# Table of Contents

## Vision and ESG Management Policy

**About Sinyi Realty**

- Annual Performance Highlights 1
- Message from the Management 3
- Corporate Profile 6
- Awards and Recognition 7
- About This Report 8

## Sustainable Development

**Opportunities and Risks** 11
- Materiality Analysis 12
- Corporate Sustainability Vision and SDGs 18
- The Value Creation Process of Sinyi Realty 19
- Sustainability Performance Progress 21

## ESG Performance

**Environment** 23
- Management Approach 25
- Climate Change Risk Management 27
- Greenhouse Gas Inventory 29
- Carbon Footprint 31
- Environment and Energy Management 32
- Water Stewardships 32

**Social – Internal Stakeholders** 33
- Management Approach 35
- Positive Labor-Employer Relations 37
- Talent Cultivation and Development 38
- Occupational Health and Safety 41
- Benefits and Retirement Plans 43
- Diversity and Inclusion 44
- The Human Right and LOHAS 45

## Social – External Stakeholders 47

- Management Approach 49
- Protecting Customers’ Rights 51
- Exceptional Service and Innovation 52
- Community Building 53
- Business Ethics 55
- Industrial Promotion 56
- Other Social Engagement 57

## Corporate Governance 59

- Management Approach 61
- Sustainable Governance 63
- Board of Directors’ Structure and Operation 65
- Information Disclosure and Transparency 67
- Ethics and Integrity 68
- Compliance Management 69
- Risk Management 70

## Supply Chain Management 71

- Management Approach 73
- Supply-Chain System 75
- Strategy and Management Process 75
- Sustainable Supply Chain with ESG Standard 77
- Enhance ESG Performance with suppliers 78
- Management Goals and Performance 80

## Appendix

- Sustainability Performance Overview 81
- GRI Content Index 92
- SASB Content Index 100
- TCFD Content Index 103
- SDGs Content Index 105
- Verification Opinion Statement / Certificate of Registration 108
- Independent Assurance Opinion Statement 110
- Questionnaire 112

---

**Using This Report**

Use the document controls located on the bottom of each page to help you navigate through this report.

From left to right: home page, appendices, search, print, back and forwards one page, fast link to previous page viewed.

Other links are also indicated by blue text, or by the following symbols:

- Reference to other pages within the report, with links embedded in the page numbers shown
- Reference to further reading online
2020 Annual Highlights

Sinyi Realty achieved good performance in 2020, demonstrating our efforts towards sustainability goals and responses to various stakeholders.

Customer Satisfaction Rate 90.23%
We surveyed 71,544 clients for understanding of our customers' experience with enhanced mapping.

Business Ethics
103 teachers
In 2020, a total of 103 teachers joined in the summer and winter camp. Participation reached the new high over the years.

Operating Profit Growth 30%
In the face of the pandemic, we still grow against the trend, achieved a positive profit of 2.248 billion NTD.

Corporate Governance Evaluation TOP 5%
Obtained the highest recognition of the top 5% of the listed group for the seventh consecutive year.

Carbon Footprint
Compared with 2019, “Carbon Emissions per Real Estate Transaction” reduced by 14.1%

Revenue per kWh
Record high
Compared with 2019 +5%

CDP (leadership level)

Employee Turnover Rate
26.44%
became lower 3 years in a row

Percentage of Female Employees/Management
38.14% & 18.76%
The Chairman executes important resolutions of the Board of Directors and leads the managers to make important company decisions. Despite the influence of the pandemic in 2020, Taiwan’s effective pandemic prevention efforts enabled the housing market to recover by May of 2020. In response, Sinyi Realty has rapidly provided post-pandemic residential services, accelerated the digital transformation of its core operation, researched and developed innovative digital services, and continued to explore new applications for real-estate technology and artificial intelligence. The agent and commission sales and operating profit of Sinyi Realty were 16% and 30% higher, respectively, in 2020 than 2019. Sinyi Realty upholds the core values of trustworthiness and righteousness and has also endeavored to implement corporate ethics and promote its business philosophy. Sinyi Realty also plans to provide real estate services and services related to the daily life of community residents, thereby fulfilling the living demands of clients and promoting a fulfilling community lifestyle. Through good services, good occupations, and good lifestyle as fundamentals, Sinyi Realty has steadily achieved its vision amidst the global pandemic.

Sinyi ESG Business Policy and Vision, Performance and Management Process

Environment—Go 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

Long-term Strategies:
Sinyi’s Principles and Management Approaches in the ESG Dimensions

The long-term development framework of Sinyi Realty—namely the environmental, social, and governance (ESG) network—was established by the Taiwan Alliance of Net Emission in promoting the net zero X 2030/2050 project. The aim of this project is to help Sinyi Realty and the Sinyi Group achieve net zero greenhouse gas emissions by 2030 and 2050, respectively. In 2020, Sinyi Realty made improvements and achieved a 14% reduction in carbon footprint for each transaction compared with 2019. This increased the revenue per kWh by 5%, a new record high, and resulted in Sinyi Realty being awarded an A− reduction in carbon footprint for each transaction compared with 2019. This increased the revenue per kWh by 5%, a new record high, and resulted in Sinyi Realty being awarded an A−

Sinyi ESG Business Policy and Vision, Performance and Management Process

Environmental—Go 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

Material Issues

Sustainability Performance Progress p. 21

Message from the Founder

The Founder of Sinyi Group, Mr. Chun-chi Chou, is responsible for the overall development of Sinyi Group. By upholding Sinyi’s philosophy of “People first” and the business goal of providing a world-class service while fulfilling corporate social responsibility (CSR), Sinyi Realty has achieved the ultimate goal of coexistence and co-prosperity with society.

Starting from 2021, Sinyi Realty has employed a broad global perspective to establish environmental, social, and governance (ESG) frameworks and to mediate stakeholder rights and interests. 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.

Long-term Strategies:
Sinyi’s Principles and Management Approaches in the ESG Dimensions

Sinyi Realty has actively responded to the sustainable development goals promoted by the United Nations and even adopted the goals as the direction of its sustainable development.

Mid-term Strategies: Sinyi’s Response Strategies towards ESG Dimensions and Material Issues

Sinyi Realty has actively responded to the sustainable development goals promoted by the United Nations and even adopted the goals as the direction of its sustainable development. By analyzing the future market environment and considering feasible actions, Sinyi Realty is fulfilling its obligations as a global citizen. Our 2030 goals are as follows:

Supply chain: To promote sustainable supply chains and achieve a key supplier inspection rate of 95%.

Quarterly Objectives Goals Set Annually for 2021
Since it was established 40 years ago, Sinyi Realty has continually fulfilled its corporate social responsibilities, upheld the spirit of “People first” and “Righteousness before profits,” and protected shareholder rights and interests. Because of caring for the environment, making efforts in cultivating community care, and implementing integrity governance, Sinyi Realty aims to achieve another 40 years of excellence. Accordingly, we have established the following sustainable development goals for 2021 with the aim of collaborating with stakeholders in facing the impact of the pandemic.

Environment (E): To reduce carbon emission management and reduce carbon emissions, reduce greenhouse gas emissions (Type I and II) by 25%, and reduce the per capita water consumption by 1%.

Social (S): To ensure the comprehensive provision of services, promote community engagement through sustainable branches, promote diverse learning paths and career services, and increase the influence of community alliances; To listen to workers’ demands and increase the flexibility of welfare applications; and to achieve a customer satisfaction rate of 91%, a 99.66% coverage rate with the Community Capacity Building Project, and an employee turnover rate lower than 28%.

Governance (G): To retain Sinyi’s top 5% ranking of listed companies in corporation governance evaluations conducted by the Taiwan Stock Exchange and achieve the highest operating profits in the industry.

Supply chain: To introduce the ISO 20400 sustainable procurement standard and co-create a new living service model with local communities.


Message from the General Manager

The General Manager is responsible for formulating various business plans and coordinating and integrating between departments according to market conditions and competition.

Corporations with long-term implementation of CSR activities can predict and respond to risks posed by changes in the socio-economic environment and also maintain their innovation to grasp commercial opportunities. In response to the impact of the COVID-19 pandemic, Sinyi Realty upgraded its pandemic preparedness measures in 2020, established the Sinyi Group Prevention Command Center, and made rolling adjustments to its pandemic preparedness measures on the basis of changes in the pandemic’s development.

In 2020, the housing market was severely impacted by the pandemic. However, the demand for residential property remained high. In the context of low-interest rates, sufficient market capital, and expanded investments by Taiwan businessmen, the housing market gradually recovered. For Sinyi Realty, implementing community engagement services, accompanying community residents, promoting technology integration applications, ensuring transaction security for consumers, and optimizing the service experience are the present issues warranting further attention.

Overall Environment and Organizational Operations

Short-term Impact of the Pandemic on the Housing Market and the Expected Stable Development in the Long Term

At the start of 2020, the pandemic affected the trade volume in the housing market. In Q2, the pandemic spread slowly and the government implemented economic stabilization polices, including cutting the interest rate and rolling out relief packages. These measures vitalized the housing market and returned it to its original growth trajectory. In addition to a revival of demand for properties, increased corporate investment in Taiwan spurred trade in the commercial real estate market. This resulted in the number of real estate transactions exceeding 336,000, which was 8.8% annual growth and the highest growth since 2014.

The recovery of the housing market in 2020 increased transaction prices and volume. To stabilize the housing market’s structure and protect the rights of home buyers, by the end of 2020 the government had implemented selective credit control policies and relative management policies to prevent housing speculation. Through this, the government ensured the stable, long-term development of the housing market through maintenance of natural supply and demand.

In 2021, the overall housing market remains in recovery. Given the stable demand for residential properties and the government policies established to inhibit short-term investments, housing prices are expected to remain stable. However, the spread of the pandemic in May 2021 prompted the Taiwanese government to raise the COVID-19 restrictions to Level 3, greatly affecting the transaction volume in the housing market in the short term. Given the active pandemic preparedness attitude of the public and the national vaccination process, the housing market is expected to return to its original stable transaction volume and prices as the pandemic slows.

