulate the industry, and also helps students implement their ideas within a corporate practice. Both participating students and their mentors have learned a lot through their participation in the program. A total of 966 participants, 874 students and 92 teachers, have participated in the industry-academia exchange program.



Interview with an industry-academia collaboration project intern

Will Chen / ~ Yun Tech

Although I have learned what corporate social responsibility is from textbooks, it does not have real-life context. In these two weeks of the internship, I realized what specific actions Sinyi and other enterprises have done when fulfilling social responsibilities. In Taiwan, where the economy is mature, companies cannot consider profitability in all things, but should also consider how much damage we have done to the planet.

Highlight

Make Employee Training Digital

Sinyi implemented digital learning transformation to make learning more efficient by launched a series of programs as following:

- 1. Mobile learning-** We upgraded learning platform and also created an application with learning resources. It made business training became easier without the limits of time and space.
- 2. Clips for course-** Each clip is set about 10-15 minutes. Making each partner could use their time more flexible not only accessing internal courses but also external contents which is cooperated with some famous magazines in Taiwan. In 2019, we set more than 1,400 lessons. Usage were around 40,000 persons and 7,345 hours.
- 3. Implementing live learning-** Employees had more intensive to be involved, as a result, the learning efficiency increased sharply.

Talent Cultivation and Development

Sinyi’s ethical enterprise culture, which is the conceptual value, are three concepts: righteous ahead of profit, putting people first, and positive thinking, and it is foundation of our policies based on. 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 employees to move toward higher goals.

R Recruit

Talent Recruitment

- **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 of Campus Program

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

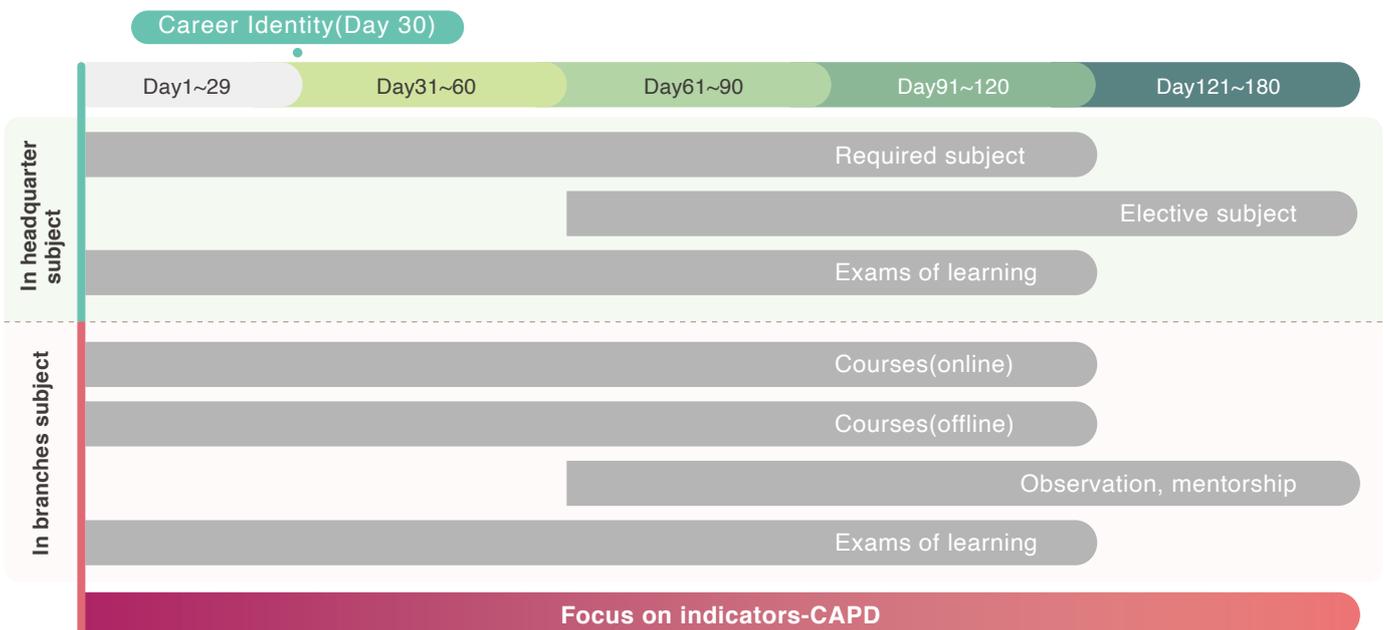
Industry-Academia Cooperation	In cooperation with National Yunlin University of Science and Technology and Songshan High School of Commerce and Home Economics, we launched a seven-year industry-academia cooperative project, enrolling 24 students internships in 2019.	Full-time Internships	Sinyi offers the full range of training and education opportunities to interns, along benefits and leave.	Sales Specialist Class	We provide free licensing classes for college students aged 20 or over, holding 13 classes for 227 students in 2019.	Sinyi School Scholarships	A full scholarship for three NCCU graduates, as well as the Sinyi Realty Business Sustainability Grant and both domestic and international volunteering grants.
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T Training

