



2020 Sinyi Realty SDGs Report

Onward to 2030: Sinyi's Road to Sustainability

Message from the Founder

Sinyi Group has always been committed to its founding spirit of putting people first. Our goal is to adhere to corporate social responsibility and to provide world-class services. We hope to realize our ultimate vision of a harmonious symbiosis with the entire society. Since the adoption of 17 Sustainable Development Goals (SDGs) by the United Nations, we have built on our long-term commitment to our role as a global citizen by actively focusing on both our major stakeholders and the SDGs. To this end, we have set out Sinyi Sustainability Principles, aiming to reconcile the interests of our stakeholders. Additionally, Sinyi Realty has actively established future sustainable niches and employed the concepts of trust, rigor, and ethics within the Sinyi value chain to develop sustainable innovations, thereby meeting stakeholder demands and providing a fulfilling and happy life for associated parties.

By upholding business ethics as a core strategy, Sinyi Realty has developed steadily on the basis of its main operation and devised innovative methods of operation for protecting stakeholders' interests and rights. In the short term, the company aims to redefine and develop innovative residential services. In the long term, Sinyi Realty plans to contribute to the prosperity and development of society and enhance the inclusiveness of its services.



Founder, Sinyi Group

C.C. Chou

Table of Contents

Message from the Founder	1
Sinyi's Business Policy and the SDGs	2
Responses to the SDGs	4
Progress Update	6
Business Strategy	7
Stay Healthy and Happy	7
Promote Business Ethics in Education	8
Gender Equality and Non-Discrimination	9
Use Clean Energy	10
Reverse Employment Relationships	11
Ethnic Fusion and Reduce Inequality	12
Community Building Shaping a Better Home	13
Responsible Production and Consumption	14
Act on Climate	15
Come Together	16
Corporate Commitment	17
Environment—Get to Net Zero	17
Society—Toward Co-existence, Co-prosperity, and Co-creation	18
Governance—Integrate Sustainability into Operations	20
Supply Chain Management—Building a Sustainable and Ethical Supply Chain	20
Onward to 2030: The Journey Continues	21
Appendix: SDGs Content Index	22



Sinyi's Business Policy and the SDGs

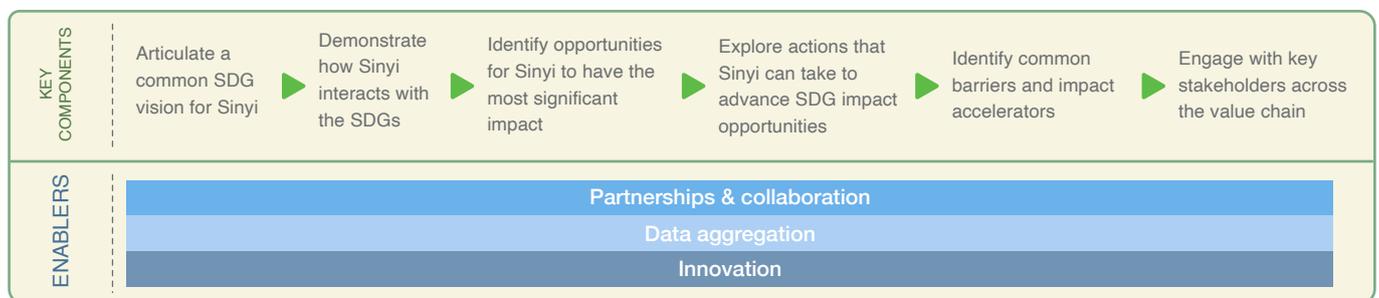
To help human beings coexist with our planet, organizations around the world should support sustainability and develop a long-term framework to achieve the SDGs and to create a better world. In 2015, the United Nations (UN) announced its goal to end poverty, to reduce inequalities, and to take action to combat climate change by 2030. The SDGs are not only a blueprint, but also serve as a comprehensive action plan for governments and enterprises. We also contribute directly and indirectly toward achieving the SDGs in our corporate operations

Review Process: Sustainable Strategies Correspond to the SDGs

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: Key Components of Sinyi's SDGs Roadmap

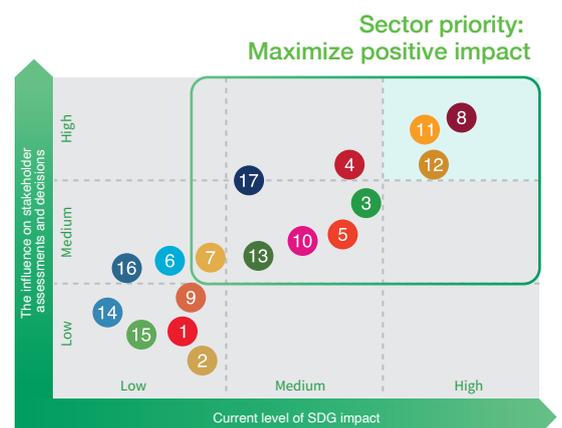


- 1. Articulate a common SDG vision for Sinyi:** Sinyi Sustainability Principles are formulated and released by the Founder. We work to tie Sinyi Sustainability Principles, the SDGs, and our material topics together to ensure consistency in our strategic goals.
- 2. Demonstrate how Sinyi interacts with the SDGs:** We analyze the impact of SDGs across our business, operating processes, and supply chain through overall business activities in the value chain to increase positive impacts and reduce or avoid negative ones.
- 3. Identify opportunities for Sinyi to have the most significant impact:** Through the analysis and management of material topics, we select key performance indicators (KPIs) for material topics and define the scope of our goals, thus ensuring that the said goals can cover operational priorities and create opportunities along the value chain.
- 4. Explore actions that Sinyi can take to advance SDG impact opportunities:** We also develop specific KPIs to set goals for each material topic and establish a strategic focus. We then develop action plans and promote relevant actions.
- 5. Identify common barriers and impact accelerators:** We identify common barriers and impact accelerators to increase the positive impacts and to reduce or avoid negative impacts.
- 6. Engage with key stakeholders across the value chain:** In addition to issuing annual sustainability reports, we also communicate sustainable development strategies and performance through a variety of other channels in order to better communicate sustainability concepts to our stakeholders.

SDGs Materiality Matrix Analysis

The management team considered the 17 SDGs and the opportunities and risks they bring, evaluated the relevance between Sinyi and each goal, and analyzed the SDGs that Sinyi can have the greatest impact through sustainability strategies, and decide on 10 core SDGs at the materiality decision-making meeting. After the impact assessment ranking, the top three goals with the highest impact were determined to be goals 8, 11, and 12:

- Goal 8:** Sinyi adheres to the "people-oriented" concept, promotes sustainable growth, and provides a safe environment and sufficient job opportunities from the perspective of long-term development of talent to achieve fair labor-employment relations.
- Goal 11:** Continue to pay attention to the development of the residential industry and community building, and spread the influence through community engagement activities.
- Goal 12:** Promote various carbon management and reduction plans, ensure sustainable consumption and production models, and continue to promote the concept of sustainable development.



SDGs Prioritization and the Relevant Sinyi Sustainability Principles

After the impact assessment ranking through SDGs matrix, we correspond to Sinyi Sustainability Principle and analyze the meaning of each SDGs to Sinyi. We set specific goals for each strategic focus, plan various projects, formulate action plans, and implement corresponding projects, which enable the company to contribute to the realization of sustainable development goals.

Sinyi Sustainability Principles

- E Environment** — Get to Net Zero
- S Society** — Toward Co-existence, Co-prosperity, and Co-creation
- G Governance** — Integrate Sustainability into Operations
- SC Supply Chain Management** — Building a Sustainable and Ethical Supply Chain

Goals	Targets	Meaning to Sinyi	Sinyi Sustainability Principles
8	8.2 8.3 8.4 8.5 8.6 8.8	Reverse Employment Relationships	S G SC
11	11.4 11.7 11.a	Community Building Shaping a Better Home	S
12	12.2 12.5 12.6 12.8	Responsible Production and Consumption	E S SC
4	4.3 4.4 4.5 4.7	Promote Business Ethics in Education	S G
3	3.6 3.8 3.d	Stay Healthy and Happy	S
5	5.1 5.c	Gender Equality and Non-Discrimination	S
10	10.2 10.3	Ethnic Fusion and Reduce Inequality	S
13	13.3	Act on Climate	E G SC
17	17.9 17.17	Come Together	S SC
7	7.2 7.a	Use Clean Energy	E