Implementing Community Engagement Services and Improving Digital Service Experience

The core principle of the Sinyi Realty brand, namely trustworthiness, remains steadfast as our top priority. Because of the influence of the pandemic, Sinyi Realty now requires every staff member to maintain hygiene, wash their hands, wear a facemask, and perform various pandemic prevention tasks. Some branch stores actively provide local communities with pandemic prevention equipment, promote correct pandemic prevention concepts, and provide chairs for older community residents waiting in line to purchase facemasks, thereby providing care to the community. Additionally, Sinyi Living promotes professional disinfection services that protect the health of community residents. Technological development alters consumer habits. In particular, consumers generally place focus on the service experience and simple transaction procedures. The pandemic has accelerated the trend for digital transformation. Therefore, Sinyi Realty has changed its client service methods and now employs an office-to-office business model to improve online service quality. By optimizing the procedures for remote client reception and online housing viewing, Sinyi Realty has improved the intuitiveness and practicality of the mobile interfaces and tools for house viewing. Additionally, the possibilities of combining real-estate technology with artificial intelligence have been explored to accelerate the integration of technological applications. In 2020, Sinyi Realty released the DNDON smart-house-viewing service. This service employs a 3D simulation of the interior design of a house to overcome the existing limitations during house viewing and to enable clients to simulate their ideal house design. Given the product characteristics of real estate, regardless of the digital channels available for presenting properties to clients, clients must ultimately enter the physical service environment. Therefore, providing clients with a safe and secure space for the transaction process remains the core service quality of real-estate agents. A real estate agent’s attitude, professional knowledge, and market experience play key roles in competing property sales. By upholding the “People first” philosophy, Sinyi Realty continues to recruit professional service personnel and cultivates them with proper concepts and attitude, thereby ensuring its long-term growth in the real estate industry.

Sinyi Realty has further enhanced its community engagement capacity, the function of this capacity have been most strongly revealed during the pandemic. Because of the influence of the pandemic, Sinyi Realty now requires every staff member to maintain hygiene, wash their hands, wear a facemask, and perform various pandemic prevention tasks. Some branch stores actively provide local communities with pandemic prevention equipment, promote correct pandemic prevention concepts, and provide chairs for older community residents waiting in line to purchase facemasks, thereby providing care to the community. Additionally, Sinyi Living promotes professional disinfection services that protect the health of community residents. Technological development alters consumer habits. In particular, consumers generally place focus on the service experience and simple transaction procedures. The pandemic has accelerated the trend for digital transformation. Therefore, Sinyi Realty has changed its client service methods and now employs an office-to-office business model to improve online service quality. By optimizing the procedures for remote client reception and online housing viewing, Sinyi Realty has improved the intuitiveness and practicality of the mobile interfaces and tools for house viewing. Additionally, the possibilities of combining real-estate technology with artificial intelligence have been explored to accelerate the integration of technological applications. In 2020, Sinyi Realty released the DNDON smart-house-viewing service. This service employs a 3D simulation of the interior design of a house to overcome the existing limitations during house viewing and to enable clients to simulate their ideal house design. Given the product characteristics of real estate, regardless of the digital channels available for presenting properties to clients, clients must ultimately enter the physical service environment. Therefore, providing clients with a safe and secure space for the transaction process remains the core service quality of real-estate agents. A real estate agent’s attitude, professional knowledge, and market experience play key roles in competing property sales. By upholding the “People first” philosophy, Sinyi Realty continues to recruit professional service personnel and cultivates them with proper concepts and attitude, thereby ensuring its long-term growth in the real estate industry.

For more information of our response to the COVID-19, please refer to Sinyi Sustainability Website "COVID-19 Response"
Sinyi Realty has repeatedly won important awards at home and abroad, and has been recognized in many areas, reflecting our responsibility and the public's expectations. We have implemented corporate social responsibility for many years, and hope to continue to be a positive influence so that each person, each company, and each society may be trustworthy and we can achieve sustainability.

Overseas Awards

Global Corporate Sustainability Awards
Best Practice: Active ageing – Gung Ho Project, From Green Realtor to Green Societies Sustainability Reporting (3 consecutive years)

Asia Responsible Entrepreneurship Awards, AREA
Green Leadership Investment in People

CDP Leadership Level: A-
Recognized by Carbon Disclosure Project (CDP) as the leadership level (A-) making it the first real estate service industry in Taiwan to receive this honor.

Domestic Awards

Social
- CommonWealth Magazine: Third Place, Large Enterprises Category, “Excellence in Corporate Social Responsibility” (4 consecutive years) and First Prize at “Social Engagement”
- Facebook: 2019 Facebook’s Most Influential Brand Award Top 25. The only in real estate brokerage

Environment
- 2020 Taiwan Corporate Sustainability Awards (TCSA) by Taiwan Institute for Sustainable Energy (TAIE): Climate Leadership Award
- Received “Green Procurement Enterprise” from the Department of Environmental Protection (Taipei City Government) for 13 consecutive years.

Governance
- Taiwan Stock Exchange’s 7th Corporate Governance Evaluations: Top 5% of Listed Companies (7 consecutive years)
- Received “Green Procurement Enterprise” from the Department of Environmental Protection (Taipei City Government) for 13 consecutive years.

For more information, please visit Sinyi Sustainability website:

For more information, please visit Sinyi Sustainability website:

For more information, please visit Sinyi Sustainability website:
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
Opportunities and Risks

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, CDPR, 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.

识别风险管理政策 p. 70
风险识别政策 p. 27

关于

环境 社会 治理 供应链

可持续发展

风险

机遇

ESG mega trend (Impact on the overall environment)

<table>
<thead>
<tr>
<th>Trends in the real estate service industry (Customer and Market)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Impact on Sinyi (financial/non-financial)</td>
</tr>
<tr>
<td><strong>Risks</strong></td>
</tr>
<tr>
<td>Increased frequency of extreme weather events such as typhoons and floods</td>
</tr>
<tr>
<td>Customers value residential resilience</td>
</tr>
<tr>
<td>Average temperature rise</td>
</tr>
<tr>
<td>Customers increase demand for energy-saving cooling devices</td>
</tr>
<tr>
<td>Limited energy resources and uncertain distribution</td>
</tr>
<tr>
<td>Risks to energy-saving, carbon-reduction and carbon neutrality</td>
</tr>
<tr>
<td>Dispersed and international talents</td>
</tr>
<tr>
<td>Dispersed, cross-geographical work and collaboration methods</td>
</tr>
<tr>
<td>Population increase</td>
</tr>
<tr>
<td>Demographic changes: trends toward smallness, aging, and declining birthrate</td>
</tr>
<tr>
<td>Residential planning changes: urbanization affects residential patterns</td>
</tr>
<tr>
<td>Changes in housing supply and demand, albeit an impact on transactions matching</td>
</tr>
<tr>
<td>Rapid development of real estate technology</td>
</tr>
<tr>
<td>New technology companies enter the market</td>
</tr>
<tr>
<td>Frequent cyber attacks</td>
</tr>
<tr>
<td>Increased level of information security protection</td>
</tr>
<tr>
<td>New-type communication media develops and spreads rapidly</td>
</tr>
<tr>
<td>Consumer preferences change</td>
</tr>
<tr>
<td>Changes in consumer consumption habits</td>
</tr>
<tr>
<td>Risk of critical infrastructure failure</td>
</tr>
<tr>
<td>New technology companies enter the market</td>
</tr>
<tr>
<td>Information security protection</td>
</tr>
<tr>
<td>Information security protection</td>
</tr>
<tr>
<td>Information security protection</td>
</tr>
<tr>
<td>Information security protection</td>
</tr>
</tbody>
</table>

Materiality Analysis

Maturity 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 materiality analysis by identifying key stakeholders, materiality topics, and thematic areas, and in doing so we look at the potential impacts of key risks.

1. **Identification**

   - 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 maintain interactive in the 2020 Corporate Sustainability Report.
   - Identifying 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, 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 links 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**

   - 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 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 external 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 each other, along with a review of the value chain and the positive and negative impacts that our operations may have on the SDGs, were conducted. Our contributions and value creation in connection with the SDGs were also assessed. To evaluate the priority and resolve 10 core SDGs at the materiality assessment meeting.
   - Prioritizing and Selecting on Issues: 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’s 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**

   - Corresponding Material Topics: Based on the 28 issues of concern selected, the Total Ethical Management Committee determined the corresponding material topics, including 15 GRI topics. For 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 the 17 material topics by mapping our value chain to and identified areas with high likelihood of either negative or positive impacts on the material topics and SDGs.
   - High-level Confirmation and Information Disclosure: Confirmation by the TM committee and high-level supervisors, develop management systems and procedures, and collect information for disclosure.

4. **Review**

   - 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.

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
15. Occupational Health and Safety
16. Occupational Identity and Retention
17. Work-Life Balance
18. Customer Relationships
19. Service Innovation
20. Digital Sensing
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
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

**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 a "people-oriented" and regards employees 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**

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.

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

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**

<table>
<thead>
<tr>
<th>Material Topics</th>
<th>Value Chain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Raw Materials, Consumables and Supplies</td>
<td></td>
</tr>
<tr>
<td>Commission</td>
<td></td>
</tr>
<tr>
<td>Investigation, Pricing Up, House Touring, Negotiating</td>
<td></td>
</tr>
<tr>
<td>Signing Contracts</td>
<td></td>
</tr>
<tr>
<td>Community Engagement, and After-sales Service</td>
<td></td>
</tr>
</tbody>
</table>

**2021 Economic Performance**

**2023 Indirect Economic Impacts**

**350 Water and Effluents**

**356 Emissions**

**401 Employment**

**403 Occupational Health and Safety**

**404 Training and Education**

**405 Diversity and Equal Opportunity**

**408 Forced or Compulsory Labor**

**414 Supplier Social Assessment**

**418 Customer Health and Safety**

**417 Marketing and Labeling**

**418 Customer Privacy**

**Digital Resilience**

**Promotion of Business Ethics**

**Product Design & Lifecycle Management**

**Business Ethics**

**Original**
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 for us to engage with them through various methods and channels to understand their needs and expectations. These methods 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.

Engagement Strategies and Goals

Improve how Sinyi Realty engages with stakeholders in our efforts to advance and facilitate responsible business growth.

