

Sustainable Development

Sinyi's sustainable development goals are linked to SDGs and material topics, setting out organizational development principles and management mechanisms for various aspects of the environment, society, and governance. In line with Sinyi Group's vision, we will explain the organization's future improvement goals in all aspects and material topics. For each material topic, according to various business growth expectations, we set the next year's plan and quantitative or qualitative goals.

Business Philosophy

Established based on trustfulness and righteousness, our pursuit of them is endless.

Corporate Mission

- We believe in eternal values
- To realize people's dream with passion
- To share our individual experiences
- To enrich human life together
- To grow in harmony and to grow sustainably

Code of Conduct



In This Section

- Opportunities and Risks
- Materiality Analysis
- Corporate Sustainability Vision and SDGs
- The Value Creation Process of Sinyi Realty
- Sustainability Performance Progress



“ From Sinyi People, Sinyi Company, to Sinyi Society Do what to do and keep one's word. ”

“Sinyi” means “trustworthy” in Chinese.

Opportunities and Risks

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In response to rapid changes in global trends, Sinyi Realty has formulated the "Risk Management Policy" to deal with various risks that may be faced in the course of operation. We conduct an overall trend analysis, and based on the main global risk trends, the United Nations Sustainable Development Goals (SDGs), SASB, CDP, TCFD framework and other global norms and standards, industry norms and standards, etc., identify risks and opportunities, assess potential impacts, formulate risk and opportunity strategies, and conduct risk management.

- Risk management process p. 70
- Climate change risk management p. 27
- Risk management policy
- Appendix: SASB index p. 100, TCFD index p. 103
- Sinyi Sustainability Website: Risk Management <http://csr.sinyi.com.tw/en/governance/risk-management.php>

	ESG mega trend (Impact on the overall environment)	Trends in the real estate service industry (Customer and Market)	Impact on Sinyi (financial/non-financial)		
			Risks	Opportunities	
Environment	• Increase in extreme weather events such as typhoons and floods	• Customers value residential resilience	• Operational disruption due to extreme weather events • Climate change mitigation and adjustment failure	• Review climate change mitigation and adjustment actions to improve operational resilience	
	• Average temperature rise	• Increased demand for greening of the living environment	• Increase in electricity costs	• Develop innovative power-saving services	
	• Limited energy resources and uneven distribution	• Increased customer acceptance of energy-saving housing • Increased customer demand for energy-saving facilities	• Stability of energy resources	• Measures to enhance energy resource management • Counseling the business opportunities of community energy saving	
	• Pay attention to energy saving, carbon reduction and carbon neutrality	• Customers increase their attention to low-carbon services	• Increased cost of low-carbon transition	• Develop low-carbon innovative services • Use clean and low-carbon energy	
Social	• Diversified and international talents	• Diversified background of employees	• It is not easy to recruit and develop multilingual talents	• Cross-industry talents establish trust relationships through community engagement services, which can meet more customer needs	
	• Diversified, cross-generational work and collaboration methods	• Online collaboration tools increase	• Cross-generational conflict • Conflicts caused by workflow adjustment	• Develop collaboration tools • Process optimization improves efficiency	
	• Population increase • Demographic changes, trends toward singleness, aging, and declining birthrate	• Residential planning changes • Urbanization affects residential patterns • Insufficient living space	• Changes in housing supply and demand have an impact on transaction matching	• New-style residential model generates new service demand	
	• Technological development	• Rapid development of real estate technology • New technology companies enter the market	• Risks arising from non-updated technology • Risk of new type competitor	• Apply new technologies to improve service efficiency • Develop new business models or value-added services	
	• Frequent cyber attacks Increased frequency of information security threats	• Increased level of information security protection for customer personal data and transaction information	• Risk of critical infrastructure failure • Risk of leakage of personal information and business secrets • Information security risk	• Review and strengthen information security protection	
	• New-type communication media develops and spreads rapidly	• Diversified service information dissemination methods	• Reputation [media] risk • Negative information risk	• Apply new communication methods to enhance brand image and information transparency	
	• Consumer preferences change	• Changes in customer consumption habits	• The risk of failing to meet customer needs	• Develop services that meet customer needs	
	• The COVID-19 pandemic affects personal safety and economic development	• Restricted from moving increased the proportion of house online viewing	• Operational interruption risk • Personnel health and safety risks	• Accelerate digital transformation • Re-examining corporate resilience and adaptability	
	Governance	• Changes in the global political and economic situation • Conflicts between nations	• The housing market policy support self-occupation demand, and transactions continue to return to fundamentals	• Multinational business risk • Housing market policies reduced transaction volume	• Bullish housing market or financial policy • Expanding into new markets
		Supply Chain	• Sustainable supply chain has received more attention	• Increased demand for one-stop service, and convenience in residential service information	• Risk of poor service from partner suppliers
	• Improve local procurement		• Customers prefer local home service	• Raw material procurement, supplier screening risk	• Develop local community engagement services

Materiality Analysis

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Materiality Assessment Process

By analyzing the global situation and conducting observations through social monitoring systems, Sinyi Realty collects information on sustainability issues of concern to stakeholders. Undertaking trends and impacts analysis with internal experts, the Total Ethical Management Committee identifies, prioritizes, verifies, and inspects issues in line with their sustainability context, materiality, thoroughness, and stakeholder tolerance.

The sustainable development strategies and measures of Sinyi Realty are based on the results of materiality assessments. We conduct

1 Identification

6 Stakeholders

Stakeholder Engagement p. 15

47 Issues of Concern

Issues list p. 13

Identifying Stakeholders: In accordance with the 5 principles of the AA1000 SES-2015 Stakeholder Engagement Standard (SES), we identified a total of 6 types of stakeholders with whom we mainly interactive in the 2020 Corporate Sustainability Report.

Identification of the Initial List of Issues: We collect issues of concern through various internal and external channels. In line with global guidelines and standards (Global Risk Report, UN SDGs, TCFD, CDP, and SASB), industrial guidelines and standards, benchmarks from within the industry and from other industries, and annual organization goals, we collected sustainability-related issues, to understand the benefits to the business, and the basic responsibilities that Sinyi needs to meet. Through feedback collected via questionnaires distributed among internal experts, while also collecting a broad range of opinions and information from media reports through social monitoring systems. We also used online, telephone, and in-person surveys, mail, and seminars to collect stakeholder feedback on sustainability issues. We summarized a total of 47 issues of concern.