Sinyi's Sustainable Development Business Focuses on 10 Goals

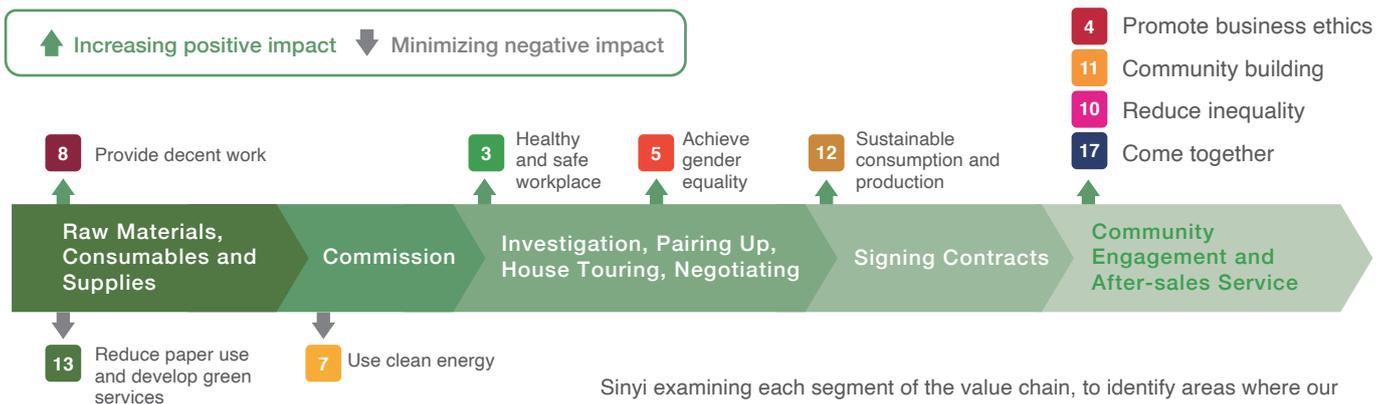
In line with Sinyi Sustainability Principles, key stakeholders, and the SDGs, the sustainable development priorities we have been working on include goal 3, 4, 5, 7, 8, 10, 11, 12, 13, and 17. In addition to publish annual sustainability reports, we also communicate sustainable development strategies and performance through a variety of other channels such as Sinyi Sustainability Website, social media, events, service announcements, and advertising. This way, we are able to better communicate our sustainability concepts to our stakeholders.



SUSTAINABLE DEVELOPMENT GOALS

Mapping the SDGs against the Value Chain

To create sustainable value and “innovation in line with business ethics,” we have developed innovative services through our value chain.



Sinyi examining each segment of the value chain, to identify areas where our core competencies contribute positively to the implementation of the SDGs, or operating activities may have negative impacts on the SDGs.



Responses to the SDGs

In order to implement sustainable development and respond to SDGs, Sinyi Realty has formulated relevant policies and corresponding principles to enable employees to have a clearer direction to follow when facing various stakeholders.

Sinyi draws up short-, medium- and long-term strategies, as well as the direction of effort, action plans, targets and performance for each SDGs. Sinyi combines SDGs with operating strategies, and considers all important stakeholders so that all of them can benefit together.

SDGs	Management Approach	Policies	Short-term Strategies (2021)	Mid-term Strategies (2030)	Long-term Strategies (2050)	Action Plan
<p>3 GOOD HEALTH AND WELL-BEING</p>	Sinyi sets a consolidated management to establish health and safety workplace	<ul style="list-style-type: none"> Occupational Health and Safety (OHS) Management System Program of preventing and SOP for traffic accidents Health and safety plan in accordance with pandemic 	<ul style="list-style-type: none"> Keeping workers' safety with rolling planning against pandemic Implementing ISO certificate management policies 	<ul style="list-style-type: none"> For Improving Work and Life Balance of workers' by using kinds of digital tools To organize OHS management in supply chain 	<ul style="list-style-type: none"> Integrating multi-function into health management platform To promote health management comprehensively 	<ul style="list-style-type: none"> Health promotion Plans for anti pandemic Sinfu coin <p>> P. 7</p>
<p>4 QUALITY EDUCATION</p>	To promote business ethics value and social education, in order to fulfill the goal of improving citizen's literacy.	<ul style="list-style-type: none"> Sinyi Realty Corporate Social Responsibility Best Practice Principles 	<ul style="list-style-type: none"> Continue to train higher education teachers Use innovative ways to promote ethics On-line lectures to include more audience 	<ul style="list-style-type: none"> Partnership for bigger impact Expanding business ethics learning platform Make greater impact through the platform 	<ul style="list-style-type: none"> To reach out to younger generation To connect with international resources of ethics education To offer advice to the industry 	<ul style="list-style-type: none"> School talents cultivation Table games for ethics Industry-academic cooperation <p>> P. 8</p>
<p>5 GENDER EQUALITY</p>	Adhered to a diverse and inclusive talent strategy and striving for equality of opportunity across genders	<ul style="list-style-type: none"> Sexual harassment prevention act and the act of gender equality in employment Maternity protection regulation 	<ul style="list-style-type: none"> Empower women, raise female management ratio Placing great importance on diversity in all aspects of hiring and development for genders 	<ul style="list-style-type: none"> Embedding series gender equality into policies Raising different levels of gender equality 	<ul style="list-style-type: none"> Considering aspects for equality in policies Promoting gender equality 	<ul style="list-style-type: none"> Second-Child Grants Program Elimination of discrimination <p>> P. 9</p>
<p>7 AFFORDABLE AND CLEAN ENERGY</p>	To set renewable energy consumption target, formulate and implement plans	<ul style="list-style-type: none"> ISO certificate management policies, CDP Initiative SBT initiative Sinyi Sustainable and Development Policy 	<ul style="list-style-type: none"> Promote renewable energy consumption Continuous equipment maintenance plan Conduct annual certificates 	<ul style="list-style-type: none"> Achieve net zero emissions Continuously increase renewable energy consumption Formulate mid- and long-term equipment maintenance plan 	<ul style="list-style-type: none"> Achieve net zero emissions Promote the importance of clean energy usage Systematic upgrade of energy efficiency 	<ul style="list-style-type: none"> Renewable Energy <p>> P. 10</p>
<p>8 DECENT WORK AND ECONOMIC GROWTH</p>	Creating diverse and inclusive workplace with stakeholders' engagement	<ul style="list-style-type: none"> Sinyi Realty Employment Act Sinyi Realty Incentive Regulation Sinyi mentoring program Sinyi Realty Promotion Act 	<ul style="list-style-type: none"> Diverse employment for inclusive workplace and enlarge portion of female management Establish foundation of digital transformation 	<ul style="list-style-type: none"> Creating a business culture with diversity and inclusion Implementing digital transformation to become efficiency 	<ul style="list-style-type: none"> Providing more job opportunities with opening overseas Establishing living brand ecosystem to create more job opportunities 	<ul style="list-style-type: none"> Hiring program Innovation program <p>> P. 11</p>



Responses to the SDGs



SDGs	Management Approach	Policies	Short-term Strategies (2021)	Mid-term Strategies (2030)	Long-term Strategies (2050)	Action Plan
<p>10 REDUCED INEQUALITIES</p>	Try to eliminate inequality and to promote the co-creation between generations, in order to reach co-prosperity	<ul style="list-style-type: none"> Charter of Sinyi Charity Foundation 	<ul style="list-style-type: none"> Recruit creative and impactful proposals for elderly service. Cooperate with innovative groups to perform various activities for elders. 	<ul style="list-style-type: none"> Enhance the independent ability of the seniors. Enhance inter-generational cooperation. Deepen cooperation with partners. 	<ul style="list-style-type: none"> Long-term support for the elders to be independent. Promote innovative projects, and partner with various groups to respond to new social issues. 	<ul style="list-style-type: none"> Gung-Ho Project Sinyi Scholarship Program <p>> P. 12</p>
<p>11 SUSTAINABLE CITIES AND COMMUNITIES</p>	Connect resources, promote community, and create uniqueness of the community	<ul style="list-style-type: none"> Sinyi Realty Corporate Social Responsibility Best Practice Principles Community Building Grants Guidelines 	<ul style="list-style-type: none"> Integrate SDGs into the themes Planting afforestation to restore the environment and ecology Combining local characteristics to activate local economy. 	<ul style="list-style-type: none"> Expand the levels of participation, and encourage more innovative proposals. Combine with partners to expand impacts and cultivate local talents 	<ul style="list-style-type: none"> Cultivate talents and establish a talent database Integrate local networks and establish a cross-community assistant system. Build an information sharing platform 	<ul style="list-style-type: none"> Community Building Tree-planting Community Projects for youth participation <p>> P. 13</p>
<p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	Establish ethical innovation, promote the concept of sustainable consumption to the public	<ul style="list-style-type: none"> Customer Satisfaction management measures Sinyi Sustainable and Development Policy 	<ul style="list-style-type: none"> Optimize service quality management Innovate and develop low-carbon services to reduce paper usage 	<ul style="list-style-type: none"> Promote sustainability awareness to more people Improve supplier sustainability management Promote green sustainable branches 	<ul style="list-style-type: none"> Achieve the target of Carbon Neutrality Branch project Expand the efficiency of low-carbon services 	<ul style="list-style-type: none"> Sustainable education ISO 20121 Carbon Neutrality Branch project <p>> P. 14</p>
<p>13 CLIMATE ACTION</p>	Implement energy-saving and carbon-reduction measures, and develop green innovative services	<ul style="list-style-type: none"> Net Zero 2030/2050 Initiative ISO certificate management policies, CDP Initiative SBT initiative Sinyi Sustainable and Development Policy 	<ul style="list-style-type: none"> Conduct annual GHG certificates Introduce TCFD conformity check Promote green services 	<ul style="list-style-type: none"> Deepen support for renewable energy development Implement green transformation and continuously innovate green services 	<ul style="list-style-type: none"> Achieve net zero emissions Increasingly develop low-carbon services 	<ul style="list-style-type: none"> Green digital transformation Circular Economy-lending services <p>> P. 15</p>
<p>17 PARTNERSHIPS FOR THE GOALS</p>	Use Sinyi's core abilities of matching resources to bring out impact	<ul style="list-style-type: none"> Sinyi Realty Corporate Social Responsibility Best Practice Principles Sinyi Group Procurement Ethics Standards 	<ul style="list-style-type: none"> Partner with government, NPO, and local groups Enhance supply chains ESG management 	<ul style="list-style-type: none"> Cooperate with partners strategically Improve the sustainable management of the supplier, and go co-prosper together 	<ul style="list-style-type: none"> Increase participation in international initiatives or cooperation with sustainable organizations Create sustainable values with suppliers 	<ul style="list-style-type: none"> Sustainability Terms Co-prosper with partners Join local and international initiatives <p>> P. 16</p>