404-1 404-2 SDG4 SDG8

Training Program

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 43 hours from the coursework, 48 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 92 hours. Sinyi invested around NT\$ 11.5 million in training programs in 2019.



Overview of Employee Training

404-1

404-2

SDG4

SDG5

SDG8

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 employees can allocate learning and working hours well and more flexibly. Moreover, we added diversity learning which for professional and duties related skills lessons. In 2019, the number of training hours was 210,043 hours. We gave our employees an average of 45.19 hours of training in a year. The number of training hours per employee grew 28.3 % in the last year. We also took quizzes and practical exercises to help employees learn and retain information.

Training Projects



In order to improve the leadership skills of middle and senior management, as well as in anticipation of an idea of "becoming representatives of the company," every month we organize this training program for middle and senior management. Over the course of one year, through themed discussions, gatherings, practical exercises, and other forms of interaction and guidance with the founder and the general manager. We embedded Sinyi's philosophy into their management practice.



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, practice sessions, counseling, and a final project exhibition. Through this, we are able to equip employees with 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.

Volunteer service is one of the alternative training methods Sinyi employs, and through it, employees are able to re-familiarize themselves with what service really means. This also gives each member 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 hires 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, and more. In addition, we conduct regular surveys to see how people are adjusting and give any help they need, personal or professional, in a timely manner.

Lifelong Learning

404-2

We believe that lifelong learning is a voluntary form of self-education that realizes a sense of personal achievement and focuses on self-development. It can be the pursuit of professional learning or personal interests. Therefore, it enhances social tolerance, enhances self-sustainability, and competitiveness. Sinyi integrates this spirit into the implementation of Sinfu Coin and the additional gains in the implementation of community services. Together with colleagues, they cultivate more abilities to adapt to the changes of the times.

In 2019, Sinyi gave 317 employees 7,844 hours of training in lifelong learning



980 hours
EMBA



6,397 hours
Self-improvement



467 hours
Foreign language



Reasonable Remuneration and Promotion System

102-36

405-2

SDG8

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 360 people, and the average salary is NT\$ 1,040 thousand and 7.54% higher than that of 2018. Another data is that a median is NT\$ 791 thousand.

3. Sales Employees: 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 employees also have the opportunity to earn retention bonuses, encouraging them to work with us to create win-win situations.

4. Administrative Employees: According to the Guidelines for Salary by Job Position, back-office employees receive salaries based on market standards, professional competency, and education. salaries are lift up in line with market levels and external pay surveys every March.

Performance Management

404-3

SDG5

SDG8

Sinyi Realty has established a comprehensive system of regular performance interviews and evaluations to help employees at all levels continue to grow. Performance reviews do not differ by gender, and 100% of staff undergoes such reviews. Employees 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 employees develop 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 the founder personally participating.



● Administration

Administration promotions are done in accordance with the Salary Adjustment and Promotion Proposal Guidelines by 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.