2 Prioritization

10 SDGs

SDGs report

28 Material Issues of Concern

Matrix p. 13

Surveying Influence on Stakeholder Assessments and Decisions: Through the aforementioned approach, including questionnaires, Social Monitoring Systems, and other channels, we communicated with stakeholders to understand their level of concern regarding each of the sustainability issues and their impact on assessment and decision-making.

Analyzing the Significance of Economic, Environmental, and Social Impacts: Surveys were distributed to the senior managers of the Total Ethical Management Committee and the staff involved in the promotion of corporate social responsibility, seeking the opinions of internal experts analyzing each issue for the level of significance of their ESG impacts.

Prioritizing Sustainable Development Goals (SDGs): Primary screening of the 17 SDGs and their relationship with us, along with a review of the value chain and the positive and negative impacts that our operations may have on the SDGs was conducted. Our contributions and value creation in connection to the SDGs were also assessed. To evaluate the priority and resolve 10 core SDGs at the materiality assessment meeting.

Prioritizing and Selecting on Issues of Concern: We convened a materiality assessment meeting, with senior management from the Total Ethical Management Committee analyzing each issue of concern for its impact on stakeholder assessments and decision-making, as well as the significance of its ESG impacts. From there, based on Sinyi sustainability principles, their materiality was analyzed. After completing this, we defined the lower threshold for materiality as 71 points (total of influence and impact), ultimately compiling a list of 28 issues of concern. We drew the matrix of issues of concern according to the impact on stakeholder assessments and decision-making and significance of ESG impacts.

3 Validation

17 Material Topics

The Boundary of The Impact of Material Topics on The Value Chain p. 14

SASB index p. 100

Corresponding Material Topics: Based on the 28 issues of concern selected, the Total Ethical Management Committee determined the corresponding material topics, including 13 GRI topics, 2 custom topics relating to our industry, as well as 2 material topics required to be disclosed by the SASB industrial category, a total of 17 material topics were selected.

Selecting Corresponding Sustainable Development Goals: In evaluating our contribution to and creation of value for the SDGs, we proposed corresponding management measures. Materiality Validation and Map the Value Chain to Identify Impact Areas: We evaluated each of 17 material topics and 10 SDGs by doing a mapping of our value chain to identify areas with high likelihood of either negative or positive impacts on the material topics and SDGs represent.

High-level Confirmation and Information Disclosure: Confirmation by the TEM committee and high-level supervisors, develop management systems and procedures, and collect information for disclosure.

4 Review

About This Report p. 8

Continuous Review: Review the material topics and actions of the previous reporting cycle and provide information for the next reporting cycle.

Issues of Concern

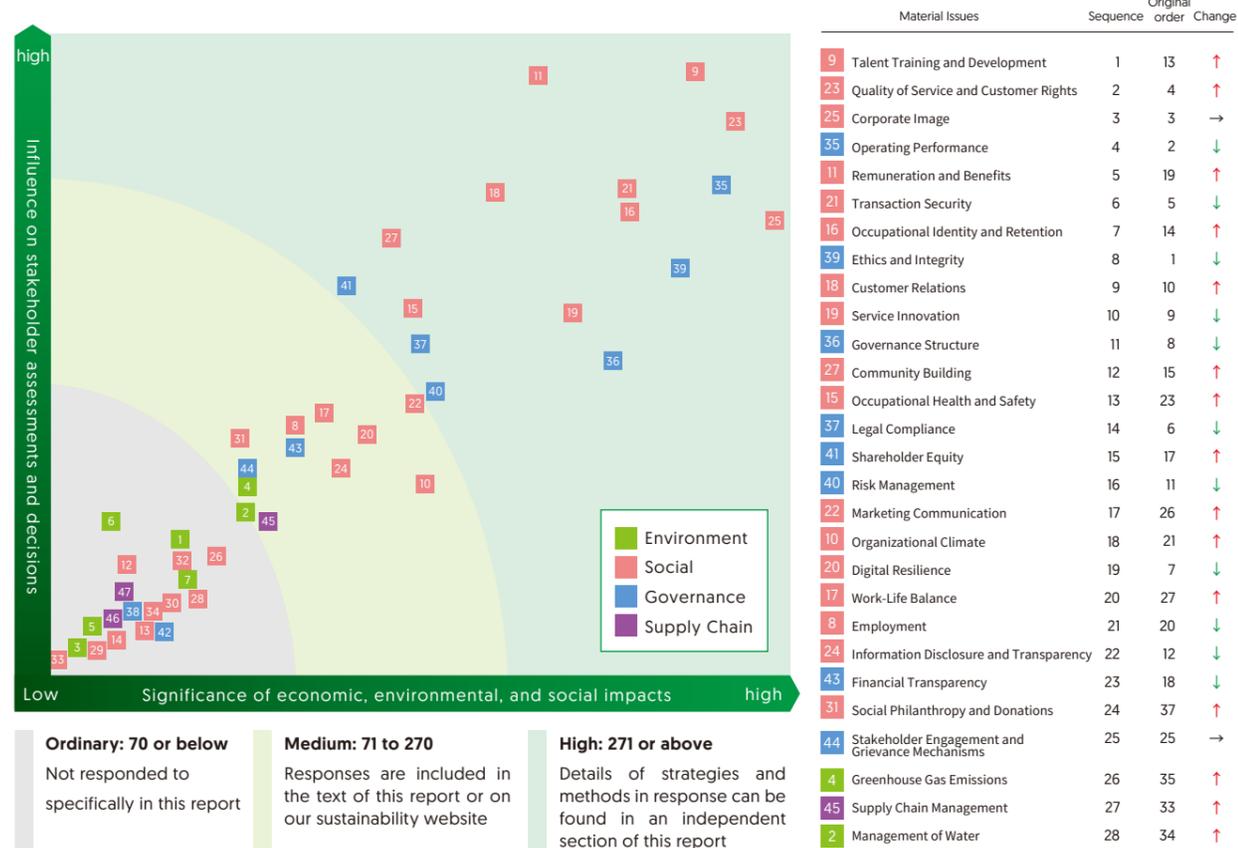
Collected by various internal and external channels such as global and industrial standards, social monitoring systems, internal experts, etc., a total of 47 issues of concern.