Progress Update

We link Sinyi's sustainable development goals to SDGs, and formulate the organization's development principles and management mechanisms for the environment, society, and governance. In accordance with business growth expectations, we set 2021 short-term goals and 2030 mid-term goals, and use the Sinyi Sustainability Principles as the long-term goal of continuous efforts, and continue to manage the progress.

Indicator	Align with SDGs	2019 Performance	2020 Performance	2021 Goals	2030 Goals
The cumulative number of Sinyi volunteers	11, 17	22,030	22,030 [Note 1]	23,030	35,000
The cumulative number of scholarships	4, 10	5,217	5,420	5,427	6,000
Injury Rate %	3	8.53	11.96	8	6
Number of employees vaccinations	3	546	556	500	500
Proportion of taking the health checkups	3	94.8%	90.3%	95%	96%
Accumulated participants who attended lectures at Sinyi Lecture Hall	4, 10, 12	125,000	126,000 [Note 1]	136,000	200,000
The cumulative number of ethics teachers trained	4	374	477	587	950
Female employee ratio	5	37.32%	38.14%	38%	40%
Female management ratio	5	17.83%	18.76%	18%	20%
Received applications for Second-child Grants (Accumulated persons)	5	540	597	600	1,000
Renewable Energy Consumption	7	[Note 2]	[Note 2]	4%	100%
Total number of new employees	8	1,707	1,557	1,200	2,000
Turnover rate	8	28%	26.44%	<28%	<25%
Average training hours	8	45.19	44.62	45	50
Active-ageing good ideas recruited (idea numbers)	10	812	1,600	1,200	2,000
The cumulative number of proposals for the "We are ONE" project	11	10,661	11,883	12,000	15,000
Paper Usage per Real Estate Transaction (kg)	12	15.66	11.03	10.71	7.93
Achieved carbon-neutral branches	12	8	15	17	All branches
Carbon Emissions per Real Estate Transaction (kgCO _{2e})	13	308.8	265.3	261	235.7
Carbon Emissions per Person (kgCO _{2e}) [Note 3]	13	1,352	1,355	1,314	1,228
GHG Emissions (tonCO _{2e}) [Note 3]	13	6,374	6,771	6,609	651
Number of participating associations [Note 4]	17	42	42	45	50
Signing proportion of Supplier Sustainability Terms	17	100%	100%	100%	100%

[Note 1] Due to the outbreak of COVID-19 epidemic in 2020, all volunteers work and lectures at Sinyi Lecture Hall were suspended since Feb. 2020.

[Note 2] Sinyi Realty plans to promote renewable energy consumption in 2020 and start to consume renewable energy in 2021.

[Note 3] Due to the achievement of original 2030 goals ahead of schedule in 2019, Sinyi reset 2030 goal. In response to the SBTi, we newly set GHG emissions (category 1&2) as one of the 2030 goals.

[Note 4] In the light of achieving goal of 40 associations, we revised the goal of 2030.



Stay Healthy and Happy

Goal 3 | Ensure healthy lives and promote well-being for all at all ages



The Direction of Our Efforts

Talent is the foundation of our business. Attracting outstanding talent and providing a healthy and safe workplace are goals that we constantly strive to achieve. We have established the "Happy Health Management Center" to build a safe and healthy workplace environment through systematic health management to provide diverse and considerate benefits.



Our Goals

	2020 Performance	2030 Goal
Safety promotion and training Injury Rate ¹	11.96	→ 6
Vaccinations for all Number of vaccinations ²	556 workers	→ 500 workers
Medical care for all Proportion of taking the health checkups	90.3%	→ 96%

¹ Injury Rate = (Total Number of Injury Incidents / Total Working Hours) x 1,000,000
² The population receiving the government's free vaccination has increased each year, and Sinyi has provided public subsidies for all employees, including the youth for whom such services have not been subsidized by the government.



What Did Sinyi Do to Achieve Goal 3?

Learn about and share ways to stay healthy

- Sinyi Realty established business command center for the planning, implementation, and execution protection measures of pandemic. The measures are adjusted to comply with local governments' instructions.
- Our health plan is providing a series of seminars such as quitting smoking, handling stress, psychological care, and healthy diet to ensure work-life balance of workers including good physical and mental health.
- We established supply chain sustainability terms to promote the health and well-being of workers.

Provide medical care and vaccinations for all

- We provide high-quality company-funded health checkups once every two years (every year for those aged above 40 years), and their dependents can also enjoy the benefits of these programs.
- We ensure that all employees and their independentents have a vaccine subsidy which is also combined in our flexible benefits.

Value mental health and well-being

- We run the Employee Assistance Program (EAP), which provides confidential counseling services for workers and dependents by relying on external professional consultants.
- We provide mental health check ups to assess their mental health status with online consulting.

Promoting exercise regularly

- Sinyi provides subsidy for sports clubs for hosting annual basketball league, slow base league, etc.
- We were awarded the "Taiwan iSports Certification" for proving workers establish regular exercise habit.

Safety promotion and training

- We focus on promoting traffic safety awareness and encourage them to wear safety helmets. Moreover, we operate a compulsory traffic lecture on line.
- We hold safety promotion courses regularly such as fire safety and first aid training programs to reduce the number of workers killed or injured.
- Introducing ISO 45001 for reinforcing workers sense their health and safety in workplace.



Sinyi Strategies on Account of COVID-19

In response to pandemic, every worker in Sinyi follows guidelines announced by Central Epidemic Command Center. Furthermore, Sinyi branches provides sanitation products and seats for elderly residents actively. Being a part of community, Sinyi launched a professional disinfection service.

<https://csr.sinyi.com.tw/en/news/anti-pandemic.php>



Dedicated Happy Health Management Center

We hire full-time occupational health nurses to strengthen the existing health management platform, and we also broadcast health messages on mobile devices from time to time. Existing suppliers and all workers in Sinyi building enjoy its services. 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 assistance, we have laid out a plan to practically prevent against illness and to promote healthy living. We also provide health consultation during working hours by a doctor which is also open to suppliers.



Promote Business Ethics in Education

Goal 4 | Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all



The Direction of Our Efforts

In order to eliminate the unfairness of the opportunities for education, in addition to providing scholarships to ensure access to opportunities for students from rural and disadvantaged families, we also established the Sinyi Lecture Hall to provide free lectures on various topics. Furthermore, we engage in industry-academia collaboration, enhance the value of the real estate profession in society at large, and promote the concept of sustainability and ethics at schools and in society.



Our Goals

	2020 Performance	2030 Goal
Life-long learning Accumulated participants at Sinyi Lecture Hall	126,000 person times	→ 200,000 person times
Help kids stay in school The cumulative number of students supported	5,420 students	→ 6,000 students
Support teachers The cumulative number of ethics teachers trained	477 teachers	→ 950 teachers



What Did Sinyi Do to Achieve Goal 4?

Life-long learning, and to guard people's right to education

- Sinyi Lecture Hall: We provide free lectures to eliminate unfairness in the education system and to convey ethical values.
- Sinyi Volunteers: We provide our staff an alternative training, through which one can learn empathy by serving the others
- We encourage colleagues to learn spontaneously or participate in external training programs. Subsidies for staff learning are provided.

Help kids stay in school

- We provide the "Sinyi Zhishan (Charitable) Grants" scholarships for 21 years, to ensure that students from rural areas and disadvantaged families can continue their studies in school.

Support teachers and inspire both learning and teaching

- CBEEA: to stimulate the innovative curriculum through learning by teaching. The Teachers' summer camp in 2020 incorporated digital learning for the first time in the past 8 years, in order to cope up with the outbreak of COVID-19.
- Sinyi School at NCCU: We assist domestic scholars in writing research papers and case studies on business ethics, and send teachers abroad for intensive studies. In addition, we hold workshops to share and refine existing teaching methods, thus cultivating an environment for higher-quality business ethics teaching and resources.