Regular and meaningful communication

Inform how input influences decisions and strategy

Open communication and disclosure

Ongoing conversation. Continuous improvement. Informed stakeholders

Respect different views and values engage a wide range of stakeholders

Stakeholder Engagement

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

Engagement Methods and Frequency

- Sustainability Report (Annually)
- Sinyi Lecture Hall (Regularly)
- Sinyi Volunteer (Regularly)
- Annual General Meeting (May of each year)
- Carbon management disclosures (Annually)
- Water management disclosures (Annually)

Results of Consensus

- Environmental footprint management policies are in place to ensure environmental protection.
- Sinyi Realty prioritizes training and professional development for employees.
- Regular sustainability-related training is conducted.
- Environmental footprint management policies are in place to ensure environmental protection.

Response Methods and Results

- Establishing a unified management mechanism for event management.
- Promoting safe, fast, and professional service to customers.
- Actively collecting customer feedback by social media, official websites, community engagement services, and satisfaction surveys. Among the 98,110 opinions, the main feedback focused on real estate sales and leasing, customer service hotline, and demand for community engagement services.

Results of Consensus

- Customers remain our company’s major source of revenue, and we strive to serve this public through knowledge, professionalism, and responsible real estate decisions.

Spokesperson [Timely]

Response Methods and Results

- Building stakeholders’ awareness of environmental issues through academia seminars and Sinyi Realty’s lectures. We collected 5,862 responses.

Environment

The Categories and Significance of Stakeholders

As the main economic activities in society, in addition to earning profits, enterprises have a responsibility to corporate sustainability, and to promote a relationship between stakeholders and enterprises. Responsible enterprises can help further promote driver sustainability and guide enterprise behaviors of stakeholders to make better contributions.

Engagement Means and Methods

- Customer or business engagements via social media.
- Environmental footprint management policies are in place to ensure environmental protection.

Response Methods and Results

- Customers can help further promote driver sustainability and guide enterprise behaviors of stakeholders to make better contributions.

Employees

We are the translation of business. Employees are partners in business and not merely assets. A company must provide a comprehensive list of competencies and a comprehensive system of benefits. A healthy, safe, and employment environment which could contribute to the development of talents, giving employees stability and growth together with the company

Engagement Means and Methods

- CEPI sexual harassment prevention hotline (Monthly)
- Annual report (Annually)

Results of Consensus

- Encourages employees to continuously improve their professional knowledge and to achieve a balance between life and work.
- Sinyi volunteers, Sinyi Lecture Hall,

Response Methods and Results

- Establishing a unified management mechanism for event management.
- Promoting safe, fast, and professional service to customers.
- Actively collecting customer feedback by social media, official websites, community engagement services, and satisfaction surveys. Among the 98,110 opinions, the main feedback focused on real estate sales and leasing, customer service hotline, and demand for community engagement services.

Results of Consensus

- Customers remain our company’s major source of revenue, and we strive to serve this public through knowledge, professionalism, and responsible real estate decisions.

Spokesperson [Timely]

Response Methods and Results

- Building stakeholders’ awareness of environmental issues through academia seminars and Sinyi Realty’s lectures. We collected 5,862 responses.

Environment

The Categories and Significance of Stakeholders

As the main economic activities in society, in addition to earning profits, enterprises have a responsibility to corporate sustainability, and to promote a relationship between stakeholders and enterprises. Responsible enterprises can help further promote driver sustainability and guide enterprise behaviors of stakeholders to make better contributions.

Engagement Means and Methods

- Customer or business engagements via social media.
- Environmental footprint management policies are in place to ensure environmental protection.

Response Methods and Results

- Customers can help further promote driver sustainability and guide enterprise behaviors of stakeholders to make better contributions.

Employees

We are the translation of business. Employees are partners in business and not merely assets. A company must provide a comprehensive list of competencies and a comprehensive system of benefits. A healthy, safe, and employment environment which could contribute to the development of talents, giving employees stability and growth together with the company

Engagement Means and Methods

- CEPI sexual harassment prevention hotline (Monthly)
- Annual report (Annually)

Results of Consensus

- Encourages employees to continuously improve their professional knowledge and to achieve a balance between life and work.
- Sinyi volunteers, Sinyi Lecture Hall,

Response Methods and Results

- Establishing a unified management mechanism for event management.
- Promoting safe, fast, and professional service to customers.
- Actively collecting customer feedback by social media, official websites, community engagement services, and satisfaction surveys. Among the 98,110 opinions, the main feedback focused on real estate sales and leasing, customer service hotline, and demand for community engagement services.

Results of Consensus

- Customers remain our company’s major source of revenue, and we strive to serve this public through knowledge, professionalism, and responsible real estate decisions.

Spokesperson [Timely]

Response Methods and Results

- Building stakeholders’ awareness of environmental issues through academia seminars and Sinyi Realty’s lectures. We collected 5,862 responses.

Environment

The Categories and Significance of Stakeholders

As the main economic activities in society, in addition to earning profits, enterprises have a responsibility to corporate sustainability, and to promote a relationship between stakeholders and enterprises. Responsible enterprises can help further promote driver sustainability and guide enterprise behaviors of stakeholders to make better contributions.

Engagement Means and Methods

- Customer or business engagements via social media.
- Environmental footprint management policies are in place to ensure environmental protection.

Response Methods and Results

- Customers can help further promote driver sustainability and guide enterprise behaviors of stakeholders to make better contributions.

Employees

We are the translation of business. Employees are partners in business and not merely assets. A company must provide a comprehensive list of competencies and a comprehensive system of benefits. A healthy, safe, and employment environment which could contribute to the development of talents, giving employees stability and growth together with the company

Engagement Means and Methods

- CEPI sexual harassment prevention hotline (Monthly)
- Annual report (Annually)

Results of Consensus

- Encourages employees to continuously improve their professional knowledge and to achieve a balance between life and work.
- Sinyi volunteers, Sinyi Lecture Hall,

Response Methods and Results

- Establishing a unified management mechanism for event management.
- Promoting safe, fast, and professional service to customers.
- Actively collecting customer feedback by social media, official websites, community engagement services, and satisfaction surveys. Among the 98,110 opinions, the main feedback focused on real estate sales and leasing, customer service hotline, and demand for community engagement services.

Results of Consensus

- Customers remain our company’s major source of revenue, and we strive to serve this public through knowledge, professionalism, and responsible real estate decisions.

Spokesperson [Timely]
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 stakeholders’ 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.
In order to take care of employees whose character have changed, Sinyi has a more 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 Hua, Administration of Sinyi-Remote

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 Nanning branch

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 they are at ages 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-old 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

Wanting 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, Wanting High School

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

Corporate Sustainability Vision and SDGs

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 toward the sustainable future.

Review Process

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

1. Establish the current position
2. Identify key impact opportunities
3. Identify key impact opportunities
4. Prioritize the SDGs for Sinyi

Review Criteria

Identify 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 websites.

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.
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 help 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.

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

Sinyi Realty has established a Sustainable and Ethical Supply Chain and actively responded to SDGs. Service design strategically considers the value chain perspective to identify social impacts and opportunities. A timeline graph is included to illustrate the company’s progress over the years.

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 SDGs, we have designed Sinyi Sustainability Principles and actively responded to SDGs. Service design strategically considers sustainability implications 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 to pursue growth opportunities.

Mapping the SDGs against the Value Chain

An infographic illustrates the mapping of the SDGs against the value chain, highlighting key opportunities and risks.

Driving Revenues to New Heights

Sinyi Realty actively combines global sustainability issues with innovative practices which show 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 goals.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Get to Net Zero</td>
<td>Environment</td>
<td>Carbon Emissions</td>
<td>Per Transaction (kgCO₂e)</td>
<td>45% reduction (base year: 2017)</td>
<td>2610</td>
<td>Carbon Emissions</td>
<td>Per Transaction (kgCO₂e)</td>
<td>394.42</td>
<td>308.77</td>
</tr>
<tr>
<td></td>
<td></td>
<td>GHG Emissions Per Person (Category 1+2)</td>
<td>(kgCO₂e)</td>
<td>25% reduction (base year: 2017)</td>
<td>Note 1</td>
<td>GHG Emissions Per Person (Category 1+2)</td>
<td>(kgCO₂e)</td>
<td>1,314</td>
<td>1,352</td>
</tr>
<tr>
<td></td>
<td></td>
<td>GHG Emissions (Category 1+2)</td>
<td>(koCO₂e)</td>
<td>90% reduction (base year: 2017)</td>
<td>Note 1</td>
<td>GHG Emissions</td>
<td>(Category 1+2)</td>
<td>6,801</td>
<td>6,374</td>
</tr>
<tr>
<td></td>
<td>Employees</td>
<td>Percentage of Female Management</td>
<td>&gt;20%</td>
<td>&gt;19%</td>
<td></td>
<td>Percentage of Female Management</td>
<td></td>
<td>16.36%</td>
<td>17.88%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Employees Engagement Survey Score</td>
<td>&gt;4.0</td>
<td>&gt;4.0</td>
<td></td>
<td>Employees Engagement Survey Score</td>
<td></td>
<td>4.04</td>
<td>4.4</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Turnover Rate</td>
<td>&lt;25%</td>
<td>&lt;28%</td>
<td></td>
<td>Turnover Rate</td>
<td>29.7%</td>
<td>28%</td>
<td>26.44%</td>
</tr>
<tr>
<td></td>
<td>Customers</td>
<td>Customer Satisfaction Rate</td>
<td>&gt;92%</td>
<td>&gt;91%</td>
<td></td>
<td>Customer Satisfaction Rate</td>
<td></td>
<td>84.42%</td>
<td>88.88%</td>
</tr>
<tr>
<td></td>
<td>Community</td>
<td>Cumulative Coverage Rate of Community Building Proposals</td>
<td>(cumulative total of 366 townships)</td>
<td>100%</td>
<td>99.66%</td>
<td>Cumulative Coverage Rate</td>
<td>of Community Building Proposals</td>
<td></td>
<td>99.46%</td>
</tr>
<tr>
<td></td>
<td>Investors</td>
<td>Profitability (NT$ billion)</td>
<td>Positive profit</td>
<td>Positive profit</td>
<td></td>
<td>Profitability (NT$ billion)</td>
<td>13.23</td>
<td>17.25</td>
<td>22.48</td>
</tr>
<tr>
<td></td>
<td>Suppliers</td>
<td>Total Audits</td>
<td>-</td>
<td>-</td>
<td></td>
<td>Total Audits</td>
<td>348/387</td>
<td>232/257</td>
<td>261/279</td>
</tr>
</tbody>
</table>

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)”. 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 of annual total number of suppliers slightly changes every year depending on the status of cooperation, so target setting is not applicable.
Environment

Make green awareness take root. Achieve Net Zero emissions.