- | | | |
|--|--|--|
| <ul style="list-style-type: none"> 1. Green Procurement 2. Management of Water 3. Biodiversity 4. Greenhouse Gas Emissions 5. Waste Disposal Method 6. Ecosystem Protection 7. Green Services 8. Employment 9. Talent Training and Development 10. Organizational Climate 11. Remuneration and Benefits 12. Diversity and Equality Opportunities 13. Forced Labor 14. Freedom of Association and Collective Bargaining 15. Occupational Health and Safety 16. Occupational Identity and Retention 17. Work-Life Balance | <ul style="list-style-type: none"> 18. Customer Relations 19. Service Innovation 20. Digital Resilience 21. Transaction Security 22. Marketing Communication 23. Quality of Service and Customer Rights 24. Information Disclosure and Transparency 25. Corporate Image 26. Housing Justice 27. Community Building 28. Employment Opportunities 29. Lifelong Learning 30. Anti-Competitive Behavior 31. Social Philanthropy and Donations 32. Changes in Population Structure 33. Promotion of Culture and Creativity 34. Industrial Development and Policy Communication | <ul style="list-style-type: none"> 35. Operating Performance 36. Governance Structure 37. Legal Compliance 38. Anti-Corruption 39. Ethics and Integrity 40. Risk Management 41. Shareholder Equity 42. Audit Mechanisms 43. Financial Transparency 44. Stakeholder Engagement and Grievance Mechanisms 45. Supply Chain Management 46. Fair Purchasing 47. Supplier Social Assessment |
|--|--|--|

The Adjustment of Issue of Concerns
 In response to the importance and concern of the WEF Global Risk Report for technological risks, the senior executives decided to change the "Protection of Personal Information and Trade Secrets" to "Digital Resilience" in order to cover a broader scope.

Material Issues of Concern Matrix

In 2020, the most important issues for Sinyi will be changed to "Talent Training and Development," "Quality of Service and Customer Rights" and "Corporate Image." Sinyi Realty has always been "people-oriented" and regards employees and customers as the most important core. We continue to operate "trust" to ensure the safety of real estate transactions and ensure the rights and interests of stakeholders.



Determine the Corresponding SDGs and Material Topics

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Since our founding, we have taken our commitment to good faith in action as our operating philosophy in the hope of making good on our word and doing what should be done, in order to let all stakeholders benefit. The core development of the company must be based on adherence to business ethics to achieve sustainable management. Based on the material issues of concern as identified in 2020 by our stakeholders, we identified corresponding material topics and SDGs as set out in the table below.

Stakeholders	Environment	Employees	Customers	Community	Investors	Suppliers
Issues of Concern	2, 4	8, 9, 10, 11, 15, 16, 17	18, 19, 20, 21, 22, 23, 24, 25, 37	27, 31, 39	35, 36, 37, 39, 40, 41, 43, 44, 20	45
Material Topics (GRI)	303, 305	401, 403, 404, 405, 409	416, 417, 418	203	201	414
Custom Topics			Digital Resilience	Promotion of Business Ethics	Digital Resilience	
SASB Industrial Topics			Product Design & Lifecycle Management		Business Ethics	
SDGs	SDG 7, SDG 12, SDG 13	SDG 3, SDG 4, SDG 5, SDG 8	SDG 3, SDG 4, SDG 11, SDG 12	SDG 4, SDG 8, SDG 10, SDG 11, SDG 17	SDG 4, SDG 8, SDG 13	SDG 3, SDG 8, SDG 12, SDG 13, SDG 17
Our Responses	<ul style="list-style-type: none"> Climate Change Risk Management Greenhouse Gas Inventory Carbon Footprint Environment and Energy Management Water Stewardships Environment > P. 23	<ul style="list-style-type: none"> Positive Labor-Employer Relations Talent Cultivation and Development Occupational Health and Safety Benefits and Retirement Plans Diversity and Inclusion The Human Right and LOHAS Social – Internal Stakeholders > P. 33	<ul style="list-style-type: none"> Protecting Customers' Rights Exceptional Service and Innovation Social – External Stakeholders > P. 47	<ul style="list-style-type: none"> Community Building Business Ethics Industrial Promotion Other Social Engagement Social – External Stakeholders > P. 47	<ul style="list-style-type: none"> Sustainable Governance Board of Directors' Structure and Operation Information Disclosure and Transparency Ethics and Integrity Compliance Management Risk Management Corporate Governance > P. 59	<ul style="list-style-type: none"> Supply Chain System Strategy and Management Process Sustainable Supply Chain with ESG Standard Enhance ESG Performance with suppliers Management Goals and Performance Supply Chain Management > P. 71

The Boundary of The Impact of Material Topics on The Value Chain

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Sinyi's Value Chain

The nature of the real estate brokerage business is that it starts with people needing to sell or rent real estate and continues through to the final signing of a contract, covering all services in between, as well as the pre-commission and after-sales service, community management, and other similar services. The boundary and the degree of impact are described as follows:

● The organization has caused the impact ● Contributed toward creating an impact ● Directly linked to the impact through business relationships

Material Topics	Value Chain				
	Raw Materials, Consumables and Supplies	Commission	Investigation, Pairing Up, House Touring, Negotiating	Signing Contracts	Community Engagement, and After-sales Service
201 Economic Performance	●	●	●	●	●
203 Indirect Economic Impacts					●
303 Water and Effluents	●	●	●	●	●
305 Emissions	●	●	●	●	●
401 Employment	●	●	●	●	●
403 Occupational Health and Safety	●	●	●	●	●
404 Training and Education	●	●	●	●	●
405 Diversity and Equal Opportunity	●	●	●	●	●
409 Forced or Compulsory Labor	●	●	●	●	●
414 Supplier Social Assessment	●				●
416 Customer Health and Safety		●	●	●	●
417 Marketing and Labeling		●	●	●	●
418 Customer Privacy		●	●	●	●
Digital Resilience		●	●	●	●
Promotion of Business Ethics	●				●
Product Design & Lifecycle Management	●	●	●	●	●
Business Ethics	●	●	●	●	●

Stakeholder Engagement

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We engage with stakeholders through various channels, strive to respond to the concerns of stakeholders, and propose corresponding strategies and actions.

Engagement Strategies and Goals

Improve how Sinyi Realty engages with stakeholders in our efforts to act, influence and advocate for responsible business growth.