Diversity and Inclusion

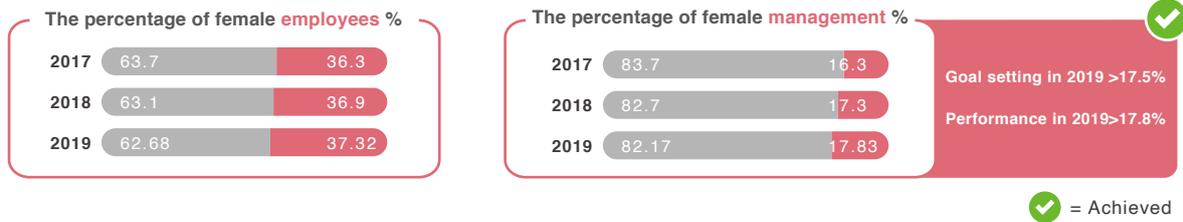
405-1 SDG5 SDG8

Sinyi Realty has always adhered to a diverse and inclusive talent strategy, placing great importance on diversity in all aspects of hiring and development, emphasizing work-life balance, and striving for equality of opportunity across genders. Our goal is to enable our staff to build their own dream homes and lives at the same time.

Diverse Employment

Women Empowerment

The majority of employees are male because of character of real estate brokers. However, in recent years, the innovative influence brought by female power in interdepartmental communication and diversified thinking has gradually increased. The proportion of female colleagues and supervisors has continued to grow, and recruitment and promotion are not based on gender. In 2019, one female independent director will be added to integrate diverse voice into decision-making.



Hiring People with Disabilities

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 for massage service. In addition to providing more job opportunities, also their services serve as a way for employees to relieve stress while doing a social good.



For more information <https://www.youtube.com/channel/UCZFVEvU3Z2F6a7vfDw0CuBA>

Post-Retirement Re-employment

Sinyi endeavors to create a corporate structure for retired employees 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. 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 <https://csr.sinyi.com.tw/en/employee/diversity.php>

Gender-friendliness

401-3 404-1 405-2 SDG5 SDG8

Equal Pay

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.

[Note] Statistics for those employed for as least one full year as of Dec. 31, 2019

Ratio of basic salary and remuneration of women and men

Types	Total Salary	Basic Salary	Remuneration
Top-level Management (Vice Presidents and Higher)	1 : 1.41	1 : 1.39	1 : 1.35
Executory and Supervisory Level of Management	1 : 1.08	1 : 0.92	1 : 1.23
Employees	1 : 1.22	1 : 1.23	1 : 1.65

Childbirth Grants and Parental Leave

We put in place our Second-Child Grants Program to stimulate the birth rate. From 2013 As of the last day of 2019, a total of 540 employees had applied for these grants. Including first-born children, Sinyi has seen a total of 1,434 new faces join Sinyi family. In line with the Act of Gender Equality in Employment, we provide employees with 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 78% for both genders.

In-depth reporting - Sustainability Performance Overview
The number of "Sinyi Babies", Employees Applications for Parental Leave and their Returns to Work p. 93

Elimination of Discrimination

Sinyi 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. The sexual harassment committee is composed of representatives of both labor and management, with one chairperson. If the chairperson is unable to preside over the meeting for some reason, another committee member may be appointed as agent; there are 5 to 7 members, and female representatives of the members more than half. In 2019, the committee received two appeals. Sinyi reviewed the causes of violations, identified risks, and revised company management policies and internal control procedures to avoid similar situations from happening again.

Positive Employee Relations

405-1 SDG5 SDG8

Employment Overview

Diversity of employees



As of the end of 2019, Sinyi Realty had a total of 4,716 employees. Due to the nature of the real estate agency business, male sales were somewhat greater in number than female 2,956 persons(62.7% to 37.3%). 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” p. 90

New Employee Hires and Employee Turnover

401-1

Sales account for approximately 89% in Sinyi. 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 2019, we saw an average turnover rate of 28%. In order to effectively reduce the turnover rate and to respond to challenges, we are developing a coaching program for underperforming sales to help them focus on core skills and get mutual assistance through a team setting, regular guidance and care for new hires, and in-depth discussions between management and departing employees 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” p. 91, 92

Employee Engagement and Communication Policy

Grievance Mechanisms and Communication Channels

To understand the views from employees with regard to organizational development and to provide a workplace 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>Quarterly Labor-management meetings</p> <p>We set employers and employees representative 5 respectively. There are three females in the meeting; employees proportion is 0.106%.</p>	<p>Labor Issues and Complaints</p> <p>No significant complaints.</p>	<p>Committee</p> <p>The Committee is set up with one chairman, one director, and one deputy director, with a total membership of 20 persons. This figure includes a female members as 13 persons, and total employees representative is accounting for 0.52%.</p>	<p>Mr.Chou’s Mailbox</p> <p>In 2019, a total of 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 workers opinions.</p>	<p>Platform for Sales and Administrative Staff Communication</p>