In This Section
- Climate-related Risk Management
- Greenhouse Gas Inventory
- Carbon Footprint
- Environment and Energy Management
- Water Stewardships

Highlights

CDP
Leadership Level

Commit to 2030 Goals
Sinyi Realty’s Net Zero emissions

PAS 2060 Carbon neutrality branch
17 branches

Best Practices Award
2020 Global Corporate Sustainability Awards (GCSA)

Climate Leadership Award
13th Taiwan Corporate Sustainability Awards (TCSA)

Material Topics

- 303 Water and Effluents
- 305 Emissions

Strategic Goals

2021 Goals
- Achieve Sinyi’s Net Zero emissions
- Annual reduction in GHG emissions (category 1&2): 2.5%

2030 Goals
- Reduction in GHG emissions (category 1&2): 90% (base year: 2017)
- Reduction in GHG emissions (category 3−6): 12.5% (base year: 2020)
- 100% renewable energy consumption

2050 Goals
Sinyi’s Sustainability Principle
Get to Net Zero

Sinyi’s Sustainability Principle
Get to Net Zero

- Reduction in GHG emissions (category 1&2): 90% (base year: 2017)
- Reduction in GHG emissions (category 3−6): 12.5% (base year: 2020)
- 100% renewable energy consumption
The Meaning of Material Topics to Sinyi

Faced with increasingly severe extreme climate crises, Sinyi Realty believes that while pursuing reasonable profits from our real estate services, we should also value the resources that the planet provides us with and do all we can to promote climate actions and innovative green services. We hope to draw people to pay attention to the climate crisis, coexist with the environment, benefit the society, and jointly repair the damaged earth environment, so as to protect the earth's ecology and create a new green and sustainable future.

Our Commitments

Sinyi values a sustainable environment. Starting from each service 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 have put into practice our Energy Management Systems in place and actively promote the carbon neutrality project of our branches while aiming to further implement effective energy management. We have also implemented ISO 14001 Environment Management Systems, ISO 14046 Water Footprint and ISO 28524 Sustainable Event Management System, and have passed all the above verifications to improve our performance, while contributing to sustainable development.

Core Target and Vision

Sinyi Realty has long regarded sustainable development as our responsibility and actively responded to the global warming issues. In line with the world, we turn the sustainability principle of “Get to Net Zero” into concrete actions, formulating the goal of achieving net zero emissions by 2030, and implementing environmental protection plans. By integrating internal and external resources and supporting the development of renewable energy, we can enhance the climate resilience and repair the damaged earth environment, so as to protect the earth's ecology and create a new green and sustainable future.

How We Manage the Topics

Policy
Net Zero 2030/2050 Initiative, ISO certificate management policies, CDP Initiative, Sinyi's Environment Sustainable and Development Policy, S.E.E.'s Promise to protect desert

Responiblity
Total Ethical Management Committee - Green Management Group

Resources
HR: Real Estate Management Department, Digital Intelligence Center, Branches Taiwan-wide; General Affairs Administration Group; Living Development Department
Knowledge: Sinyi Lecture Hall Environmental Care Courses

Corresponding to the Sustainable Development Goals (SDGs)

Sinyi supports the SDGs. Those SDGs in particular are relevant to our work on Environment:

- **SDG7**: 7.2 / 7.a
- **SDG12**: 12.2 / 12.5 / 12.6 / 12.b
- **SDG13**: 13.3

2020 Goals and Achievements

Carbon Footprint

In 2020, Sinyi has reduced emissions by 279.4% compared with 2017, thus achieving our 2030 goals earlier. Therefore, we re-set the carbon footprint reduction goal for 2030.

Our actions

In the conventional brokerage service process, a substantial amount of paper is used for contract documents and marketing. In 2020, we continued to innovate digital tools to reduce the use of resources, resulting in a reduction in carbon emission from 301.88 kgCO2e to 25762 kgCO2e at the material input stage and service stage. Through digital transformation into a virtual-online and physical-offline integrated brokerage services, we make services more immediate and enhance customers' experience, so as to further improve service efficiency and reduce resources and carbon emissions.

Greenhouse Gas Emissions

Due to the Covid-19 epidemic prevention requirements, the GHG emissions of electricity consumption increased compared with the previous year. In 2020, Sinyi has reduced GHG emissions per person by 17.34% compared with 2017.

Our actions

Sinyi Realty has always placed a great emphasis on sustainable development, so we promote the annual verification of ISO 14064-1, ISO 50001, and ISO 14001. We also have continually implemented carbon neutrality projects and passed PAS 2060 verification, and announced our achievement in the carbon neutrality of 17 branches. In addition, Sinyi Realty has set 2021 as the “Sinyi Green Energy First Year”, hoping to reduce the negative impact of business operations on the environment.

2020 Performance Overview

<table>
<thead>
<tr>
<th>2020 Goals</th>
<th>2020 Performance</th>
<th>Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>-1% Carbon emissions per real estate transaction</td>
<td>-14.1%</td>
<td>✓</td>
</tr>
<tr>
<td>-1% Greenhouse Gas emission per person</td>
<td>0.25%</td>
<td>✓</td>
</tr>
<tr>
<td>-1% Per capita water consumption</td>
<td>3.96%</td>
<td>✓</td>
</tr>
<tr>
<td>-1% Paper usage per real estate transaction</td>
<td>-29.56%</td>
<td>✓</td>
</tr>
</tbody>
</table>
Climate-related Risk Management

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 suffering 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 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”.

Climate-related Risk and Opportunity in Compliance with the TCFD

01 Governance
- The Board of Directors, as the top management position with responsibility for climate-related issues, regards climate change as a material risk and manages climate-related risks and opportunities.
- The “Total Ethical Management Committee (TEM Committee)” is subordinate to the Board, setting up a cross-department subordinate of “Green Management Group”. Our Chief Strategy Officer is the principal of Green Management Group, and responsible for implementing environmental-related plans and regularly reporting to the Board of Directors.
- The Board of Directors regularly reviews ESG impact, performance and strategic goals. We follow “Crises Management Operation Process” to immediately reduce operating threats caused by occasional climate events.

02 Strategy
- Define time horizons: short-term: 1 year, medium-term: 1-10 years, long-term: 10~30 years
- Analyze the financial and non-financial impacts and explore business opportunities, strategies and action plans
- Apply two climate-related scenario analysis of “2DS+NDCs and RCP8.5” to analyze physical risks and transition risks.

03 Risk Management
- In response to possible climate-related physical risks and transition risks, we re-examine the climate-related impact every year, explore business opportunities, strategies and action plans in a systematic way.
- The Board of Directors is responsible for reviewing the annual risk management report and audit report to ensure the effective implementation of the climate-related risk management system.
- Based on the risk severity and occurrence probability, we identified the types of high impacts of climate-related risk as “transition risk-low carbon service”, “net zero commitment”, and “renewable energy consumption”.

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

05 Action Plan
- To enhance our climate resilience in face with the challenges and impact brought on by the “Climate Emergency”. Sinyi Realty has established natural a disaster response mechanism which proposes sustainability principles and strategies, implement relevant action plans, in the hope to fulfill our responsibility as part of the global community in protecting the Earth’s ecology.
- Respond to international initiatives (CDP, TCFD, TBL, Net Zero 2050/2030 initiative, Earth Hour)
- Invite supplier and village chiefs with Sinyi to participate in organizing green community activities for community residents
- Launch circular economy – lending services
- Conduct organizational environmental related audits annually
- Promote carbon neutrality branch project
- Use renewable energy since 2021
- Annual audit of carbon footprint to realize reduction commitment
- Connect online-offline info and optimize service app-tools, reduce carbon emissions from transportation
- Innovate green digital tools to reduce paper usage for marketing and contact documentation

**2020 Performance**

In accordance with ISO/CNS 14064-1 requirements, Sinyi’s business boundary covers 100% of the organization’s operations of direct GHG emissions (category 1), indirect GHG emissions from energy (category 2) and other indirect GHG emissions (category 3-6). In 2020, Sinyi Realty’s total GHG emissions were 11,508,614 tons CO₂e, and it has passed ISO 14064-3 verification.

The GHG Emission from all categories (ton CO₂e)

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Value (ton CO₂e)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category 1</td>
<td>Direct GHG emissions</td>
<td>600.7</td>
</tr>
<tr>
<td>Category 2</td>
<td>Indirect GHG emissions from energy</td>
<td>6155.6</td>
</tr>
<tr>
<td>Category 3</td>
<td>Indirect GHG emissions from products used by organization</td>
<td>3409 tons CO₂e</td>
</tr>
<tr>
<td>Category 4</td>
<td>Indirect GHG emissions from products used by organization</td>
<td>2097 tons CO₂e</td>
</tr>
<tr>
<td>Category 5</td>
<td>Indirect GHG emissions from other sources</td>
<td>0</td>
</tr>
</tbody>
</table>

**2020 Verification**

Due to the Covid-19 epidemic prevention requirements, the GHG emissions of electricity consumption increased compared with the previous year.

2020 Performance: Reduce 1% (annual) 2030: Reduce 25% (base year: 2017)

GHG emissions per person [headquarters building, operating branches and administrative centers]

<table>
<thead>
<tr>
<th>Year</th>
<th>GHG emissions per person (category 1&amp;2) (tons CO₂e)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>3029</td>
</tr>
<tr>
<td>2019</td>
<td>3051</td>
</tr>
<tr>
<td>2020</td>
<td>3095</td>
</tr>
<tr>
<td>2030 target</td>
<td>2300 (base year: 2017)</td>
</tr>
</tbody>
</table>

**Highlight: Carbon Neutrality Branch Project**

Sinyi Realty has continually carried out plans for carbon reduction. In 2021, we not only actively expand “Carbon Neutrality Branch” project, but also upgrade carbon neutral branches to “Sustainable Branches”, corresponding to the 17 goals of SDGs.