The Categories and Significance of Stakeholders

Our stakeholders mainly include investors, employees, customers, society (including the media, government and the competent authorities, etc.), the environment and suppliers. We have considerable responsibility toward our stakeholders. Therefore, it is necessary to engage with them through various methods and channels to understand their needs and expectations. Their feedbacks are also used as a reference for the formulation of sustainability policies and related plans. The modes and channels of engagement with stakeholders are presented in the chart below. For related material topics, the responses and plans are detailed in subsequent chapters.

The issue of concern p. 13

Environment	Engagement Means and Methods [Frequency]		Issues of Concern
	<ul style="list-style-type: none"> Sustainability Report [Annually] Sustainability website and mailbox [Timely] Annual General Meeting [May of each year] Green procurement [Irregularly] 	<ul style="list-style-type: none"> Sinyi Lecture Hall [Regularly] Sinyi Volunteer [Regularly] Carbon management disclosures [Annually] Water management disclosures [Annually] 	2 4
<p>Striving for carbon reduction and energy savings is the duty of all responsible corporate citizens. Businesses should operate from the perspective of treasuring the earth's resources and giving back to the community to create win-win situations.</p>	Results of Consensus	Response Methods and Results	Responsive Feedback
	<p>Every year, we audit the carbon footprint and GHG emissions of our services, monitoring the effectiveness, while also furthering awareness of environmental issues through Sinyi Lecture Hall's lectures. We collected 5,862 environmental responses. Besides, stakeholders also indicated a belief that we should expand our attention to a more diverse range of environmental issues.</p>	<p>In order to strengthen environmental management, we continue to conduct various ISO verifications, expand the number of carbon neutral branches, and disclose our management performance to the public. Internally, we improve management practices by strengthening internal promotion, and externally, we use opportunities to communicate with community residents and the public.</p>	<ul style="list-style-type: none"> Climate Change Risk Management Greenhouse Gas Inventory Carbon Footprint Environment and Energy Management Water Stewardships <p>Environment > P. 23</p>

Employees	Engagement Means and Methods [Frequency]		Issues of Concern
	<ul style="list-style-type: none"> Sustainability Report [Annually] Sustainability website and mailbox [Timely] Various internal meetings [Regularly] Internal communications platform [Timely] Employees communications mailbox [Timely] Departmental service hotline [Timely] 	<ul style="list-style-type: none"> Labor-management meetings [Regularly] EAP assistance program [Timely] 1234 sexual harassment prevention hotline [Timely] Course opinion surveys [Timely] Internal questionnaires [Annually] 	8 9 10 11 15 16 17
<p>Talent is the foundation of business. Employees are partners in business and not merely assets. A company must provide competitive levels of compensation and a comprehensive system of benefits, ensure a safe employment environment, which could attract outstanding talents, giving absolutely respects and cares, and grow together with the company.</p>	Results of Consensus	Response Methods and Results	Responsive Feedback
	<p>Full communication with employees at any time, including collecting their feedback, enabling us to adjust policies and related guidelines or regulations. We collected 132,500 comments, most of which were recommendations for training and salary incentives.</p>	<p>The implementation of Sinfu Coin - flexible benefits is carried out by employee satisfaction surveys, and rules are completed by multiple communication channels. With high-paying jobs, diverse career paths, and proper support, our policies encourage employees to pursue higher achievement. Our online training and lifelong learning allow employees at all levels to better use their fragment time to improve their professional knowledge, and to achieve a balance between life and work.</p>	<ul style="list-style-type: none"> Positive Labor-Employer Relations Talent Cultivation and Development Occupational Health and Safety Benefits and Retirement Plans Diversity and Inclusion The Human Right and LOHAS <p>Social - Internal Stakeholders > P. 33</p>