Employee Engagement Survey

External consultants are commissioned to tailor survey composition and topics to the particular policy priorities of the year annually. All our employees 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 3,597 questionnaire in 2019 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” p. 94

Creating a Friendly Workplace

Material Topics 403 Occupational Health and Safety 409 Forced or Compulsory Labor

103-1

103-2

103-3

403

409

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 workplace, encouraging them to achieve work-life balance and work toward enjoying healthy and happy lives.

Sinyi sets protection of human rights to ensure equality in the conduct of every workers included employees, contractors and interns.

Our Commitments

Sinyi works hard to help employees strike a balance between their work and home lives, thus helping maintain innovation and development in the company and joyful accomplishment. 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.

Action Plan I 01

Benefits and Retirement Plans

> P. 50

- ◆ Benefits provided to employees
- ◆ Flexible benefit – Sinfu Coin
- ◆ Retirement Plans

Action Plan I 02

The Human Right to Safe and Healthy Working Conditions

> P. 51

- ◆ Occupational safety organization, promotion of and training in safety, safety management results
- ◆ Dedicated Happy Health Management Center
- ◆ Human Rights Risk Mitigation and Policies

Action Plan I 03

LOHAS

> P. 54

- ◆ “TOP AGENT APP” - An innovation for simplified work process
- ◆ Reduce overwork and flextime
- ◆ Diverse club activities

Highlight

Flex Benefit “Sinfu Coin”

As benefits are indirect financial compensation which is a crucial hygiene factor for supporting employees. It is overall planning mainly cares for employees' personal and family. It is an important part of improving the working environment. Sinyi strengthens the practice of business purpose "provides a good environment allows employees to get secure job and growth" to attract outstanding talents and create a friendly workplace.

Employees receive 10,000 coins at the beginning every year. Exclusive digital currency is setting diverse options considered by the actual employee needs. There is larger ratio (maximum could be 1.5 times) for options about physical and mental health, family care, lifelong learning, and environment protection.

Feedback from

Edward Sun

manager from Neihu Gangqian



Sinfu Coin brings many great effects, such as we will go to exercise together; subsidy for company trip is not just relaxing and building a better understanding with colleagues, etc. In my opinion, this flexible benefit has more choices in family care. For example, health checkups for parents and spouse and subsidies for children tuition are very helpful for independent care. Flexible benefits allow us to take care of our physical and mental health, and lifelong learning. For us who have a family, we can choose the suitable package at different life stages.

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, 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.

Benefits and Retirement Plans

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401-3

SDG8

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.

Employees and Dependents Care Benefits



Mental Health

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

Physical Health

- | | | |
|-----------------------------------|---|--|
| ■ Labor pension | ■ Travel subsidy | ■ Staff Second-Child Grants |
| ■ Entertainment fees for managers | ■ Uniform subsidy | ■ ESOP |
| ■ Club subsidy | ■ Festival/Birthday gifts (vouchers) | ■ Discounts on Service Fees for Property Purchases or Sales (incl. dependents) |
| ■ Training Subsidy | ■ Relief aid for weddings, bereavements, births, hospitalization, and emergencies | ■ Employee bonus |
| ■ Flex Benefits | | |

Financial Health

- | | |
|---|--|
| ■ Labor insurance | ■ Dedicated Happy Health Management Center |
| ■ National Health Insurance | ■ Full-time health management professionals |
| ■ 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. | ■ Professional masseurs to provide stress-relieving massages |
| | ■ Group Insurance |
| | ■ Company-funded Health Check-up (incl. new hires) |
| | ■ Automotive Third-party Liability Insurance (sales only) |

■ Legally Required Benefits ■ Benefits provided to full-time, temporary, and part-time employees ■ Benefits provided to full-time employees