Remind ethics and kindness

- We hold internal seminars every month to discuss issues related to business ethics, in order to internalize the ethical values.

Business Ethics Cultivating Project

In view of the lack of resources for business ethics education, Sinyi Realty launched the Business Ethics Cultivating Project in colleges, and encouraged teachers to develop cases and activities. With education supplemented with practical cases, we hope all the future managers can "start from the heart" and thoroughly understand the importance of business ethics, and then implement it in business operations. Sinyi Realty continues to spread ethical awareness, holds business ethics lectures in Sinyi Lecture Hall to the public, and partner with Chung-Hwa Telecom's MOD micro-film completion, in order to have more ways to communicate to the new generations.



Through resources sharing to help learning

One of the purpose of Sinyi Lecture Hall is to promote life-long learning and education right for everyone. Sinyi scholarship grants offer students who like to learn have the opportunity to continue.



Gender Equality and Non-Discrimination

Goal 5 | Achieve gender equality and empower all women and girls



The Direction of Our Efforts

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 workers to build their own dream homes and lives at the same time.



Our Goals

	2020 Performance	2030 Goal
Promoting sense of equality The percentage of female employees	38.14%	→ 40%
Promoting equality The percentage of female management	18.76%	→ 20%
Maternity protection Received applications for Second-child Grants	Accumulated 597 employees	→ Accumulated 1,000 employees



What Did Sinyi Do to Achieve Goal 5?

Learn and share ways to end gender discrimination

- In line with regulations such as the Sexual Harassment Prevention Act and the Act of Gender Equality in Employment, we created the “Sinyi Realty Sexual Harassment Prevention, Complaints, and Investigation Guidelines.” We also organize workshops on the prevention of sexual harassment.

Promoting sense of equality

- Adhering to a diverse and inclusive talent strategy, while placing great importance on diversity in all aspects of hiring and development.
- We standardize equal opportunities under the “Sinyi Group Code of Conduct.”

Eliminate all forms of violence against all women and girls

- We set the “Sinyi Realty Sexual Harassment Prevention, Complaints, and Investigation Guidelines,” and standardized the harassment appeal line. Also, we established a complaint mailbox and other related procedures to process complaints of sexual harassment.

Respect workers who care for their families

- We provide employees with levels of leave and assistance for pregnancy, childbirth, and parenting as needed. Such parental leave is available for all employees, and applicants can retain their job without pay for a set period.
- We provide varying levels of leave and assistance for pregnancy, childbirth, and parenting supporting such as parenting lessons and cooperation with an international education group HESS for employees.

Maternity protection

- A nation crisis results form low birth rate, we provide “Second-child Grants” (including having two children or more) of NT\$ 120,000 to encourage childbirth.
- We provide breastfeeding time and lactation room (received an “Excellent Lactation Room” certification), and have in place plans and measures to protect maternal health to ensure that mothers would have physical and mental wellbeing.



Sinyi cooperates with the Garden of Hope Foundation to interact with the communities

With the pandemic, issues in these sectors saw an unprecedented rise in workload, health risk and challenges to work-life balance. We would like to turn this risk into an opportunity, so Sinyi invited The Garden of Hope Foundation to the community, and through DIY activity we advocate the women and children right issues. Through company resources and community joint efforts, we brought warmth to the society in the pandemic times.



Use Clean Energy

Goal 7 | Ensure access to affordable, reliable, sustainable and modern energy for all



The Direction of Our Efforts

Through greenhouse gas inventory, Sinyi found the electricity is the main source of indirect GHG emissions from imported energy. Therefore, we are committed to implementing various energy-saving measures. We realize that clean energy can prevent climate disasters caused by carbon emissions, so we support the development of renewable energy and set a goal of “100% renewable energy consumption (electricity) by 2030”.



Our Goals

	2021 Goal		2030 Goal
Use Clean Energy	4%	→	100%
Renewable energy consumption (electricity)			



What Did Sinyi Do to Achieve Goal 7?

Realize energy usage

- Conduct annual greenhouse gas inventory to manage the organization's energy use.

Respond to international initiatives to support the development of renewable energy

- Participate in the GDP project and Science Based Target initiative to formulate renewable electricity target.
- Set 2021 as the “Sinyi Green Energy First Year” and increase renewable energy consumption year by year.

Encourage more people to use renewable energy

- Promote the "Green Energy Public Welfare" project to provide green electricity to the social welfare organization-Afu Food Bank.

Implement green procurement and improve energy efficiency

- Replace old energy-consuming air-conditioning equipment.
- Introduce Energy Management System to reach the best energy efficiency.
- Use green and environmentally friendly building materials.
- Make full use of energy-saving lighting.



Participate in the Net Zero 2030/2050 Initiative

Sinyi Realty is invited by the Taiwan Institute for Sustainable Energy to join forces to organize the Taiwan Alliance of Net Zero Emission in June 2021. In response to the international carbon reduction trend, we follow two stages of commitment and achievement, actively promote the concept of net zero emissions from the “Net Zero 2030/2050 Initiative,” and are committed to achieving Sinyi’s goal of “Net Zero by 2030” and Sinyi Group’s goal of “Net Zero by 2050”, hoping to create a magnificent and sustainable future with more people.



Renewable Energy Consumption

Faced with the continuous increase in global average temperature, extreme weather events have emerged in endlessly everywhere. Although the real estate brokerage industry is not a major producer of carbon emissions, Sinyi Realty also actively responds to international initiatives. In 2020, we have committed to set a science-based target through the SBTi. We also set our goal of “Net Zero by 2030”. As such, we plan to use renewable energy and set 2021 as the “Sinyi Green Energy First Year”, hoping to help promoting energy transition and reduce the negative impact of business operations on the environment.



Reverse Employment Relationships

Goal 8 | Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all



The Direction of Our Efforts

As a result of the high-pressure characteristics of the realty agency industry, the turnover rates of employees is far higher than other industries. In order to effectively reduce the turnover rate, we have made unremitting with various innovative strategies. In addition to assisting new graduates, we aim to expand our opportunities to recruit talent without brokerage experience.



Our Goals

	2020 Performance	2030 Goal
Create job opportunities new hires / year	1,557 employees	→ 2,000 employees
Create safe working conditions Turnover rate	26.44%	→ 25% Lower than
Stand up for everyone's rights at work training hours on average	44.62 hours	→ 50 hours



What Did Sinyi Do to Achieve Goal 8?

Learn family finance skills

- We cultivated undergraduates with business ethic and real estate professional knowledge.
- We promoted financial knowledge and skills by project cooperation, such as "Sinyi Lecture Hall"

Create safe working conditions

- We enabled health promotion and workplace safety education, and also acquired the "Healthy Workplace Certification" health promotion label.
- We introduced sustainable terms and added to the contract to promote a good working environment for suppliers.

Support indigenous businesses

- Through our "Group Procurement Standards" we regulate the procurement principles and support local enterprises through green procurement and responsible consumption.

Check that no one was exploited to make what you buy

- We have signed sustainable terms and procurement work ethics guidelines with our suppliers to reduce any form of forced or compulsory labor.
- We established the "Sinyi Group Code of Conduct" and "Ethical Corporate Management Best Practice Principles" to ensure that there is no forced labor or exploitation in the process of rendering a service.

Stand up for everyone's rights at work

- We continue to provide a complete education and training system so that new hires can acquire professional knowledge and skills specific to real estate.
- Sinyi keeps cultivating talents by offering them for first six months a guaranteed salary of NT\$50,000 per month, also giving them a chance to learn the ropes without worry with providing one extra month salary for outgoing employees.



Second Highest Wage for New Hires among Taiwan

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 hires.

Flexible benefits- Sinfu Coin

As benefits are indirect financial compensation which is 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.

Ethnic Fusion and Reduce Inequality

Goal 10 | Reduce inequality within and among countries



The Direction of Our Efforts

We strive to eliminate inequalities, care for issues related to an ageing society, and attend the needs from vulnerable groups. Through partnership we promote social inclusion and co-prosperity.

Our Goals

	2020 Performance	→	2030 Goal
Reduce inequality Accumulated participants at Sinyi Lecture Hall	126,000 person times	→	200,000 person times
Protect and care for vulnerable group The cumulative number of students supported	5,420 students	→	6,000 students
Guard you and the others' rights Active Ageing – good ideas collected yearly	1,600	→	2,000

What Did Sinyi Do to Achieve Goal 10?

Care to listen, to reduce inequality

- Sinyi Lecture Hall: We provide free lectures to eliminate unfairness and inequalities in access to educational opportunities, so that everyone can acquire knowledge and protect their rights and interests.

Protect and care for vulnerable group

- We provide scholarships to ensure that students from rural and disadvantaged families and backgrounds have the opportunity to access education.
- Through the Sinyi Charity Foundation, we are committed to the long-term care and support of aged people and children with rare diseases.