Customers	Engagement Means and Methods [Frequency]		Issues of Concern
	<ul style="list-style-type: none"> Sustainability Report [Annually] Sustainability website and mailbox [Timely] Official website and social media: Sinyi Realty and Sinyi Living [Timely] Kinds business activities [Irregularly] 	<ul style="list-style-type: none"> Sinyi bi-monthly journal [Regularly] Phone-investigation [Regularly] Social media monitoring [Timely] Customers service hotline and mailbox [Timely] 	18 19 20 21 22 23 24 25 37
<p>Customers are a company's major source of revenue, and we strive to serve the public with strength, knowledge, and professionalism, thus promoting safe, fast, and reasonable real estate transactions while also maintaining a level of profit appropriate for the ongoing survival and development of the company.</p>	Results of Consensus	Response Methods and Results	Responsive Feedback
	<p>Actively collected customer feedback by social media, official websites, community engagement services, and satisfaction surveys. Among the 188,615 opinions, the main feedback focused on real estate sales and leasing protection, and the demand for community engagement services increased gradually.</p>	<p>Continuously launching innovative services is the key to improving customer satisfaction. In response to the increasing demand for property transactions, leasing, and community engagement services, Sinyi optimized mobile APP services and launched "DINDON-Smart House Viewing service".</p>	<ul style="list-style-type: none"> Protecting Customers' Rights Exceptional Service and Innovation <p>Social - External Stakeholders > P. 47</p>
Community	Engagement Means and Methods [Frequency]		Issues of Concern
<p>As the main economic entities in society, in addition to creating profits, enterprises must upholding social responsibility, Corporate development with a focus on giving back to society and promoting a jointly beneficial relationship between corporate social responsibility and stakeholders can help further our positive influence on society.</p>	<ul style="list-style-type: none"> Sustainability Report [Annually] Sustainability website and mailbox [Timely] Website and FB- Community capacity building project, Sinyi Lecture Hall, Sinyi Charity Foundation [Timely] Business ethics teacher camps [Every summer and winter] Community building project [Annually] 	<ul style="list-style-type: none"> Taiwan Real Estate Almanac [Annually] Industry-academia-government conferences, public hearings on regulations, conferences on real estate taxation [Irregularly] Official Sinyi recruitment website/hotline and mailbox [Timely] Press releases, press conferences [Irregularly] 	27 31 39
	Results of Consensus	Response Methods and Results	Responsive Feedback
<p>Through the Community capacity building project, various channels including industry, government, and academia seminars were held, and a total of 10,628 opinions were collected. Get to know what the public is concerned about, we can feedback accordingly.</p>	<p>Sinyi uses its core abilities to tackle social issues and expand impact. Enrich the community knowledge database, establish a community building history image library, and set up three base sites to encourage learning and cultivate local talents.</p>	<ul style="list-style-type: none"> Community Building Business Ethics Industrial Promotion Other Social Engagement <p>Social - External Stakeholders > P. 47</p>	
Investors	Engagement Means and Methods [Frequency]		Issues of Concern
<p>Regardless of institutional, individual, or potential investors and shareholders, they are all who we value. No matter the size of the capital contributions, all stakeholders are funders of the company, and thus all deserve equal treatment so that the information is, as far as possible, consistent with that of the management.</p>	<ul style="list-style-type: none"> Sustainability Report [Annually] Sustainability website and mailbox [Timely] Annual General Meeting [May of each year] Online Conference [Quarterly] Annual report [Annually] 	<ul style="list-style-type: none"> Telephone calls with Spokesperson or Deputy Spokesperson [Timely] Mail or investor mailbox [Timely] Investor Relations website [Timely] Audit Committee complaints mailbox [Timely] 	35 36 37 39 40 41 43 44 20
	Results of Consensus	Response Methods and Results	Responsive Feedback
<p>We communicate the current status of the company to investors through a variety of methods and also collect feedback from the investors at any time and using that information we aim to improve our corporate governance. We received a total of 2,220 responses from credit rating agencies and through investor engagement; stockholders put forward their hopes that we would expand beyond Taiwan and create even greater value.</p>	<p>We responded to our commitments to our stakeholders and investors, receiving the best rating available in the Taiwan Stock Exchange's Corporate Governance Systems Evaluation System for the 7 consecutive year and ranking among the top 5% of listed companies in Taiwan with regard to corporate governance. We continue to strengthen the operation of the Board of Directors and other corporate governance practices to improve operating efficiency.</p>	<ul style="list-style-type: none"> Sustainable Governance Board of Directors' Structure and Operation Information Disclosure and Transparency Ethics and Integrity Compliance Management Risk Management <p>Corporate Governance > P. 59</p>	
Suppliers	Engagement Means and Methods [Frequency]		Issues of Concern
<p>Ensuring that all suppliers provide services in compliance with our commitment to good faith and that they satisfy customers is vital.</p>	<ul style="list-style-type: none"> Sustainability Report [Annually] Sustainability website and mailbox [Timely] Suppliers meeting [Quarterly] Suppliers impact assessment and risk survey [Annually] 	<ul style="list-style-type: none"> Suppliers management forms [Annually] Sinyi Lecture Hall [Regularly] We are One project [Irregularly] 	45
	Results of Consensus	Response Methods and Results	Responsive Feedback
<p>The Sustainability Terms and procurement ethics are integrated in suppliers management policies, supplemented by supplier self-assessment form to enhance the exchange of ideas. Regarding suppliers, we collected 992 responses. Sinyi continues to co-organize activities with suppliers to build a sense of common good and also contribute to a sustainable environment</p>	<p>Our supply chain management efforts continue to involve sampling of nearly 90% of our suppliers, with our business philosophy securely at the heart of our supply chain management culture. We have introduced ISO 20121 helps to establish a unified management mechanism for event sustainability that will provide a means to mitigate the negative impacts and reinforce the positive ones with regard to sustainability. Based on the principle of sustainable procurement, we strive for sustainable supply chain management and mechanisms that are easy for suppliers to adhere to. More people will be willing to come together and commit themselves to our philosophy.</p>	<ul style="list-style-type: none"> Supply Chain System Strategy and Management Process Sustainable Supply Chain with ESG Standard Enhance ESG Performance with suppliers Management Goals and Performance <p>Supply Chain Management > P. 71</p>	

Engagement Results and Feedback

Sinyi Realty attaches importance to the feedback of stakeholders. In response to the concerns or suggestions of various stakeholders, and in line with the motto: "Sinyi begins with trust and ends with perfection," we continue to improve in all aspects, plan corresponding strategies, and propose actions or projects. Here are excerpts from some stakeholder's suggestions and feedback to us. For more information, please refer to the videos or interviews on Sinyi Sustainability Website:

Good job, good life, and good service **Employees**

In order to take care of employees whose character have changed, Sinyi has a more complete flexible policy adjusted working hours and helped me a lot between different job and family. Every stage of assistance tailored for employees let us feel be well respected.

— Yu-Ting Hsu Administration of Sinyi-Rema

Community engagement has made us more proud of ourselves. Due to the epidemic, the amount of blood donation in Taiwan has dropped by 30%, which makes us want to do something more. The first time blood donation event was actually a bit frustrating because of complex work. However, when we cooperated with whole community, we achieved the goal of the day. We would like to be facilitator for kinds community engagement service.

— District Eighth Zhong-shan Nanjing branch

Convey the Green Awareness **Environment**

Through energy conservation activity, Sinyi helps 15 families in the tribe to replace old equipment with energy-saving ones, which enhance the sustainable life experience of tribal residents and also strengthen the interaction between residents to achieve a win-win effect of emotional connection and environmental protection.

— Yung-hoa Chiu, Elder of Piyaway Tribe

Active Board operation, shaping a sustainable benchmark **Governance**

The jury affirmed Sinyi's long-term adherence to the business philosophy of "puts righteousness before profit" and the establishment of a good corporate culture, shaping Sinyi Realty to become the benchmark of a sustainable enterprise. Sinyi fully trusts and respects the participation of Independent Directors and forms a positive Board operation culture.

— Executive summary of the external performance evaluation of the Board of Directors and functional committees

Exceptional service to provide precise information **Customers**

Sinyi has continuously improved its service quality. It not only understands the needs of customers in the service process, but also provides information to help customers complete their dreams of dream house with their expertise. It explains in detail the instruction of real estate and allows customers to understand its importance.

— Feedback from mystery Shopper

Volunteer Day **Suppliers**

An-sin has been engaged in real estate consulting business for more than 25 years. One of its purposes is to assist old and dangerous buildings to re-construct and ensure the living safety. During An-sin volunteer day in 2020, I am very happy to have the chance join Sinyi Charity Foundation in the Active-ageing Sliver party. When I saw the elders live a happy and energetic life, and equality and inclusion in the society are promoted, I am satisfied.