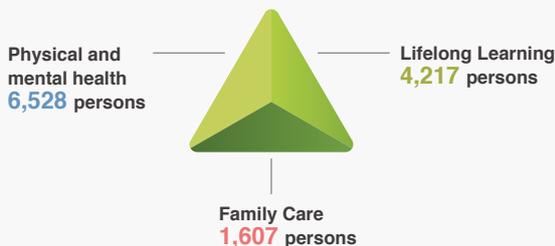
Flexible Benefits – Sinfu Coin

Business Culture

Sinfu Coin is a system that allows employees to choose the welfare items they need. The projects given are also becoming more individual and diversified due to differences in personal needs. Sinyi actively increases the existing benefits and rights in innovative ways. We would achieve the purpose of enhancing recognition and satisfaction with the organization from employees; the utilization rate is almost 100%. The following are the results of each aspect. The environmental protection aspect will be implemented in 2020

Four Major Fields

In order to encourage employees to attach to the four aspects to shape our business culture, some projects have enlarged the exchange rate to increase the motivation for use; Sinyi regards employees as family members and encourages employees have life-work balance. The needs of physical and mental health, family care, and lifelong learning are different for individual. the project increased the overall welfare amount, shaping the unique culture and behavior of the organization, allowing employees to plan the most suitable welfare configuration in these directions.



For more information <https://csr.sinyi.com.tw/en/employee/system-2.php>

Retirement Plans

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. Labor Standards Act Retirement System: 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. Labor Pension Act: We planned 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.

For more information <https://csr.sinyi.com.tw/en/employee/diversity-2.php>

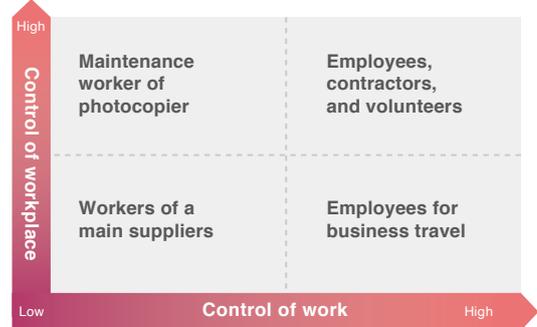
A Healthy and Safe Workplace

403-1 403-2 403-3 403-4 SDG3

Sinyi is not only caring for employees but also spreading our influence by establishing a well-functioning workplace for employees and workers of supply chain systems such as suppliers and contractors. The human rights of these employees are also our concern.

Occupational Health and Safety Management System

In order to enhance the health and safety of workers, Sinyi set and implemented regulations based on international occupational health safety and regulations. The management team which is responsible for OHS also obtained the qualification of official occupational health and safety administrators, and it is expected that continuous performance improvement with getting certification issued by government of health and safety management system.



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

Occupational Safety and Health Committee

Sinyi collected all the opinions from our workers; therefore, employees did not organize a trade union. We 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 who trained well. 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.

Risk Assessment and Preventions

According to data from questionnaires, inspections and multi communication channels, Sinyi evaluates the risk matrix of job description, it was found that the three-hypers (Hypertension, hyperglycemia, hyperlipidemia and related cardiovascular diseases) series resulted from diet and lack of exercise and traffic accidents because of riding motorcycle were the main risks. In 2019, the total number of traffic accidents was 253 cases, and more than 90% of the accidents occurred during commuting. Sinyi uses data to identify high-risk employees that developed flex benefit for larger ratio for exercise and held online courses for three-hypers series prevention and traffic safety lectures.

Occupational Safety and Health Management Plan



Worker Participation, Training, and Communication

- We 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 who trained well.
- **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 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 for understanding the correct usage of AEDs and other equipment to look out for. In this way, should an emergency happen, we can be sure workers are able to promptly make use of the valuable time available to save lives. There was 188 persons participated four drills.
- **Health Seminars:** In 2019, we held a series of seminars on health topics including handling stress, psychological care, healthy eating, and passion for work. We held a total of 14 sessions of these, with a total of 2,000 participants.