Guard you and the others' rights

- Through our Gung-Ho project, we support intergenerational cooperation. We strive to work together for the community with the aim of co-prosperity.
- Guarantee services: We provide "Four Guarantee Services" for housing purchases, and "Guarantee Service of Stigmatized House Compensation," "Protection against Pest-caused Timber Decay" and "Safe Rental Guarantee Project for Commercial Real Estate."

TARGET 10-2



TARGET 10-3



Gung Ho Project

Sinyi Charity Foundation launched the "Active Ageing – Gung Ho Project" since 2016 to promote independent and happy aging. Through partnership with like-minded organizations, we achieved cross-generation, collective efforts to respond the issues in an aging society. Volunteers who joined the activity mentioned that they were able to understand more about the thinking of elders, and how to promote social inclusion to eliminate inequality in their life.

The project was recognized in 2020 TCSA and GCSA Best Practices Award. The design was with "innovative & practical", to reverse the public's imagination of elders. It quickly connects cross-region, cross-generation, and successfully promotes the friendliness and respect among generations.

[The Gung Ho Project http://csr.sinyi.com.tw/en/society/charity.php](http://csr.sinyi.com.tw/en/society/charity.php)



Community Building Shaping a Better Home

Goal 11 | Make cities and human settlements inclusive, safe, resilient and sustainable



The Direction of Our Efforts

Sinyi Realty is committed to be the good community life promoter, and actively assists in urban and rural development. We also encourage community building while providing linkage between local community organizations and resources. So where there is Sinyi, there is happiness.



Our Goals

	2020 Performance	2030 Goal
Support community development Cumulative number of Sinyi volunteers	cumulative 22,030 person times	cumulative 35,000 person times
Protect local communities Cumulative number of proposals submitted to "We are ONE" project	cumulative 11,883 proposals	cumulative 15,000 proposals



What Did Sinyi Do to Achieve Goal 11?

Protect local communities and build a sustainable city

- The "We are ONE" project cares for the community and promotes community building and local creation, including protecting local culture and history, community renovation and construction, and optimizing regional planning.
- We introduced the ISO 20121 Sustainable Event Management System and continue to organize activities in accordance with the spirit of sustainable development.

Get to know your neighbors and welcome new people

- Through Sinyi Volunteers, we assist communities in practice of the spirit of the "We are ONE" community.
- We conduct community engagement activities to spread community influence.

Prepare for emergencies

- We provide disaster prevention training for staff regularly.
- We raise funds for disaster relief support, and offer volunteers to re-build the affected area.



We are ONE project: the power to change community

The project is the longest-running and largest corporate-supported plan for community building. The purpose of the plan is to enable all people to improve their problems and create a better living environment. The proponents independently plan community building proposals tailored to local conditions, covering multiple topics such as "people, business, and landscape design". It is hoped that through the community reconstruction, the beauty in humans can be recovered and the interpersonal barriers can be broken. Over the years, the types of proposals have changed from simply transforming community hardware to focusing on soft issues such as social care and cultural preservation. In recent years, with the rise of aging trends and environmental issues, there have been more and more proposals related to elderly care and environmental protection.

[We are ONE project](http://csr.sinyi.com.tw/en/society/community.php) <http://csr.sinyi.com.tw/en/society/community.php>



Tree-planting in Mr. Hongxun memorial park

The chairman of Sinyi Charity Foundation commemorated his father's love for trees and people by providing 400 ping of land for free in 2018, to build Mr. Hongxun Memorial Park in Sinying. The park was built to benefit the chairman's hometown and create a space of community empowerment for elders.

In 2020 he again donated around 5,820 sqm land, and invited the community to plant 500 saplings, hoping to create a green space for the future. The three generations in Guyeli, the old, middle and young, planted saplings that symbolize inheritance and environmental protection, hoping that the community can develop into a low-carbon, sustainable, and green community.

[Mr. Hongxun memorial park](http://csr.sinyi.com.tw/en/society/other.php) <http://csr.sinyi.com.tw/en/society/other.php>

Responsible Production and Consumption

Goal 12 | Ensure sustainable consumption and production patterns



The Direction of Our Efforts

For us, the true key to sustainable development lies in developing innovative services that are in line with business ethics and the idea that committing to doing what is right and to engaging in innovation on an ongoing basis will bring us long-term profitability.



Our Goals

	2020 Performance	2030 Goal
Learn about sustainable development Accumulated participants of Sinyi Lecture Hall	Accumulated 126,000 participants	→ Accumulated 200,000 participants
Recycle, Reuse, and Repair Paper Usage per Real Estate Transaction	11.03 kg	→ 7.93 kg
Demand that businesses respect people and planet Achieve carbon-neutral branches	15 branches	→ All branches 100%



What Did Sinyi Do to Achieve Goal 12?

Learn about sustainable development

- Publish our sustainability report regularly and clearly indicate all that we do on sustainability.
- Enhance awareness of sustainable development among the public through the promotion of ISO 20121 sustainable event, environmental education, Sinyi Lecture Hall, and Sinyi Sustainability Website.

Implement the 3Rs: Recycle, Reuse, and Repair

- Develop low-carbon innovative services such as digital dispatches system, Top Agent App, DiNDON-Smart House Viewing Service to reduce in paper usage.
- Improve circular economy project: lending service, second-hand book small library in our local branches.

Waste less food and recycle leftovers

- Implement kitchen waste and tableware recycling projects.

Collect friends and experiences, not just things

- Establish the supply chain sustainability terms and guidelines.
- Promote and educate suppliers to work together for sustainable operations.

Demand that businesses respect people and planet

- Conduct annual ISO 20121 Event Sustainability Management System certification.
- Expand the promotion of branch carbon neutrality project.



Carbon Neutrality: Branch Carbon Neutrality Project

We continue to ensure sustainable consumption and production patterns, adopt a business model that can be sustainable, and continuously promote the concept of sustainable development. In 2021, we expand our branch carbon neutrality project.

Sinyi achieved energy management goals through implementing energy conservation actions. Then we used "Gold Standard Offset Credits from InfraVest Changbin and Taichung Bundled Wind Farms Project" to offset whatever carbon emissions we could not reduce, and passed the third-party PAS 2060 verification, we announced our successful achievement of 2020 carbon neutrality declaration.



Verification Opinion Statement of Carbon Neutrality Declaration
<http://csr.sinyi.com.tw/en/certificates/verification-report.php>



Act on Climate

Goal 13 | Take urgent action to combat climate change and its impacts



The Direction of Our Efforts

We are committed to energy conservation and carbon reduction. We promote the concept of environmental protection as a matter of our responsibility, and are committed to promoting more green innovation services. In addition to improving consumer awareness of energy conservation and carbon reduction, we also aim to reduce operating costs, strengthen competitiveness, and make specific contributions to our sustainable development.



Our Goals

	2020 Performance	2030 Goal
Carbon Emissions per Real Estate Transaction	265.3 kgCO _{2e}	→ 235.7 kgCO _{2e}
GHG Carbon Emissions per Person (category 1+2)	1,355 kgCO _{2e}	→ 1,228 kgCO _{2e}
GHG Carbon Emissions (category 1+2)	6,771 tonCO _{2e}	→ 651 tonCO _{2e}
Paper Usage per Real Estate Transaction	11.03 kg	→ 7.93 kg



What Did Sinyi Do to Achieve Goal 13?

Learn about climate solutions and promote green concepts

- Actively promote the awareness of green sustainability concepts and environmental sustainability management results to employees, customers, suppliers, and actively facilitate green services.
- Improve environmental protection concepts through various channels such as Sinyi Lecture Hall, Sinyi Volunteers, the "We are ONE" project, and community engagement activities.

Green procurement

- Use green energy-savings facilities.
- Implement green procurement policy and strive to ensure that all goods use green building materials, and have both energy saving and water saving labels.

Respond to climate change

- Develop climate risk management actions and incorporate them into the annual strategic planning.
- Strengthen carbon management and conduct third parties' verification.
- Continuously develop low-carbon innovative services such as digital dispatches system, Top Agent App, DiNDON-Smart House Viewing Service.
- Drafted the world's first real estate operation services product category rules (PCR) and applied for Carbon Footprint Label and Carbon Reduction Label.
- Conduct environment-related verification: ISO 14001, ISO 14046, ISO 14064-1, ISO 50001, ISO 14067, and PAS 2060.
- Respond to CDP and SBT initiatives and introduce TCFD conformity check



Carbon Footprint

While calculating Sinyi's emissions of carbon footprint, we found paper usage for marketing constituted the largest proportion of carbon emissions. We have prioritized the reduction in service paper usage as one of our green goals and have introduced innovative green services, to achieving our sustainable green goals. In 2017, we obtained Carbon Footprint Label of per real estate transaction, and further obtained Carbon Reduction Label the next year by early achievement of carbon reduction goals.

Through optimizing carbon emission reduction projects, we have already reduced 45% carbon emission per transaction compared with base year 2015. Therefore, in 2020, we obtained the extension of Carbon Footprint Label (NO. 2016812001) and Carbon Reduction Label (NO. R2016812001).