— Fung-Jung Chang GM of An-Sin consulting firm



<https://www.youtube.com/channel/UCZ7FVU3Z2F6a7vfDw0CuBA>

Innovative way to promote cross-generations cooperation **Social Engagement**

Sinyi Charity Foundation held a "Silver-age Day and award ceremony for Gung-Ho project" in Dec. 2020. at Taipei Da-an park. Elders and community partners were invited to show their talents and project achievements. With several experience activities presented for visitors to try, the elders showed the variety of possibilities and how energy they are at ageing years. Taiwan elders do not stop learning and welcome the challenges from young generation. This year we have outnumbered proposals came from elders over 70-year of age. We hope continue to lead with innovation, promote harmony cross generation, and respond wisely to the aging wave.

— Hsin-he Lin, Chairman of Sinyi Charity Foundation

Wanfang High School was honored to receive the first prize in the Community Building project – school students group in 2020 contest. Students learned to step further and higher in these 3 years, continue with the mission of cultural heritage while moving towards to their university life. They said seriously to me: "we will continue the work in your hands, and do meaningful things to our home town."

— Teacher Huang, Wanfang High School

You can also give us more feedback through the online questionnaire.



Corporate Sustainability Vision and SDGs

Sustainable Strategy: Integrating UN SDGs into Sinyi Sustainability Principle

Sinyi Realty takes "Environment—Get to Net Zero; Society—Toward Co-existence, Co-prosperity, and Co-creation; Governance—Integrate Sustainability into Operations; Supply chain management—Building a Sustainable and Ethical Supply Chain" as sustainable vision and development principles. Corresponding to the SDGs, Sinyi sets short-, medium-, and long-term goals for SDGs to move toward the goal of "Be the leading brand in the residential lifestyle services." The management consider the 17 Sustainable Development Goals (SDGs) and the opportunities and risks they bring, and determine the sustainable development goals that Sinyi can have the greatest impact through sustainable strategies, which enable Sinyi to make contributions to achieve the goals, and jointly move towards the sustainable future.

Specific responses to the policies, strategies and action plans of SDGs, and promotion of medium and long-term goalst Please refer to "Sinyi SDGs Report" for details.

Review Process

Combining our sustainable strategy goals with the SDGs requires organizational inputs and support at the executive level. Using the factors listed below, we conducted a staged analysis:

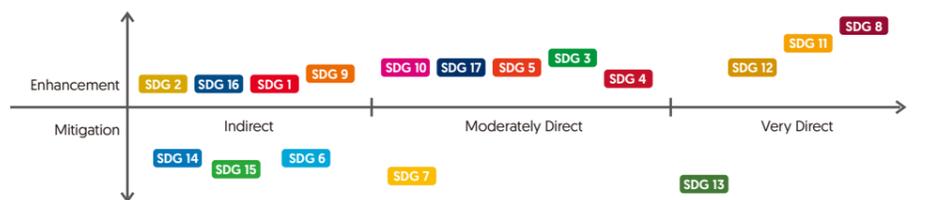


Review Criteria



Engagement Approach

We identified the interaction between Sinyi and SDGs, and our responses to the 10 SDGs that are moderately direct related or above, will be explained in the report and website.



Implement Performances

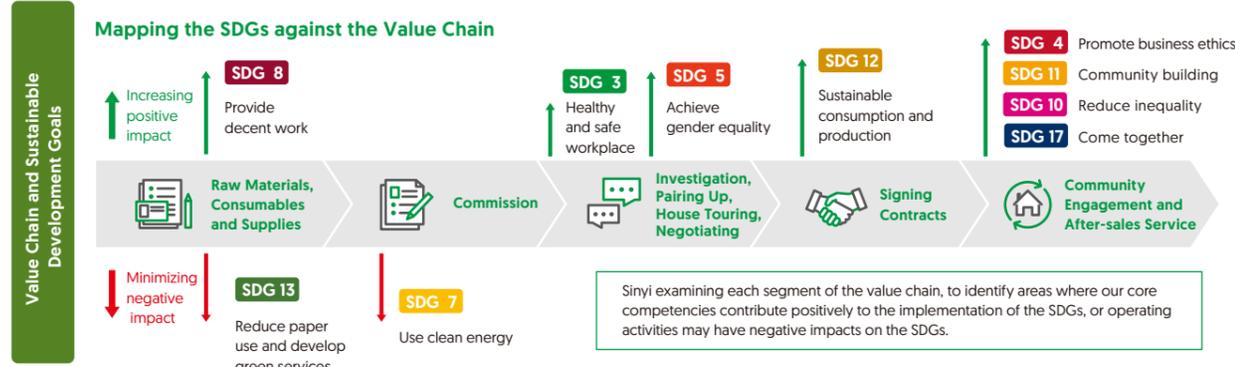
Businesses play an important role in achieving sustainable development goals. By responding to SDGs, Sinyi has created many business opportunities and made specific contributions toward the cause.

Goals	Business Opportunity	Related Projects	Goals	Business Opportunity	Related Projects
SDG 8	<ul style="list-style-type: none"> Create jobs Increase organizational capacity Equal pay 	<ul style="list-style-type: none"> Recruiting project > P. 38 Innovation project > P. 52 	SDG 5	<ul style="list-style-type: none"> Diversified employment Create a good workplace environment High fertility rates 	<ul style="list-style-type: none"> Childbirth Grants > P. 44
SDG 11	<ul style="list-style-type: none"> Community building to assist local development Afforestation and restoration of environmental ecolog 	<ul style="list-style-type: none"> Community Building > P. 53 Tree planting and afforestation > P. 57 	SDG 10	<ul style="list-style-type: none"> Social integration Eliminate unequal educational opportunities Ensure access to education for rural and disadvantaged children 	<ul style="list-style-type: none"> Gung-Ho action > P. 54 Scholarship > P. 57
SDG 12	<ul style="list-style-type: none"> Advocate the awareness of sustainable development 	<ul style="list-style-type: none"> Environmental education > P. 57 ISO 20121 > P. 57 	SDG 13	<ul style="list-style-type: none"> Low carbon innovation Circular Economy 	<ul style="list-style-type: none"> Low-carbon digital service > P. 31 Lending services > P. 32
SDG 4	<ul style="list-style-type: none"> Cultivate future potential employees Ethics and sustainability education Share real estate knowledge 	<ul style="list-style-type: none"> Campus Seed Project > P. 38 Board Game in Ethics > P. 55 Industry-Academia Cooperation > P. 56 	SDG 17	<ul style="list-style-type: none"> Cooperate with suppliers and industry alliances to create value 	<ul style="list-style-type: none"> Sustainability Terms > P. 77 Gung Ho actions > P. 78
SDG 3	<ul style="list-style-type: none"> Reduce traffic accidents Systemic prevention of disease Healthy employees create more value 	<ul style="list-style-type: none"> Health plan > P. 42 Pandemic Prevention Project > P. 42 Flexible Benefit – Sinfu Coin > P. 43 	SDG 7	<ul style="list-style-type: none"> Use clean energy to achieve net zero carbon emissions 	<ul style="list-style-type: none"> Renewable energy > P. 32