Carbon Neutrality | Pioneer of Sustainable Branches

Sinyi Realty has continually carried out plans for carbon reduction. In 2021, we not only actively expand “Carbon Neutrality Branch” project, but also upgrade carbon neutral branches to “Sustainable Branches”, corresponding to the 17 goals of SDGs.
Siny Realty has been striving to manage GHG emissions. Although we are a real estate brokerage company, not a manufacturing company, and the real estate brokerage industry is not a major producer of carbon emissions, we are still working hard to implement service carbon management. In order to meet customer needs, we innovate various green services and quantify the benefits from green services, hoping to contribute to reducing negative impact on the environment through every transaction of Siny.

### Specific Action

1. **Service Carbon Reduction Plans**
   - Promote green transformation, connect online-offline info, optimize service app-tools, to reduce carbon emissions from transportation.

2. **Product Carbon Footprint Verification**
   - Set carbon footprint goal and conduct audits annually.

#### Carbon Footprint

Siny Realty has been actively managing GHG emissions. Although we are a real estate brokerage company, not a manufacturing company, and the real estate brokerage industry is not a major producer of carbon emissions, we are still working hard to implement service carbon management. In order to meet customer needs, we innovate various green services and quantify the benefits from green services, hoping to contribute to reducing negative impact on the environment through every transaction of Siny.

#### 2020 Performance

- **Carbon Emissions per Real Estate Transaction**
  - 2020: 308.77 kgCO₂e
  - 2019: 323.1 kgCO₂e
  - **2020: Reduce 1% (annual)**
  - **2030: Reduce 35% (base year: 2017)**

- **Paper Usage per Transaction**
  - 2020: 172 sheets
  - 2019: 185 sheets
  - **2020: Reduce 1% (annual)**
  - **2030: Reduce 55% (base year: 2017)**

- **Product Carbon Footprint Verification**
  - Set carbon footprint goal and conduct audits annually.
  - Siny Property Development: 2020: 265.3 kgCO₂e
  - 2019: 280.0 kgCO₂e

- **Waste Management**
  - Siny Realty is a service company. Its waste is mainly daily waste and there is no toxic waste.
  - In order to meet customer needs, we innovate various green services and quantify the benefits from green services, hoping to contribute to reducing negative impact on the environment through every transaction of Siny.

- **Waste Stage**
  - SDG12: Support the Development of Renewable Energy
  - Siny has regarded the paper usage reduction in service as one of our green goals and launched green services, such as "Top Community App, Top Agent App, DONDON-Smart House Viewing Service." We calculate carbon emissions from service stage and have a 45% reduction compared with carbon footprint baseline. Thus, in 2020 we received extension of Carbon Footprint Label and Carbon Reduction Label.

- **Renewable Energy**
  - Siny has introduced the UGS EMS in the headquarters building, and the "DON-A Smart EMS" in the branches, and ISO verifications. Through certifying ISO 14041 and ISO 50001 annually, we found out our improvement opportunities, adjusting the management plans and goals.
Social Internal Stakeholders

Providing a diverse environment to ensure our employees enjoy job security and professional growth

In This Section
- Positive Labor-Employer Relations
- Talent Cultivation and Development
- Occupational Health and Safety
- Benefits and Retirement Plans
- Diversity and Inclusion
- The Human Right and LOHAS

Highlights

44.62 Hours
Of training

Sinfu Coin
More flexible benefit options

26.44 %
Turnover rate

TOP AGENT APP 3.0
Upgraded

Material Topics

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

Strategic Goals

2021 Goals
- Turnover Rate < 28%
- Female Management > 19%

2030 Goals
- Create an effective training program; build a strong employer brand in the new era of work

2050 Goals
Sinyi’s Sustainability Principle
Toward Co-existence, Co-prosperity, and Co-creation
Management Approach

Respond to Corporate Sustainability Principle
The management approach of material topics 401, 403, 404, 405, 409 follows one of Sinyi’s sustainability principle, that is, “Toward Co-existence, Co-prosperity, and Co-creation.”

The Meaning of Material Topics to Sinyi

Our employees are at the core of our success. We constantly strive for attracting talent and providing a healthy workplace by focused on a concept that is talents are key to a successful. In line with regarding employees as partners rather than mere assets, Sinyi places great importance on labor-management relations, provides a competitive remuneration and benefits, and creates a comprehensive workplace. As Sinyi, we care deeply about training and development of employees; respect diversity, provide equal opportunities, and encourage employees to pursue higher goals in their career path. Besides, we provide diverse communication mechanisms to eliminate all forms of forced or compulsory labor. We believe that all employees can strike the perfect work-life balance with a happy workplace where.

Our Commitments

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

Core Target and Vision

Sinyi Realty’s commitment to providing a comprehensive workplace to ensure employees enjoy working and remains their professional growth constantly. Also, we strive to ensure that our employees have a balance between physical and mental health. We care their financial care, lifelong learning that have larger ratio.

How We Manage the Topics

Policy
Sinyi follows the United Nations Universal Declaration of Human Rights, other internationally recognized human rights standards, and Organization Law of Occupational Safety and Health Administration to formulate occupational safety and health management.

Grievance Mechanisms

Stakeholder Engagement section

Evaluation Mechanisms and Results
- Employee engagement surveys
- External certifications
- Continuously monitor labor safety, data and working hours

Responsibility
Worker Care Group, Total Ethical Management Committee

Resources
HRI: Human Resources Department, Happy Health Management, and Occupational Safety and Health Committee
Funds: Scholarships, industry-academia collaboration project, pay for transition period, benefits, and etc.

Evaluation Mechanisms

Turning Point: 2019
- Performance overview: 17.86
- Goals and targets: 18%
- Performance overview: 17.86
- Goals and targets: 18%

Sinyi’s Sustainability Principle

SDGs Report

SDGs Content Index
Sinyi’s ethical enterprise culture which the conceptual value are three concepts: righteous ahead of profit, putting people first, and positive thinking, and it is foundation of our policies based on. Taking into account the balance of stakeholders, there is a virtuous cycle formed from Sinyi to the society. We expect to use a sound system to encourage employees become onwards and upwards. Also, we have diverse development opportunities because Sinyi operates diversely in Taiwan, China, Japan, and Malaysia that employees could choose appropriate career path respectively.

### Industry-Academia Cooperation
To help students prepare themselves before graduation while also expanding Sinyi’s pool of potential talent, we work with several universities to provide internship and scholarship, cultivating the talent the industry needs as following:

#### Industry-Academia Cooperation

<table>
<thead>
<tr>
<th>Internships</th>
<th>Scholarships</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time Internships</td>
<td>Sinyi School Scholarships</td>
</tr>
</tbody>
</table>

In cooperation with National Yunlin University of Science and Technology and Songshan High School of Commerce and Home Economics, we launched a seven-year industry-academia cooperative project, enrolling 23 students' internships in 2020.

Sinyi offers the full range of job training to interns, along benefits and leave as full-time employees.

A full scholarship for three NCCU graduates annually, as well as the Sinyi Realty Business Sustainability Grant and both domestic and international volunteering grants.

### Campus Ambassador Recruitment

In 2020, Sinyi recruits students from colleges and universities among Taiwan. We would like to present real estate knowledge which is much easier to understand through quarterly gatherings and related training, we believe that students will know more about us. In addition, we also set practical challenges for students so they will accumulate practical experience and build capability of operating social media. We have recruited 19 campus ambassadors this year.

Happened to notice internship announcement in our department office when I was looking for a practical experi-
ence, so I just signed up immediately. With this opportunity, I became more interested and enjoyed this job to help clients. The internship brings me a sense of achievement along with teams.

---

Manager from Xitun Zhonggang GU,JIA-XUAN

### 2020 Sinyi Group Creative Business Case Challenge

This project, aimed at university or master students, is presenting students more real estate knowledge and realizing duties of agency. By providing expert guidance from top-level managers, we created a situation for students who could be in more critical thinking and organized. It is a great experience for students that they would understand what a business truly need. This contest combines a formal visit of the headquarters and tutorial from senior managers that enable students to better integrate theories into a practical operation. Sinyi strives to connect students to the real working of the industry. This event is not only that students will bring the industry more energy, but also it helps students implement their ideas within a corporate practice. Both students and their mentors have learned a lot through their participation in the program.
Training Program

New Employees Orientation

Sinyi keeps cultivating talents by offering them for first six months a guaranteed salary of NT$50,000 per month, also giving them a chance to learn the ropes without worry with providing one extra month salary for outgoing employees. It was an innovation from usual. The training of new hires has always been the primary task of Sinyi. The program provides a 180-day comprehensive training program for newcomers. It includes both coursework from the headquarters and in-branch practical training, providing a solid foundation and ensuring that they start out with a strong understanding of what the job entails and how it is to be done. We also provide a strong support system that includes lectures, mentorships, management orientation, EAP workers assistance, and on-the-job training. With conducting regular surveys and interviews we could implement any adjustment they need. Each newcomer would acquire 43 hours from the coursework, 48 hours of in-branch practical training (including online and offline courses), and an interview with district supervisors for 1 hour (excluding accompanying and observing hours) in total 92 hours. Sinyi invested around NT$ 12.8 million in training programs in 2020.

New Employees Training Program

<table>
<thead>
<tr>
<th>Day1~29</th>
<th>Day30~60</th>
<th>Day61~90</th>
<th>Day91~120</th>
<th>Day121~180</th>
</tr>
</thead>
<tbody>
<tr>
<td>Required subject</td>
<td>Elective subject</td>
<td>Exams of learning</td>
<td>Courses (online)</td>
<td>Courses (offline)</td>
</tr>
<tr>
<td>Observation</td>
<td>mentorship</td>
<td>Exams of learning</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Overview of Employee Training

Sinyi integrated the core concepts into a series of courses corresponding to the abilities and knowledge required for different positions, such as general knowledge and courses according to different themes online learning, so that employees can allocate learning and working hours well and more flexibly. Moreover, we added diversity learning which for professional and duties related skills lessons. In 2020, there is around 260 thousand persons and 44.62 average hours of training for an employee in a year. Because of we are turning physical courses to online courses, which means that we need to streamline length of time to meet users’ need. Although it’s a transition period, we would set practical exercises and more diverse courses to help employees learn and realize in work.