Ensure workers realize risks and what should be done when accidents happen by hierarchy training

Workplace Safety Analytics

When workers 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 2019, a total of 165 people applied for injury leave for a total of 3,896 injury days, and there were 1 case of occupational diseases. The occupational disease case was an employee passed out in a branch, and was judged to be a minor stroke after a doctor's examination. In addition to the follow-up care and close observation of his health data after obtaining the consent of the colleague. Happy Health Management Center and other units arranged other duty and position to reduce their workload for the employee. In the future, the three-hypers employees will be listed as high-risk, pay close attention to and plan to implement the health plan for workers. Workers 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-depth reporting - Sustainability Performance Overview**
 Accident Statistic, Injury Rate, Lost Day Rate, Absentee Rate p. 94

Dedicated Happy Health Management Center

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 employees with health check-up that go beyond the legal requirements, as well as health consultations, tracking of improvement, vaccinations, and an EAP (with usage 269 persons), we have laid out a plan to practically prevent against illness and to promote healthy living. Courses for new hires also included enhanced education on how to use our health management systems for health information, check health reports, and massages reserved on line.

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

Human Rights

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 Labour 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 2019.

Sinyi Human Rights Protection Policies

Supporting Maintaining Physical & Mental Health and Work-life Balance for Workers	<ul style="list-style-type: none"> • EAP for Employees Assistance • Subsidy for health check-up • Health promotions • Flexible Benefits- Sinfu Coin
Prohibit Forced Labor	<ul style="list-style-type: none"> • Sinyi follows Labor Safety and Health Act by government and international regulations for encouraging workers focus on work-life balance.
Prohibit Child Labor	<ul style="list-style-type: none"> • Sinyi regulations indicates that child labor are forbidden.
Implementing High Pay, Diverse Career Path, and Proper Support Policy	<ul style="list-style-type: none"> • Sinyi Provides pay higher than minimum wages. In addition, there is package of benefits meets employees and their dependents needs. • Comprehensive and transparent promotions.
Freedom of Association	<ul style="list-style-type: none"> • Sinyi keeps multi communication channels well functioned and welcomes diverse opinions and associations.
Equal Employment Opportunity	<ul style="list-style-type: none"> • The employment process is handled in accordance with Laws and other relevant laws and regulations, and there is no discrimination due to race, gender, age.
Non-discrimination	<ul style="list-style-type: none"> • Sinyi sets up a hotline to protect the whistleblower; conducts investigations, and formulates regulations to ensure the safety of every worker.
Maternity Protection	<ul style="list-style-type: none"> • Sinyi sets up breastfeeding rooms and protects pregnant wokers from engaging in dangerous work; night work for women is carried out in accordance with relevant regulations.
Training for Human Rights Protection	<ul style="list-style-type: none"> • Implemented sexual harassment prevention training, business philosophy camp, lectures on prevention of illegal violence in the workplace, occupational safety series and honesty and ethics promotion.

Highlight- Second Highest Wage for New Hires

Sinyi provides the second highest salary for new hires among listed companies. It not only meets the international requirements for human rights, but also far exceeds the current salary level of university graduates. In order to cultivate employees' understanding of their own rights and maintain physical and mental health and work balance, we implement training for new rehires. Sinyi implements labor laws and regulations and protects the rights by strictly abide by relevant government regulations. In addition, we establish labor committees and hold labor meetings quarterly. Workers can also issue suggestions through plenty of communication platforms to achieve the purpose of effectively solving the problem.

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.

「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 employees attendance and breaks, and we are committed to complying with these. Sales 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 employees in coordination with the annual health check-up and alerting the relevant manager(s), who shall then review the allocation of working hours and make adjustments as necessary.

■ **Adjusting Attendance Time** : Sales 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 helping ensure their employees are striking a suitable work-life balance, preventing forced labor.

■ **Optimizing the Leave System** :

- Major Holidays: Employees are given leave for Chinese New Year, Dragon Boat Festival and Mid-Autumn Festival which are important gathering holidays in Taiwan, the company ceases operations, setting a precedent for the service industry of closing completely for all three major holidays.
- Paid Volunteering Leave: Every employee 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.

■ **Flextime for administration in 2019** :

- Shorten working hours: Administration members would apply for shortening working hours due to special circumstances (including factors such as parenting, caring for family members, changes in lifestyle, etc.). The types include postponement of working hours or leaving work earlier.
- Flextime: employees need to adopt a flexible working hours system due to changes in their lifestyles, and may apply for flexible adjustment of working hours.

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

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, 74 different recreational clubs have been established with some 80% of them oriented toward fitness and sport. We have held 480 activities.