Carbon Footprint Label and Carbon Reduction Label

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



Come Together

Goal 17 | Strengthen the means of implementation and revitalize the global partnership for sustainable development



The Direction of Our Efforts

In order to deepen sustainable action, we actively participate in various sustainable organizations and jointly promote the SDGs. As an industry leader, we hope to unite the enterprise alliance and supply chain, gathering power in the process, and to speak up together, to attract social awareness, and to spread power to every corner.



Our Goals

	2020 Performance	2030 Goal
Share the SDGs Number of associations joined	42	→ 50
Get involved and volunteer in your community The cumulative number of Sinyi volunteers	cumulative 22,030 person times	→ cumulative 35,000 person times
Help make a better tomorrow % of key suppliers signed on the Sustainability Terms	100%	→ 100%



What Did Sinyi Do to Achieve Goal 17?

Understand and share the SDGs

- Our founder Mr. Chun-chi Chou keeps addressing sustainable development through his speeches and columns.
- We publish the SDGs report and share our sustainability actions.

Get involved and volunteer in your community

- We share resources with our suppliers, and to enhance the ESG performance and create values.
- We promote community engagement services to create a better home.
- We launched “We are ONE” project and make community building a national movement.

Help make a better tomorrow

- Mr. Chou promotes CSR in different associations, including the China Urban Realty Association (CURA).
- Mr. Chou and other entrepreneurs have jointly established the Society of Entrepreneurs and Ecology (SEE) Association, in order to protect environment and prevent desertification.
- We join the sustainable organizations and participate in activities hosted by them, such as Center for Corporate Sustainability (CCS), World Business Council For Sustainable Development (WBCSD), Alliance for Sustainable Development Goals (A·SDGs), Taiwan Alliance of Net Zero Emission, CommonWealth Sustainability League (CWS), Unity Sustainability Services - Sustainability iLab.

Partner with Soil and Water Conservation Bureau, Council of Agriculture and Youth Development Administration, Ministry of Education

To connect community organizations and resources, gather wisdom and efforts, and provide a stage for practice of various local projects. We partner with few government units and encourage youth to participate in projects working in rural towns, where they can express their opinions, creativity, and enthusiasm. Youth can learn how to link government social work departments and local organizations, work through joint efforts and contribute to local vitalization. It is not only to realize the self-worth of young people, but also to use the energy of young people to spread and take root in the ground for sustainability.

Join local and international organizations

By joining in local and international sustainable organizations and exchanging resources, we can gather the strength of our partners to achieve maximum synergy.



Join and advocate together <http://csr.sinyi.com.tw/en/governance/organization.php>



Sinyi's Commitment: Responding to SDGs



Corporate Commitment

Sinyi's Sustainable Development Journey

Our operations began with the philosophy: "Sinyi begins with trust and ends with perfection" as framed by our founder Mr. Chun-chi Chou, who is committed to providing customers with responsible products and services. Through the "innovation in line with business ethics" model, in the face of environmental, economic, and social issues and impacts, we continue to exert influence in all aspects of "residential lifestyle." We use different projects to achieve a sustainable society and improve the quality of life.

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



Corporate Commitment

Get to Net Zero

Use Clean Energy to Achieve Energy Conservation and Carbon Reduction



Our Commitment

Sinyi values a sustainable environment. Starting from each services and everyone of Sinyi, we choose a low carbon business model, including green services and energy saving, to reduce environmental damage and to take more social responsibilities. We introduce verifications, such as ISO 14064-1, ISO 14067, PAS 2060, ISO 50001, ISO 14001, ISO 14046 and ISO 20121, to improve our environmental efficiency and performance, while contributing to sustainable development.



- Goal 7** | Ensure access to affordable, reliable, sustainable and modern energy for all
- Goal 12** | Ensure sustainable consumption and production patterns
- Goal 13** | Take urgent action to combat climate change and its impacts

Highlight | Participate in the Taiwan Alliance of Net Zero Emission and Set Goal of "Net Zero by 2030"

The overall effectiveness of carbon reduction in many countries has not met expectations, turning "climate change" into a "climate emergency". Faced with the threat of extreme climate disasters, the earth is ushering in the 6th mass extinction, endangering the survival of human civilization, and also affecting the daily life of all people on the earth. Although the real estate brokerage industry is not a major producer of carbon emissions, Sinyi Realty still strives to enhance climate resilience, promote sustainable business operations and integrate industry forces and all human power to resolve disasters caused by "climate emergency".

In 2021, Sinyi is committed to developing low-carbon services. We are invited by the Taiwan Institute for Sustainable Energy to join forces to organize the Taiwan Alliance of Net Zero Emission. In response to the international carbon reduction trend, we actively promote the concept of net zero emissions from the "Net Zero 2030/2050 Initiative" and are committed to achieving Sinyi's goal of "Net Zero by 2030" and Sinyi Group's goal of "Net Zero by 2050", hoping to contribute to the restoration of the earth's ecology and create a magnificent and sustainable future with more people.

Corporate Commitment

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



Making Community Building a National Movement to Maintain Closer Relationships

Goal 11 | Make cities and human settlements inclusive, safe, resilient and sustainable

Goal 17 | Strengthen the means of implementation and revitalize the global partnership for sustainable development

Our Commitment

Our hope is that our long-term sponsorship of community building will help make communities and society better by expanding the concept of "home" to include neighbors, communities, cities, and even the country. Through this, we will address interpersonal alienation by building community capacity with our own distinctive cultures and ecologies. Through ongoing community-building efforts, we plant the seeds of care in communities, thereby expanding the scope of each person's attention from the home to the community, and ultimately to all of Taiwan.



Highlight | "We are ONE"

The "We are ONE" Project is the longest-running and largest corporate-supported action plan for building communities. In 2015, we unrolled Stage 2 of the project, the decade-long Community Capacity Building Project that we hope will help make community building a national movement. After more than 10 years of promotion, we have seen changes in society with time, and proposals have evolved from simple improvements to community facilities to promoting human interactions and spontaneous investments in cultural heritage. In recent years, the age threshold of participants engaging in community activities has become lower and ethnic groups have grown more and more diverse. We will continue to expand the "We are ONE" Project into the future, and hope that everyone will get involved in building up the soft power of Taiwanese society. In 2017, the "We are ONE" Project were honored with the Presidential Culture Award - Local Hope Award, thus making Sinyi the first Presidential Cultural Award recipient from the private sector. This is not only an affirmation of the project, but also presents a model for other companies to practice charity and give back to Taiwan through action. The Public Television Service dispatched a team to conduct interviews and shoot a documentary covering the "We are ONE" Project and the stories of what it has done for communities, helping further expand the influence of the project.

Promoting Sustainable Knowledge



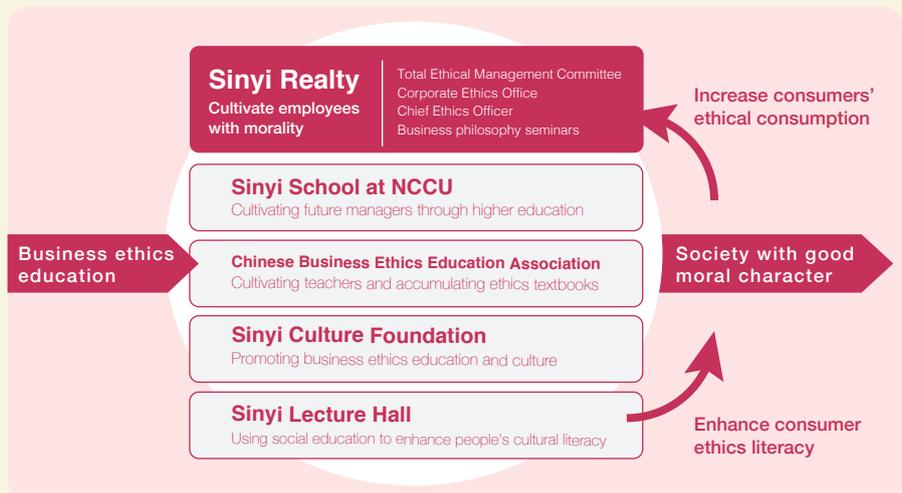
Goal 4 | Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

Goal 8 | Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

Goal 12 | Ensure sustainable consumption and production patterns

Our Commitment

"Righteousness, Trustfulness, and Ethics" is our core value and core competence. Since the inception of our business, we have believed in the philosophy with which we were founded: "Established based on trustfulness and righteousness, our pursuit of them is endless." We began with ourselves, and started by internalizing ethical education, establishing an ethical culture, and ensuring that business ethics are implemented in all aspects of our operations. The values generated by the enterprise are closely related to the "ethics" of people's lives. We know the importance of social ethics education and know that it begins with personal education, and that is the only way. Therefore, we promote the concept to the public, establish ethical social concepts to enable consumers to engage with ethical values, and aim to form a moral society and choose an enterprise that conforms to ethics, thus creating a cycle of goodness.