The Value Creation Process of Sinyi Realty

The Importance and Value of Sustainability to Sinyi Realty

Each stage in our services has an impact on environment, society, governance, and supply chain, and these impacts can go far beyond the scope of our day-to-day business activities. Reviewing our efforts toward sustainable development from the value chain perspective can not only help us understand the positive and negative impacts of our value chain, but can also enable us to focus on the elements that are most in need of strengthening. The key to sustainable development is making the most of every opportunity within the value chain to expand our positive influence and reduce our negative impact.



Service Design Thinking for Sustainable Development
Sinyi develops sustainable business models and service design through our value chain. In response to global and social needs from the outside-in, we have designed Sinyi Sustainability Principles and actively responded to SDGs. Service design strategically considers sustainable development issues in response to the needs of stakeholders, optimizes service processes, and launches sustainable innovation projects.

Response Mechanisms
To capture market opportunities linked to sustainability mega-trends, we drive breakthrough innovation for SDGs and pursue growth opportunities.

Category	Sustainability Market Opportunities	Innovation Strategies	Contributed to SDGs	Sinyi Sustainability Principles
E Environment	Develop low-carbon innovative services Use clean and low-carbon energy Improve operational resilience	Green realtor moves toward net zero	SDG 7 SDG 12 SDG 13	Get to Net Zero
S Social	Recruitment and cultivation of cross-industry talents Community engagement meet more customer needs Develop collaboration tools Process optimization improves efficiency New-style residential model generates new service demand Apply new technologies to improve service efficiency Apply new communication methods to enhance brand image and information transparency	Establish a diverse and happy workplace Digital transformation, and caring communities	SDG 3 SDG 4 SDG 5 SDG 8 SDG 10 SDG 11 SDG 12 SDG 17	Toward Co-existence, Co-prosperity, and Co-creation
G Governance	Bullish housing market or financial policy Expanding into new markets	Transparent governance, strengthen corporate resilience	SDG 4 SDG 8 SDG 13	Integrate Sustainability into Operations
Supply Chain	Develop low-carbon innovative services Use clean and low-carbon energy Improve operational resilience	Enhance shared value and build ESG performances	SDG 3 SDG 8 SDG 12 SDG 13 SDG 17	Building a Sustainable and Ethical Supply Chain

Core Competence and Sustainable Innovation

Sinyi Realty strive to make trustfulness, righteousness, and ethics as our core competencies, develop services in line with Sinyi Sustainability Principles, continue to innovate toward our strategic goals, and plan new business opportunities based on core values. We integrate the corporate social responsibility into our core business, trying to solve social problems, and seek to strike a balance among the economy, society, and the environment.

Innovative Business Model

It is through our focus on innovative ability based on business ethics that we have been able to maintain our place at the top of the industry and stand out among our peers. In the business process, we uphold “doing what should be done (righteousness), and keeping our word to them (trustfulness),” thus creating value for stakeholders, and jointly enhancing the sustainable value of the company.

Environment—Get to Net Zero

2020 Innovation Results

Green realtor moves toward net zero

- Carbon neutral branches > P. 30
- Green transformation and e-Contract > P. 31
- Renewable energy plan > P. 32

2021 Goals

- Use renewable energy 4%
- Carbon emissions pertransaction ↓ 1%

Response to SDGs

- SDG 7
- SDG 12
- SDG 13

Opportunities

- Enhance green brand favorability to increase revenue
- Reduce indirect operating costs for using resources

Society—Toward Co-existence, Co-prosperity, and Co-creation

2020 Innovation Results

Establish a diverse and happy workplace

- Sinfu Coin - flexible benefits > P. 43

Digital transformation, and caring communities

- DINDON - smart house viewing service > P. 52
- Community engagement services > P. 58
- Flexible volunteer services > P. 58

2021 Goals

- Employees Engagement Survey Score >4.0
- Customer satisfaction rate 91%
- Cumulative coverage rate of community building proposals 99.66%

Response to SDGs

- SDG 3
- SDG 4
- SDG 5
- SDG 8
- SDG 10
- SDG 11
- SDG 12
- SDG 17

Opportunities

- Increase governance and operating efficiency
- Enhance corporate resilience

Governance—Integrate Sustainability into Operations

2020 Innovation Results

Transparent governance, strengthen corporate resilience

- External performance evaluation of the Board of Directors project > P. 66
- Intellectual property management plan > P. 65
- TCFD and SASB implementing project > P. 8, 27

2021 Goals

- Develop SOPs for assisting new Independent Directors before take office
- Establish a talent pool for Independent Directors
- Corporate Governance Evaluation Top 5%

Response to SDGs

- SDG 4
- SDG 8
- SDG 13

Opportunities

- Increase governance and operating efficiency
- Enhance corporate resilience

Supply Chain Management—Building a Sustainable and Ethical Supply Chain

2020 Innovation Results

Enhance shared value and build ESG performances

- ESG sustainability guidelines project > P. 77
- Gung-Ho project > P. 78

2021 Goals

- Key suppliers inspection rate 95%
- ISO 20400 sustainable procurement

Response to SDGs

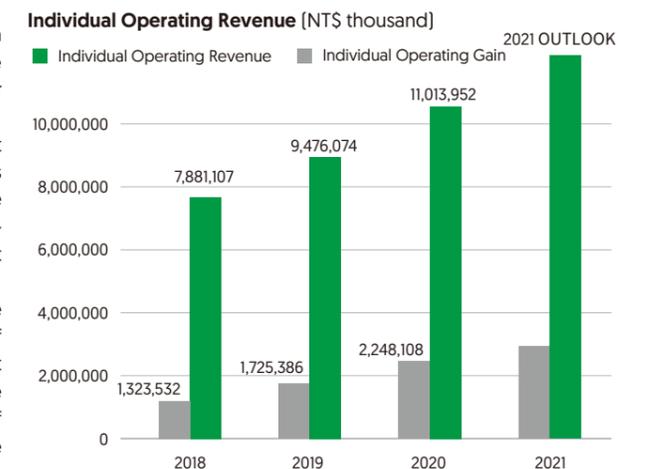
- SDG 3
- SDG 8
- SDG 12
- SDG 13
- SDG 17