Training Projects

Regional Service Training Camps

In order to improve the leadership skills of middle and senior management, as well as in anticipation of an idea of “becoming representatives of the company”, every month we organize this training program for middle and senior management. The number of employees who have attended this training program has increased significantly in recent years. The training program is designed to help the participants develop leadership skills and improve their ability to manage people and projects.

Branch Management Cultivation and Training

Sinyi is committed to opening as many branches as we have branch managers available. We held a two-month branch management training program for potential managers, with middle and senior management serving as mentors, practice sessions, counseling, and a final project exhibition. Through this, we are able to equip employees with management skills and ensure they are up to the task of branch management. We also encourage employees to take part in team building activities and other forms of interaction and guidance with the founder and the general manager. We embedded Sinyi’s philosophy into their management practice.

Sinyi Volunteers—re-learning empathy in service

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

New hires Training Program

New hires training runs through the business of Sinyi in full, covering business concepts, professional real estate knowledge and skills, professional attitude, company systems and rules, and more. It includes both coursework and in-branch practical training, providing a solid foundation for newcomers and ensuring that they start out with a strong understanding of what the job entails and how it is to be done. We also provide a strong support system that includes lectures, mentorships, management orientation, EAP, and more. In addition, we conduct regular surveys to see how people are adjusting and give any help they need, personal or professional, in a timely manner.

Lifelong Learning

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

In 2020, there are 592 employees 13,241 hours of training in lifelong learning.

- 965.5 hours: EMBA
- 7,592 hours: Self-improvement
- 778 hours: Foreign language

Reasonable Remuneration and Promotion System

Salary and Incentives System

- Sharing the Fruits
  - One-third of Net Profits Shared with Employees.
- Sales Employees
  - Our remuneration policy is based around a policy of propriety more than profit, and designed to encourage cooperation between members of teams. Newcomers in their six-month training period are provided a guaranteed salary of NT$ 50,000, enable them to learn the ropes with peace of mind. Outstanding employees also have the opportunity to earn retention bonuses, encouraging them to work with us to create win-win situations.
- Administrative Employees
  - According to the Guidelines for Salary by Job Position, back-office employees receive salaries based on market standards, professional competen-
ty, and education. salaries are set up in line with market levels and external pay surveys every March.

Performance Management

Sinyi has established a comprehensive system of regular performance interviews and evaluations to help employees at all levels continue to grow. Performance reviews do not differ by gender, and 100% of staff undergoes such reviews. Employees dispatched abroad is reviewed in line with local assessment systems, and contracted workers in accordance with their contracts. Managers at all levels undergo full performance reviews and performance interviews in assessment and provide employees with the guidelines, support, and career counseling to help them grow. Management regularly conducts performance reviews and improvement reviews with regard to employees, setting goals accordingly. The results of performance reviews are also used as the basis for promotions and salary adjustments.

Promotion System

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

Occupational Health and Safety

Sinyi extends its care for workers, and takes the influence to the supply chain system. Workers include Sinyi employees and employees of key suppliers, whoever works in Sinyi’s workplace and other suppliers. Regulations and supplier sustainability clauses guarantee health and safety for workers and the occupational health and management system covers 100%.

**Risk Assessment and Management**

In order to establish an occupational safety risk map in Sinyi, we based on the occupational safety law, ISO45001 risk identification and related labor regulations to recognized that our major risks are three-hyper series (high blood pressure, high blood sugar, and high cholesterol) and traffic accidents identified by questionnaires, independent inspections and multiple communication channel. The main reason is the habits and lack of exercise of workers; the other one is that our field operation, as a result, incidence of traffic accidents is relatively high. Workers could remove themselves from work situations that they believe could cause injury or health, and report the hazard to the supervisor without any punishment by regulations. Sinyi checks existing policies and welfare programs to implement various measures for following:

<table>
<thead>
<tr>
<th>Risks</th>
<th>Targets</th>
<th>Specific Actions</th>
<th>2021 Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Three-hyper series disease</td>
<td>Health check-up</td>
<td>• Larger ratio for workout options in flexible benefits</td>
<td>Health check-up</td>
</tr>
<tr>
<td></td>
<td>rate above 80%</td>
<td>• Employee-organized workout clubs, such as baseball teams, basketball teams, and yoga course</td>
<td>rate was 90%</td>
</tr>
<tr>
<td></td>
<td>Health consultation during working hours by Taipei Medical University Hospital doctor</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Providing employees with health check-up that go beyond the legal requirements</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Set up dedicated happy health management center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Traffic accidents</td>
<td>Scooter accident rate decreases 20%</td>
<td>• Compulsory traffic safety training</td>
<td>Scooter accidents increased 16%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Dissemination of traffic safety in every lesson and announcements</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Providing field employees with insurance for scooters</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Subsidies for traffic safety equipment in flexible benefits</td>
<td></td>
</tr>
</tbody>
</table>

**Occupational Health and Safety Management System**

To caring for workers, Sinyi established our occupational health and safety committee as well, next, we would like to conduct ISO verification for the purpose of improving occupational health and safety.

**Worker Participation, Consultation, and Communication**

- Occupational Health and Safety Committee which organized, coordination, and recommendations on the subject on traffic safety and workplace safety. The committee is made up of 7 people, with 4 employee representatives, 57% of the total. The committee meets once every three months.
- We have a union labor council, comprised by representatives 24 people who are elected by employees and our affiliates, is a formal meeting for non-management labors always reflect truly needs included occupational health and safety opinions.
- MiChou’s Mailbox & Platform for Sales and Administrative Staff Communication is a platform for collecting suggestions from workers to make our policies better.

**Training For Occupational Health and Safety**

- Key Promotion Project—Traffic Safety. We often remind workers about traffic rules by E-mail and posters. Moreover, we required employees to take compulsory traffic lesson which lectured by professional consultant.
- Disaster Evacuation Education and Drills. In order to embed the common sense into mind of workers, we hold fire safety seminars and emergency evacuation drills every six months. During drills, we also provided education on the operation of fire safety equipment, further strengthening the safety awareness and protecting the safety of individuals and groups.
- Equipment Safety Checks and Workplace Safety Education. Offices also undertake regular power safety checks, checks of air conditioning equipment and monitoring systems, disinfection, cleaning, and reinforcement of non-smoking regulations, helping ensure all staff can enjoy a safe and comfortable working environment. Our Branch Emergency Response Procedures were also updated to serve as the basis for each branch’s safety management. In addition, every month each sales region conducts regular workplace safety.
- Setting up Automated External Defibrillators (AEDs). We continue to hold training seminars for understanding the correct usage of AEDs and other equipment to look out for. In this way, should an emergency happen, we can be sure workers are able to promptly make use of the valuable time available to save lives. We have ceased drills in 2020 because of pandemic.

**Oberfessional Health Services**

**Dedicated Happy Health Management Center**

Sinyi firmly believes that the key to the sustainability of a company is the happiness of workers, and that happiness is above all physical and mental health. We hire full-time occupational health nurses to strengthen the existing health management platform, and we also broadcast health education on mobile devices from time to time. Existing staff and new workers in Sinyi can access health information at any time. We provide workers 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. In addition, Sinyi also uses flexible benefits to increase family health check-up subsidies to encourage workers to pay attention to their physical and mental health. Other services such as vaccination and EAP (in 2020, a total of 387 people used EAP assistance) are included for workers and their families, so that workers could choose health promotion projects by their needs. In 2020, we will strengthen the management of workers health data under their approval, we deal with these data meticulously especially the privacy of those participating in the project. Employees can inquire more information in the health management system and online health check-up data description, so that the number of users of health system has been greatly increased.

In 2021, the planning of smoking cessation plans will be strengthened so that workers can still take care of their health.

**Expanding Environment Corporate Governance**

Sinyi Realty established an internal group business command center for taking responsibilities for the planning, implementation, execution, and enhancement of countermeasures to limit the operational and workers health risk of COVID-19 crisis. The command center has developed “Sinyi Group Prevention Guide” with subsidiary management plans as a crisis alert grading and response system. The command center of Sinyi is led by our top management team, which team leader is CEO, set policies immediately in line with local regulations. Supervisors of each department are responsible for reporting self-health management form every day. Our measures may be adjusted to comply with local governments’ instructions.

**Workplace Safety Analysis**

When workers are injured on the job, they are granted leave as appropriate in accordance with the relevant guidelines and the particulars of the situation, and we assist them with applying for labor insurance accident compensation. In 2020, there is a total of 3,896 injury days in accordance with numbers of Bureau of Labor Insurance.

**Sustainability Performance Overview:**

- **Accident Statistic, Injury Rate, Lost Day Rate, Absentee Rate** p. 91

---

**Actions as following**

- Sinyi Group Prevention Guide is rolling amendments at any time, adding new measures to strengthen control, work and leave regulations, and respond to changes.
- Posting posters of keeping hands clean at the entrance of the company or other obvious places to ensure that workers clearly understand that if workers or their dependents develop symptoms, workers would know steps to deal with.
- On the company’s internal websites, our health center promptly send letters to remind workers about the development of the epidemic, vaccine information, and care methods, so that workers can get relevant information as soon as possible.
- Providing sufficient cleaning supplies and sanitizers in the workplace, and place sanitizers in public places, meeting rooms, and elevators to encourage workers to maintain hand hygiene.
- Place infrared thermal imaging cameras at the entrances and exits of the headquarters, deploy in advance the disinfection methods.
- Adjustment of important tasks when some workers are unable to work, and whether the office space operates as usual, and expanding control regulations in response to the development of the epidemic.
- Swiftly changes in work leave measures, for more detail that we implement flexible working hours for reduce the risk of workers during and after rush hour. According to regulations clarified by government we also implement epidemic prevention leave and epidemic prevention care leave.
- Flexible benefit Sinfu.Com adds subsidies for sports at home, anti-epidemic supplies, and other related items to continue to care for the needs of employees.