Highlight | Sinyi School at NCCU

Sinyi Realty and the National Chengchi University (NCCU) College of Commerce joined forces to launch the business ethics focused Sinyi School, using education, research, and promotional efforts to nurture future business talent with grounding in ethics. The Sinyi School assists the NCCU College of Commerce in planning specialist courses in ethics, including both academic and business ethics, and having these courses listed as required subjects for students of business at the Bachelor's, Master's, and doctoral levels, as well as for Executive Master of Business Administration (EMBA) students. This has made NCCU the country's first school where business ethics is a compulsory subject. In addition, by adjusting the required credits of doctoral and master's ethics courses from 0 to 1 credit, the curriculum resources and depth of the curriculum will improve.

Sinyi School also send teachers abroad for intensive studies, hold teaching workshops, and set up events to share and refine teaching methods, cultivating higher-quality business ethics teaching and resources. Working with international schools and departments, we hold business ethics exchanges, and in cooperation with other businesses, organize seminars and forum on the subject, as well as offering special internships, visits, and career activities, comprehensively working to boost the focus on business ethics.

Discover needs from society. Develop diverse community engagement service



Our Commitment

From the foundation of Sinyi, we have deemed “To foster secure, efficient, and reasonable realty transactions through the synergy of expertise and teamwork.” as our creed. We keep combining the spirit “Be trustworthy and ethical, we believe profitability and responsible business conduct can go hand in hand” with technological innovation which just in line with customers’ need. As a responsible company, the only way to achieve sustainable development is tally with corporate ethics. Sinyi persists in what is right, puts our words into action, and earns moderate profit as well as consider for our clients.



Goal 3 | Ensure healthy lives and promote well-being for all at all ages

Goal 12 | Ensure sustainable consumption and production patterns

Highlight | Innovation of community engagement service

In pursuit of “never stop until perfect”, we combine community service with online and offline service to precisely make it in a much meaningful and warm way. In addition, we created community service modules for easier copy to be more effective. We have developed services according to SDGs.

A trilogy of epidemic prevention - serving the neighborhood 

First Episode: to provide information and supplies for community COVID-19 prevention.

Sinyi has branch stores in the local communities around the island. When the outbreak of COVID-19 began, people were panic and didn't know how to do. At this stage, Sinyi provided alcohol spray bottles, anti-bacteria detergent, soap, etc. to help environmental cleaning, and shared information with the communities.

Second Episode: to provide a list of suppliers.

To provide cleaning and disinfection companies filed by the government, or where disinfectant water and anti-bacteria soap can be obtained. Workers also took the initiative to roll up their sleeves to assist the community in environmental disinfection and cleaning.

Third Episode: to promote community health programs.

After the epidemic gradually eased, we encouraged children to show us their completed home work, and they can join the soap DIY activity. We reminded children to wash hands frequently in order to prevent infection by COVID-19. And once the soap being used, they can get the little doll inside the soap out.



3.4 | Cleaning living surroundings Sinyi Catcher

By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.



Environmental conditions are one of the important factors affecting everyone's health. Sinyi often finds opportunities to make the surroundings better. We roll up sleeves and take real actions to bring more virtuous cycles.



12.5 | Self-produced Cleanser

By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.



We are committed to becoming a facilitator of a better community living, Sinyi understands the importance of environmental cleanliness to the community over the time we face epidemics. At the same time, being friendly to the earth is also one of our goals. Therefore, Sinyi works with the community to produce cleansers with renewable resources to make life less chemistry also reduces waste.



Corporate Commitment Integrate Sustainability into Operations

Transparent Governance, Strengthen Corporate Resilience



- Goal 8** | Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
- Goal 13** | Take urgent action to combat climate change and its impacts

Our Commitment

Sinyi has been committed to the implementation of corporate governance for a long time, actively constructing business ethics, thoroughly implementing corporate social responsibility and strict self-requirements, and embedding corporate governance and integrity ethics culture in the Board of Directors and all employees.



Highlight | Governance of Integrity and Ethics to Create Economic Growth

Sinyi Realty implements business ethics in all aspects of company operations and creates ethical and honest management culture. Sinyi Realty took the lead in the industry in Taiwan by establishing the position of “Chief Ethics Officer” and “Corporate Ethics Office,” and took the Total Ethical Management Committee as the highest decision-making unit. When making any decisions, it must be consistent with “social ethics” and “public welfare ethics” as the supreme purpose, and take the impact on stakeholders into consideration, with the goal of sustainable development. Over the years, Sinyi has achieved outstanding operating results, changing the industrial ecology, becoming a leading brand in the industry, and winning the trust of the society. Even after many ups and downs in the housing market, it still sits firmly on the top of the industry and has achieved the top revenue record for 27 consecutive years. It has also been ranked among the top 5% of the listed

Project | TCFD Support and Disclosure

Faced with the urgent challenge of “climate emergency,” although the real estate brokerage industry is not a major producer of carbon emissions, Sinyi Realty chooses to focus on the impact of climate change, implement climate-related risk management in compliance with the TCFD structure of “governance, strategy, risk management, and metrics and targets,” to reveal climate-related risk management to enhance climate resilience, promote sustainable business operations and integrate industry forces and all human power to resolve disasters caused by “climate emergency”.

Corporate Commitment Building a Sustainable and Ethical Supply Chain

Establish Sustainable Supply Chain with ESG in Mind, and to Enhance Sustainable Performance



- Goal 12** | Ensure sustainable consumption and production patterns
- Goal 17** | Strengthen the means of implementation and revitalize the global partnership for sustainable development

Our Commitment

Upholding Sinyi’s core value and business ethics concept, we aim to build a sustainable and ethical supply chain. We hope to create, protect, and promote sustainable economic, social, and environmental development while providing our services to the market. We share resources and ethical values with suppliers, in order to promote SDGs together.



Highlight | To promote responsible consumption and green procurement

In the face of global climate change, we take sustainable development as the main axis and consider the performance of supply chain management in all aspects of ESG. We are committed to take responsibility for the suppliers’ screening, training, auditing and coaching, to incorporate ESG standards to establish a more resilient business model, and to share resources for a bigger influence with suppliers.

Our procurement is committed to local and green procurement. We also check the waste disposal generated during the service process or after the completion of the manufacturer. We make sure manufacturers with legal waste removal permits to minimize environmental pollution. We received award recognition for consecutive 13 years by Taipei city government.

The rapid growth of technology has not only changed people’s lives but also reminded service providers of the need to embrace changes and innovate in order to create new business opportunities. COVID-19 in 2020 prevents social gathering and accelerates people’s need to use the Internet for communication and services. LocalBond created a new platform (LocalBond app) to connect service providers and community residents. The goal of LocalBond not only makes life more convenient but also conserves energy by reducing carbon emissions. The philosophy of creating a better living space is promoted through community activities held at Sinyi branches. Let the power of sustainability being conveyed through the activities and bring happiness to all.

Onward to 2030: The Journey Continues

What We Believe

Sinyi Realty was founded on the philosophy: “Sinyi begins with trust and ends with perfection.” We constantly strive to keep improving and promoting innovations in all ESG aspects. We contribute toward the achievement of the SDGs while also continuously examining the risks and impacts of our work on both the society and the environment around us, and continue to develop effective countermeasures as necessary.

There is no doubt that the road to sustainability in 2030 is not an end goal. It is a deep learning and adoption process toward building a more sustainable future and ensuring that basic human needs are met, namely the need for water, energy, good quality of life, and equal opportunity for everyone to grow and prosper together.

We will continue to strive for sustainable growth with a management structure that is forward-looking and responsive in communicating and engaging with our global stakeholders. We also hope to drive the industrial chain, suppliers, environment, and society simultaneously to move toward a better future.

We believe that the sustainability of the company will help achieve sustainability in society and the environment through our management and efforts.

The Meaning of CSR to Sinyi Realty

We often say: to give back to society what we take from it. In fact, people among people are mutually reciprocal. Since Mr. Chou founded the Sinyi Realty, we have been implementing this idea. Sinyi Realty has such a small achievement, and it has been helped by many people along the way. Now, when we have a little bit of strength, we should give more and better feedback to the whole society.

Sinyi’s employees are willing to participate in volunteer service spontaneously and use their own methods to do volunteer work. They can learn about the contribution that Sinyi Realty can make to society through the volunteer services. Our colleagues will also have a deeper understanding of the "community building" or "It will be better to have Sinyi Realty in the society."



■ Sinyi volunteers enthusiastically participate in community engagement programs

Our Next Steps

The journey of our contribution to society through the business of “innovation based on business ethics” is still ongoing. We will continue explore new business possibilities and opportunities with the goal of “solving social issues.” Constantly to monitor specific and quantified KPIs of ESG as provided by our innovative businesses to develop our work further in order to achieve our vision, which is to be the leading brand in the residential lifestyle service.

Moreover, we will regularly review the relevance of all 17 SDGs from a long-term perspective, corresponding to our Sustainability Principles and the core of our business, and incorporate them into our management plan for our sustainable development strategies. We will also report on the progress and the results of these steps in the our Sustainability Reports and on the Sinyi Sustainability Website.