Opportunities

- Grow together with Suppliers

Driving Revenues to New Heights

Sinyi Realty actively combines global sustainability issues with innovative practices which shows in our operating strategy and core capabilities, and specifically demonstrates the effectiveness of our positive financial and operational growth performance. We continue to respond to the SDGs, create more employment opportunities, jointly promote business ethics, and make revenues grow year after year. Sinyi has remained at the top of the real estate brokerage industry for 27 years now, highlighting that Sinyi’s commitment to business ethics has been a key factor in our constant attainment of new heights, and ensuring our long-term success. Innovation with business ethics is the foundation of sustainable development. Sinyi Realty actively responds to the needs of stakeholders, our innovation not only creating the financial value, but also having positive impacts on the environment and society. We continue to promote various programs, and maintain the energy of innovation, bringing together the forces to drive the industry and the whole society to rise.



Sustainability Performance Progress

This table reflects progress against our sustainability goals. We highlight the progress that has been made on our way towards 2050 goal.

	Long-term	Stakeholders	Material Topics	SDGs	Management indicators	Mid-term	Short-term	Management indicators	Management Progress (performances)			Achieved status	Our Actions	Our Response
	2050 goals					2030 goals	2021 goals		2018	2019	2020 [Original goal]			
E	Get to Net Zero	Environment	303 305	SDG 7 SDG 12 SDG 13	Carbon Emissions Per Transaction [kgCO ₂ e]	45% reduction (base year: 2017)	261.0	Carbon Emissions Per Transaction [kgCO ₂ e]	394.42	308.77	265.3 [304.4]	✓	In 2020, the carbon emissions per transaction reduced by 38.1% compared with 2017, achieving our 2030 original goal earlier.	Environment > P. 23
					GHG Emissions per Person [Category 1+2] [kgCO ₂ e]	25% reduction (base year: 2017) Note 1	1,314 Note 1	GHG Emissions per Person [Category 1+2] [kgCO ₂ e]	1,567	1,352	1,355 [1,335]	⊖	In 2020, the GHG emissions per person increased 0.25% compared with the previous year and reduced 17.24% compared with 2017.	
					GHG Emissions [Category 1+2] [tonCO ₂ e]	90% reduction (base year: 2017) Note 1	5,856	GHG Emissions [Category 1+2] [tonCO ₂ e]	6,801	6,374	6,771 Note 1	⊛	In 2020, the GHG emissions increased 4.1% compared with 2017.	
S	Toward Co-existence, Co-prosperity, and Co-creation	Employees	401 403 404 405 409	SDG 3 SDG 4 SDG 5 SDG 8	Percentage of Female Management	>20%	>19%	Percentage of Female Management	16.36%	17.88%	18.76% [>18%]	✓	Sinyi Realty places great importance on diversity in hiring, training and promotion	Social – Internal Stakeholders > P. 33
					Employees Engagement Survey Score	>4.0	>4.0	Employees Engagement Survey Score	4.04	4.4	4.05 [>4.4]	⊖	We put employees' opinions into decisions and focus on establishing mechanisms for lower scores.	
					Turnover Rate	<25%	<28%	Turnover Rate	29.7%	28%	26.44% [28%]	✓	Sinyi set more diversified training and flexible benefits to meet the needs.	
		Customers	416 417 418	SDG 3 SDG 4 SDG 11 SDG 12	Customer Satisfaction Rate	>92%	>91%	Customer Satisfaction Rate	84.42%	88.88%	90.23% [90%]	✓	We surveyed 71,544 clients for understanding of our customers'	Social – External Stakeholders > P. 47
		Community	203	SDG 4 SDG 8 SDG 10 SDG 11 SDG 17	Cumulative coverage rate of community building proposals (cumulative total of 368 townships)	100%	99.66%	Cumulative coverage rate of community building proposals (cumulative total of 368 townships)	98.91%	98.91%	99.46% Note2 [98.91%]	✓	366 out of 368 townships sent proposals	
G	Integrate Sustainability into Operations	Investors	201	SDG 4 SDG 8 SDG 13	Corporate Governance Evaluation	Top 5%	Top 5%	Corporate Governance Evaluation	Top 5%	Top 5%	Top 5% [Top 5%]	✓	Obtained the highest recognition of the top 5% of the listed group for the seventh consecutive year.	Corporate Governance > P. 59
					Profitability [NT\$ billion]	positive profit	positive profit	Profitability [NT\$ billion]	13.23	17.25	22.48 [positive profit]	✓	Continue to maintain positive profit. Operating gain of NT\$2.248 billion	
E S G	Building Sustainable and Ethical Supply Chains Suppliers	Suppliers	414	SDG 3 SDG 8 SDG 12 SDG 13 SDG 17	Total Audits	- Note3	- Note3	Total Audits	348/387	232/257	261/279 [N/A] Note3	✓	In the process of suppliers selection, training, evaluation, and consultation, we integrate ESG standard. We grow with suppliers together with both new and existing suppliers.	Supply Chain Management > P. 71
					Key suppliers check rate[%]	95%	95%	Key suppliers check rate[%]	89.9%	90.3%	93.5% [90%]	✓		

We achieve these goals by following our management policy, managing the key indicators of material topics, the status and progress of achievement of performance goals, and confirming the consistency of performance management indicators and sustainability principles.

✓ Achieved ⊛ Ongoing ⊖ Not Achieved

[Note 1] In response to CDP and SBTi, Sinyi Realty has referred to SBTi approach to set its new goal indicator of "GHG Emissions [Category 1+2]" to replace the original goal indicator of "GHG Emissions per Person [Category 1+2]". Since "GHG emissions [category 1+2]" are newly established indicators, there is no original goal for 2020.

[Note 2] Accumulated of 366 townships have participated in submitting proposals, accounting for a percentage of the total of 368 townships in Taiwan.
[Note 3] Goal for annual total number of suppliers: slightly changes every year depending on the status of cooperation, so target setting is not applicable.