---

**Sinyi Strategies on Account of COVID-19**

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

**Employees and Dependents Care Benefits**

- Mental Health Checks
- Employee Assistance Program (EAP) (including dependents)
- Physical Health: Labor Insurance
- Various types of leave (personal leave, sick leave, maternity leave, paternity leave, marriage leave, bereavement leave, emergency leave, special leave, unpaid parental leave, etc.)
- Travel Subsidy
- Uniform Subsidy
- Festival/Birthday gifts (vouchers)
- Staff Second-Child Grants
- Discounts on Service Fees for Property Purchases or Sales (including dependents)
- Employee bonus
- Dedicates Happy Health Management Center
- Full-time health management professionals
- Professional masseurs to provide stress-relieving massage
- Group Insurance
- Company-funded Health Check-up (including new hires)
- Automotive Third-party Liability Insurance (sales only)
- Sinfu Coin, which allows employees to choose welfare items they need. The design of the flexible benefit system also allows us to move closer to magnifying the flexible benefit they need. The design of the flexible benefit system also allows us to move closer to magnifying the flexible benefit they need. The design of the flexible benefit system also allows us to move closer to magnifying the flexible benefit they need. The design of the flexible benefit system also allows us to move closer to magnifying the flexible benefit they need.

**Employee Engagement Feedback**

In recent years, Sinyi has launched flexible benefits—Sinfu Coin. It involves the following three steps: matching the times with the expenses, especially for employees from young to old, singles to families, they can use the benefits they need. The design of the magnification of the flexible benefit system also allows us to move closer to some positive activities, such as going to the gym, multi-learning, and subsidy for young children’s tuition. This year, even it made immediate adjustments in response to the epidemic. It was innovative.

**Retirement Plan**

We have set up a Labor Pension Fund Supervisory Committee to provide monthly pensions and pension payout standards in accordance with relevant legislation such as the Labor Standards Act and Labor Pension Act. While the Guidelines for the Reforming of Retired Employees enable the retired employees to continue to make use of their knowledge and skills.

**Childbirth Grants and Parental Leave**

We put in place our Second-Child Grants Program to stimulate the birth rate. From 2023 As of the last day of 2020, a total of 597 employees had applied for these grants, including first-born children. Sinyi has seen a total of 136% new faces join Sinyi family. In line with the Act of Gender Equality in Employment, we provide employees with levels of leave and assistance for pregnancy, childbirth, and parenting as needed. Such parental leave is available for all employees, and applicants can retain their job without paying for a set period and apply for reinstatement above 92%.

**Elimination of Discrimination**

Sinyi actively works to eliminate discrimination in the workplace, and in line with regulations such as the Sexual Harassment Prevention Act and the Act of Gender Equality in Employment, we have set out the “Sinyi Realty Sexual Harassment Prevention, Complaints, and Investigation Guidelines.” In 2020, the committee received six complaints that were mostly made of pictures or words harassment. Sinyi identified risks and avoided similar situations from happening again.
**Human Rights Risk Mitigation**

Since the establishment of Sinyi, we have always upheld our “people-oriented” spirit of trustworthiness, recognizing and voluntarily following the “United Nations World Human Rights Declaration”, the “United Nations Global Covenant”, the “United Nations Guiding Principles on Enterprise and Human Rights”, the “United Nations International Labour Organization” and other international human rights protection standards to prevent any violations of human rights. Sinyi treats all workers with dignity and respect by the “Sinyi Realty Human Rights Commitment”. There were no grievances reported in 2020.

**Sinyi Human Rights Protection Policies**

- **Job training included their rights and regulation for new hires**
  - We implemented sexual harassment prevention training, business philosophy camp, lectures on prevention of illegal violence in the workplace, occupational safety series and honestly and ethics promotion. The coverage rate is 100%.

- **Providing sexual harassment prevention act lessons and prevention if illegal violence in the workplace**
  - The training status of employees on the job: We repeatedly announce respect to genders and prevention of harassment in every weekly meeting that participants were around 90,000 persons in 2020.

- **Compulsory occupational health and safety training**
  - Provide different levels of safety training, such as fire drill, emergency response training, first aid training, and generic occupational safety and health training for the situations faced by different types of employees in the workplace.

- **The human rights of suppliers**
  - Our sustainability terms have ESG considered, and we continue to deepen the on-site inspection of key suppliers. Especially the second clause that suppliers should promise the employment process is handled in accordance with laws and other relevant regulations, and there is no discrimination due to race, gender, age.

<table>
<thead>
<tr>
<th>Suppliers signed sustainability Terms</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indication</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

**LOHAS**

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

**“TOP AGENT APP” An innovation for simplified work process**

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

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

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

- Adjusting Attendance Time:
  - Sales of all branches are subject to the “start an hour later (10 am)” policy for Monday through Thursday, giving them an extra hour in the mornings to be with their families. Through the leave management system, management can get a better helping ensure their employees are striking a suitable work-life balance, preventing forced labor.

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

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

**Diverse Club Activities**

We have formulated Guidelines for Employee Clubs and Organizations, providing activity subsidies and having the Employee Benefits Committee help fund interdepartmental friendly activities, subsidize travel, and aid with activities budgets. Through such actions, we encourage every unit and its staff to organize and hold a variety of leisure, travel, and club activities. So far, 74 different recreational clubs have been established with some 80% of them oriented toward fitness and sport.

**Sinyi Softball Teams Donated Jerseys To Elementary Students That Is Located In Remote Area In Taiwan**

Because of the frequent practice of the baseball team of Datong elementary school in Yilan, their jerseys are mostly damaged. However, due to lack of funds, many children can only practice and play in patched jerseys and shoes. As soon as we know the news, Sinyi Softball teams and a kind manufacturer New Sun Sports jointly raised NT$130,000 to put on brand new jerseys for the teachers and students of the Datong baseball team.
Social External Stakeholders

Established on trustfulness and righteousness, aimed for perfection. Sinyi Realty is a member of the community, we strive to be the good life promoter. To customers, neighbors, and the society, we uphold the principles of “righteousness first, profit later”, and “walk the talk”. And we will be able to build a society toward co-existence, co-prosperity, and co-creation by promoting business ethics.

In This Section
- Protecting Customers’ Rights
- Exceptional Service and Innovation
- Community Building
- Business Ethics
- Industrial Promotion
- Other Social Engagement

Highlights

**Guarantee Service Innovation**
- Cumulative proposal coverage rate: 99.66%

**CSR Award by CommonWealth Magazine**
- For consecutive 14 years
- Large-size enterprise group

**Social Inclusion Award**
- 2020 GCSA Best Practices Award

**Gung-Ho Project**
- 90.23% Customer satisfaction rate
- 9,589 times Community engagement service

Material Topics
- GRI: 203 Indirect Economic Impacts
- GRI: 416 Customer Health and Safety
- GRI: 417 Marketing and Labeling
- GRI: 418 Customer Privacy
- Digital Resilience
- Promotion of Business Ethics
- Product Design & Lifecycle Management

Strategic Goals

2021 Goals
- Customer Care
  - Guarantee service
  - Sustainable branches & community engagement

2030 Goals
- Continue to pursue a business model that comply with business ethics.
- Enrich our branch stores with local connection and sustainability to co-exist and co-create a better community.

2050 Goals
- Sinyi’s Sustainability Principle
  - Toward Co-existence, Co-prosperity, and Co-creation

---

Environment E
Social S
Governance G
Management Approach

Respond to Corporate Sustainability Principle

The management approach of Material topic 263-4, 416, 417, 418, SASB design & lifecycle, digital resilience, and ethics follow Sinyi’s sustainability principles, that is, “toward co-existence, co-prosperity, and co-creation” to identify, analyze, and respond to actual and potential impacts.

The Meaning of Material Topics to Sinyi

Established on trustfulness and righteousness, aimed for perfection. With “people-oriented” spirit, we try to bring positive influence from inside out, and with business ethics integrating in our thoughts and behaviors, we try to develop appropriate relationship with the society. “Walk the talk”. Customer data security and protection services are our primary concern. We commit to exceed customer expectation on transaction security. The modularization of services in community can further connect Sinyi with local residents. We care about our impact being brought to local economy, environment, and the disadvantaged in the society. We will use our core competency to extend the goodwill, trust, righteousness, and ethics from home to community, and then to the society.

Our Commitments

While we commit to protect the rights and privacy of our customers, we also aim to be the good life promoter in the community. CSR first "sees the needs of society." We must exert our local influences, and try integrate the UN SDGs into our daily operations through initiatives and education. When we work as a team and be the resources bridge, we will make "where there is Sinyi, there is happiness!" come true.

Core Target and Vision

Sinyi blends "people-oriented" concept into CSR, and through business ethics promotion, take into account the well-being of customers, neighbors, communities and society along the way of sustainability, we win mutual trust and help. People are happiest when others care. To realize our vision "Sinyi-people, Sinyi-company, Sinyi-society", and to reach our goal – being the #1 in living service brands, Sinyi will co-exist and co-create with the community for a better future.

How We Manage the Topics

Policy
Follow Chapter 4 of the "CSR Best Practice Principles for TSE Listed Companies" to formulate relevant social norms and the "Code of Practice for CSR of Sinyi Realty". Also to comply with the provisions of the "Personal Data Protection Act" and formulate key points for the internal data protection for Sinyi Group.

Grievance Mechanisms

Stakeholder Engagement section → p. 15

Evaluation Mechanisms and Results

- Customer satisfaction rate survey
- Community building projects judging panel, interview mechanism
- Business ethics participants number, judging panel
- Industrial seminars survey, feedback
- Other social engagement with various mechanism
- Diversified services to the community

Responsibility

Total Ethical Management Committee — Customer Care Group — Social Inclusion Group

Resources

To invest in money, manpower, material resources, and more can be referred to each action plan.

Corresponding to the Sustainable Development Goals (SDGs)

Sinyi supports the SDGs. These SDGs in particular are relevant to our work on External Stakeholders:

SDG3 11.4
SDG4 4.3 / 4.4
SDG6 8.5 / 8.6
SDG10 10.2 / 10.3
SDG11 11.3 / 11.4
SDG12 12.8
SDG17 17.17
SDGs Report

2020 Goals and Achievements

Customer satisfaction rate

<table>
<thead>
<tr>
<th>2020 Goal</th>
<th>2020 Performance</th>
</tr>
</thead>
</table>
| > 90 % | 90.23 %

Cumulative coverage rate of Community Capacity Building Project proposals

<table>
<thead>
<tr>
<th>2020 Goal</th>
<th>2020 Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020 Goal</td>
<td>2020 Performance</td>
</tr>
</tbody>
</table>
| 98.91 % | 99.46 %

Our actions

Sinyi upholds the belief in loading the industry and continues to explore customer needs to find more possibilities together. Colleagues work hard and make good use of digital tools, hoping precisely help customers to find their ideal properties.