In “The Sustainable Development Goals Report”^[Note] issued by the UN, it was also pointed out that we must strengthen our sense of urgency. Achieving the 2030 Agenda requires immediate acceleration of action and a collaborative partnership among stakeholders. We must promote the SDGs for everyone and achieve it everywhere.

[Note] <https://unstats.un.org/sdgs/report/2021/The-Sustainable-Development-Goals-Report-2021.pdf>

Appendix: SDGs Content Index



Reference to further reading online



Reference to other pages within the report

SDGs Goals and Targets	Sinyi's Major Contributions Toward the SDGs
<p>Goal 3 Ensure healthy lives and promote well-being for all at all ages</p> <p>3.4 By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.</p> <p>3.6 By 2020, halve the number of global deaths and injuries from road traffic accidents.</p> <p>3.8 Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all.</p> <p>3.d Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks.</p>	<ul style="list-style-type: none"> ● Set up the “Happy Health Management Center” to provide consultation and systematic health management. 🔗 Happy Health Management Center <hr/> <ul style="list-style-type: none"> ● Hold regular traffic rules, fire drill, and first aid training courses. 🔗 Safety promotion and training ● Prepare health plans such as the “Sinyi Health Program” for systematic disease prevention. <hr/> <ul style="list-style-type: none"> ● Establish supply chain sustainability terms and standards. 🔗 Supply chain management strategies and goals ● Promote labor health and well-being with suppliers. <hr/> <ul style="list-style-type: none"> ● Jointly improve community environmental conditions and enhance community health awareness. 🔗 Community engagement: Sinyi catcher, health promotion seminar <p style="text-align: right;">📄 A trilogy of epidemic prevention</p> <p style="text-align: right; background-color: #2e8b57; color: white; padding: 2px 5px; border-radius: 5px;">> P. 19</p>
<p>Goal 4 Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</p> <p>4.3 By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university.</p> <p>4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.</p> <p>4.5 By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations.</p> <p>4.7 By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development.</p>	<ul style="list-style-type: none"> ● Regularly arrange advanced education for senior management. 🔗 Director training <hr/> <ul style="list-style-type: none"> ● Improve the real estate professionalism by taking advantage of the Sowing Seeds on Campus Program, special classes for salespersons, industry-academia collaboration. 🔗 Campus Program <hr/> <ul style="list-style-type: none"> ● Through Sinyi Culture Foundation, Sinyi School at NCCU, and other charity donations, the concept of sustainability and business ethics is promoted to schools and society. 🔗 Sinyi Culture Foundation 🔗 Sinyi School at NCCU <hr/> <ul style="list-style-type: none"> ● Provide scholarships and bursaries to ensure education opportunities for children from rural and disadvantaged families. 🔗 Sinyi Zhi-shan Grants <hr/> <ul style="list-style-type: none"> ● Promote sustainable education to children through community engagement. 🔗 Community engagement: Happy story house ● Publish SDGs report. 🔗 SDGs report
<p>Goal 5 Achieve gender equality and empower all women and girls</p> <p>5.1 End all forms of discrimination against all women and girls everywhere.</p> <p>5.c Adopt and strengthen sound policies and enforceable legislation for the promotion of gender equality and the empowerment of all women and girls at all levels.</p>	<ul style="list-style-type: none"> ● Second-child Grants of NT\$120,000 for birth incentives. 🔗 Second-child Grants ● Eliminate workplace discrimination. ● Gender equality at work, diversified employment. ● Provide benefits for genders and develop a maternal health protection plan.

Appendix: SDGs Content Index

 Reference to further reading online

 Reference to other pages within the report

SDGs Goals and Targets	Sinyi's Major Contributions Toward the SDGs
<p>Goal 7</p> <p>Ensure access to affordable, reliable, sustainable and modern energy for all</p>	<p>7.2 By 2030, increase substantially the share of renewable energy in the global energy mix.</p> <p>7.a By 2030, enhance international cooperation to facilitate access to clean energy research and technology, including renewable energy, energy efficiency and advanced and cleaner fossil-fuel technology, and promote investment in energy infrastructure and clean energy technology.</p> <ul style="list-style-type: none"> Support the development of renewable energy and set targets for the use of renewable energy. Promote the "Green Energy Public Welfare" project to provide green electricity to the social welfare organization-Afu Food Bank. <p> Renewable energy consumption target</p> <p>>P. 10</p>
<p>Goal 8</p> <p>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p>	<p>8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour-intensive sectors.</p> <p>8.3 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services.</p> <p>8.4 Improve progressively, through 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-year framework of programmes on sustainable consumption and production, with developed countries taking the lead.</p> <p>8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.</p> <p>8.6 By 2020, substantially reduce the proportion of youth not in employment, education or training.</p> <p>8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.</p> <ul style="list-style-type: none"> Uphold governance with ethics and consider the interests of all stakeholders will naturally obtain reasonable profits and facilitate the sustainable growth for the company. Continue R&D innovative services, introduce O2O to enhance the applications of technology, and improve operating efficiency. Diversity in employment, providing fair labor-employer relations and adequate job opportunities. We designed our salary and incentives system based on staff long-term development point of view, including higher fixed-portion in monthly salary for new comers and new talent oriented program. Provide scholarships to children in rural communities. Hire people without real estate agency experience. We have comprehensively incorporated Supplier Sustainability Terms into contracts to promote better working environments for both suppliers and labor. Eliminate all forms of forced or compulsory labor. <p> Sinyi's sustainable innovation</p> <p> Innovation services</p> <p> 30-day Work Appraisal Program</p> <p> Scholarship</p> <p> Recruiting policy</p> <p> Supply chain management</p>
<p>Goal 10</p> <p>Reduce inequality within and among countries</p>	<p>10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.</p> <p>10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.</p> <ul style="list-style-type: none"> Provide scholarships to ensure that students in rural areas and underprivileged families have access to education. Through cooperation among generations, we try to eliminate inequalities and to promote social inclusion. <p> Scholarship</p> <p> Gung Ho Project</p>
<p>Goal 11</p> <p>Make cities and human settlements inclusive, safe, resilient and sustainable</p>	<p>11.4 Strengthen efforts to protect and safeguard the world's cultural and natural heritage.</p> <p>11.7 By 2030, provide universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities.</p> <p>11.a Support positive economic, social and environmental links between urban, per-urban and rural areas by strengthening national and regional development planning.</p> <ul style="list-style-type: none"> Promote community capacity building and connect resources at local, we act on culture heritage protection and local vitalization. Donate land to plant, restore the environment and ecology, and create a friendly, low-carbon and sustainable community for the elderly. <p> Community Building Project</p> <p> Mr. Hongxun Memorial Park</p>

Appendix: SDGs Content Index

 Reference to further reading online

 Reference to other pages within the report

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<p>Goal 12 Ensure sustainable consumption and production patterns</p> <p>12.2 By 2030, achieve the sustainable management and efficient use of natural resources.</p> <p>12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.</p> <p>12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.</p> <p>12.8 By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.</p>	<ul style="list-style-type: none"> ● R&D in innovative low-carbon services.  Green digital transformation ● Regularly publish sustainability reports to document sustainability practices.  Waste management ● Implement ISO 20121  Sustainable events ●  Management system <hr/> <ul style="list-style-type: none"> ● Expand the promotion of carbon neutrality projects.  Carbon neutrality ● Development of "circular economy" services.  Circular economy <hr/> <ul style="list-style-type: none"> ● Enhance ESG performance together with suppliers  Sustainable supply chain management ● Green Procurement <hr/> <ul style="list-style-type: none"> ● Promote the concept of sustainability through various channels.  Environmental education ● Work with the community to make clean products from renewable resources.  ISO 20121 ●  Community engagement : Self-produced cleanser, save power seminar
<p>Goal 13 Take urgent action to combat climate change and its impacts</p> <p>13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.</p>	<ul style="list-style-type: none"> ● Develop climate risk management and response actions.  Climate-related risk management ● Integrate response measures into annual strategic planning.  Carbon footprint ● Strengthen carbon management and conduct annual environmental verification.  Greenhouse gas management ●  Management system ●  Verification statement <hr/> <ul style="list-style-type: none"> ● GHG emissions of energy survey to upstream and downstream suppliers  Supply Chain Management ● Development of "circular economy" services  Circular economy
<p>Goal 17 Strengthen the means of implementation and revitalize the global partnership for sustainable development</p> <p>17.9 Enhance international support for implementing effective and targeted capacity-building in developing countries to support national plans to implement all the sustainable development goals, including through North-South, South-South and triangular cooperation.</p> <p>17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships Data, monitoring and accountability.</p>	<ul style="list-style-type: none"> ● Establish supply chain sustainability terms and guidelines, and enhance ESG performance  Supply chain management standards <hr/> <ul style="list-style-type: none"> ● Share resources and core values, and join charitable activities with suppliers  Gung Ho with suppliers <hr/> <ul style="list-style-type: none"> ● Join the CURA, SEE Association, and other organizations.  Join associations

SUSTAINABLE DEVELOPMENT GOALS



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