Community Building Project proposals

<table>
<thead>
<tr>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2030 Goal: 90 %</th>
</tr>
</thead>
<tbody>
<tr>
<td>87.37</td>
<td>88.58</td>
<td>90.23</td>
<td>92 %</td>
</tr>
</tbody>
</table>

2020 Performance Overview

Integrate internal and external resources and promote together with partners

We integrate internal and cross-departmental resources, combine Sinyi’s local advantages, and work with external partners to commit to innovative services. We link resources and partners to jointly promote the Community Building Project, and expand the influence of business ethics across the industry, government, and academic fields. Because Sinyi has enhanced the sense of happiness of residents in the society, it has also improved the satisfaction of customers.

Input and Outcomes

<table>
<thead>
<tr>
<th>N</th>
<th>cash invested</th>
</tr>
</thead>
<tbody>
<tr>
<td>78.75M</td>
<td>10,000</td>
</tr>
<tr>
<td>more than</td>
<td>more than</td>
</tr>
<tr>
<td>10,000</td>
<td>20,000</td>
</tr>
<tr>
<td>communities or organizations contacted</td>
<td>person times of employees joined</td>
</tr>
<tr>
<td>more than</td>
<td>more than</td>
</tr>
<tr>
<td>80,000</td>
<td>80,000</td>
</tr>
<tr>
<td>person times benefited</td>
<td>human capital invested</td>
</tr>
</tbody>
</table>

Note: We referred to the structure and calculation method of LBG to get our social input and output in 2020.
Customers are at the heart of the long-term strategy for our business, therefore, we spare no effort to protect customers' rights. Sinyi always provides customers with quality and safe software and hardware services. In this digital age, the importance of information security has also risen. Sinyi will uphold our creed which is “To foster secure, efficient, and reasonable realty transactions through the synergy of expertise and teamwork.” to innovate services for protecting customer privacy and related rights.

**Customer Privacy Protection**

In order to protect the personal information of customers, we strictly set up some principles from collection information to write off documents. Additionally, we've founded Personal Information Protection Organization, which in charge of privacy protection and execute concrete policies to ensure all employees can be familiar with every rules and ordinances.

<table>
<thead>
<tr>
<th>Actions</th>
<th>2020 Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Protection of Personal Identification Discussion</td>
<td>A total of 88 independent seminars were arranged by the business secret and personal information protection supervisors by units respectively. The general management office, affiliated companies, contract department (including branches) and administrative staff of each district have a completion rate of 98%.</td>
</tr>
<tr>
<td>Marketing and Labeling Training</td>
<td>100% complete the online course on advertising compliance.</td>
</tr>
</tbody>
</table>

**Marketing and Labeling**

Sinyi is continuously committed to providing real estate professional services, as well as accurate and sufficient information. Advertisements are reviewed by the store manager one by one, and the customer service department regularly checks and requests improvements. We believe that responsible labeling can promote the safety of real estate transactions and help consumers make wise choices.

**2020 Event Response**

There are two NTD 5 100,000 severe penalties respectively because of ambiguous labeling. We will unceasingly remind employees with all the regulations and also collect cases for adjusting our marketing and labeling guideline to get improve-ment of our auditing mechanism.

**Guarantee Service**

Sinyi provided escrow accounts in real estate transactions, guarantee against high radioactive exposure, guarantee against high-chloride concrete, water tightness guarantee system for protecting customers' right.

For protecting rights of customers keeping pace with the times, there are more innovative such as guarantee service of stigmatized house compensation, safe rental guarantee project, and latest protection against post-caused timber decay.

**Instruction of Real Estate**

Speaking of instruction of real estate, Sinyi Realty is the pioneer. We produced up to 86,606 in 2020, with 2 error caused by gap between data transferring and inspection items have not been included in the scope of management that are accounting for 0.007%.

Our response: For its preciseness, we develop an active error detection system to check whether the information is wrong, and to ensure that when the data changes, other data will be re-checked, thereby reducing the error rate to zero.

**AI Solution Solved Our Pain Point With Optimizing Instruction of Real Estate**

We leads the industry to propose the "AI Tech - Floor Plan Detection Program", which uses artificial intelligence and cloud technology to save manual inspection work time, not only prevent transaction disputes, but also control costs effectively. Moreover, we provide customers with correct and quick information. In order to ensure the safety of real estate transactions, Sinyi released instruction of real estate which sometimes goes wrong because of various recording methods on the floor plans from the competent authority or the transcript does not match. As a result, we would like to reduce the risk of inconsistency in floor plan. Sinyi launched "AI Tech - Floor Plan Detection Program" which is successfully applied to real estate transactions over 80% correction.

**Expand interior design imagination by DINDON - Smart House Viewing Service**

In the past, if we want to construct a 3D elevation with it's floor plan we must use an expensive 3D dedicated camera and every step must be a shooting point during the process. Moreover, about 99 square meters takes more than 60 minutes to shoot. Which means it cost a lot to have one 3D elevation. Usually, this tech is conducted for high-cost properties. Sinyi provides “DINDON - Smart House Viewing Service” that the same space can be taken in about 20 minutes with a normal single-lens camera, and then through image recognition and deep learning to create 3D elevation. Automatic 3D modeling with artificial intelligence and real-time rendering with panoramic view allows customers could choose different styles to realize a property well instead be covered by disordered furniture.
As a happy group with “people-oriented” spirit, Sinyi is committed in social participation, continuous and innovative social care. In addition to the company itself, through Sinyi Charity Foundation, we gather wisdom from local community, other organizations, and connect and share resources from each other in order to build strength and to double the effect of mutual benefit.

**Community Building**

“We are ONE” Project is the longest-running and largest corporate-supported project for building communities, having been in place since 2004. In 2015 it moved to “Community Building” project and encourage more young people to join, happen to be in line with local revitalization promoted by Taiwan government recently. In 2020, 1222 proposals were received, and 232 organizations were selected and sponsored. As of 2020, 11,883 proposals have been received, covering 99.46% of Taiwan’s townships and municipalities and 61.9% of tertiary institutes. Of these, 2,608 proposals came from elders who are older than 70-year were more than ever and broke the record.

In 2015 “We are ONE” Project was the longest-running and largest corporate-supported project for building communities, having been in place since 2004. In 2015 it moved to “Community Building” project and encourage more young people to join, happen to be in line with local revitalization promoted by Taiwan government recently.

“Active Ageing – Gung Ho Project” was designed with “innovative & practical”, to reverse the public’s imagination of elders. Also it was designed with “innovative & practical”, to reverse the public’s imagination of elders. Also it was designed with “innovative & practical”, to reverse the public’s imagination of elders. Also it was designed with “innovative & practical”, to reverse the public’s imagination of elders.

**Care for rural elders**

Worked with a musician and his band, we held concerts particularly for elders. Music and songs are what the elders familiar with. In 2020 we were able to hold one concert in Taichung and encouraged more than 80 elders.

**Elder Concert in Taichung**

Thank you for holding concert in our rural village. To us, it was a very rare opportunity to gather our elders from Da-an river to Da-Jia river. A total of more than 150 elders came enjoyed, and very nice interaction with the band and sing together. We can only use our singing to express our thanks.

---Chang, Cheng-yin, the social worker in the elder care base.

**Silver Day**

40 projects were implemented in the past 5 years through Gung-Ho project. And at Silver Day, elders were able to present their achievement to the public. In 2020, more than 1,600 ideas were collected, and proposals came from elders who are older than 70-year were more than ever and broke the record.

For more information: [https://www.youtube.com/watch?v=MaPzZXEiX_E](https://www.youtube.com/watch?v=MaPzZXEiX_E)

**2020 Co-learning workshop**

We invited professional teachers and held co-learning workshop in Nov. 2020. A total of 23 people from 17 organizations joined and shared experiences. It helped not only to be more creative, but also improve the ability to refine the project a better way.
Sinyi believes that through the investment and promotion of cultural and social education, and collaborate with like-minded partner, we can not only put business ethics and the UN 2030 SDGs into our daily practices, but also can make positive impact and perform corporate citizenship responsibilities.

### Cross-border cooperation to promote Business Ethics

The Business Ethics Education Camp for teachers aims to stimulate the innovation of curriculum through learning by teaching, which is achieved by sustainable board game teaching, situational golf, SOP for short case writing, dialogic teaching, and curriculum design. In response to the outbreak of the COVID-19 pandemic and digitalization of education, the camp has also incorporated distance education and practical tips as well as means to test the effectiveness of students learning online. Teachers can thereby keep up with the times and apply new ideas to business ethics education. Internalization and implementation of ethics give us the opportunity to cultivate our next generation to become positive forces for societal changes.

There were a total of 103 teachers joined the summer and winter camp, participation reach a new record high. Since 2013, more than 600 person times joined.  

---

**Highlight First in Taiwan – Board Game in Ethics**

The first in Taiwan – Board Game in Ethics, was created by the joint effort of CBEEA, Sinyi Culture Foundation, and Unity Sustainability Services. Let ethics values, thoughts, and moral development not only be abstract concepts, but also arouse students’ interest, discussion and interaction through the game. When ethics can be internalized and practiced, we have the opportunity to make the next generations moral development not only be abstract concepts, but also

---

**Highlight Cross-Border cooperation to make bigger impact**

In order to garner attention in business ethics, and to collect creative ideas from general public, we have partnered with Chunghwa Telecom in the “MDD Micro Film and Gold Film Creation Competition”, and set “Sinyi Business Ethics Special Award”. In 2020, there were a total of 36 films being sent in, and announced the result and award in Dec. The winning films were broad-casted on Chunghwa Telecom's MOD channel, spreading influence through the power of audiovisual transmission.

---

**Highlight 2020 Sinyi FengChia Entrepreneurship Project**

In order to help college students improve their employability and shorten the distance between academic and practical work, Sinyi cooperated with FengChia University to allow students join the cross-border cooperation with industry teachers’ assistance and Guidance. Students can learn through actual problem-solving and communication, get in touch with the industry early, and put what they have learned at school into practice.
Sinyi Realty
Environmental education and Local sustainability

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 Hongxun Siansheng Memorial Park in Sinying. The park was built to benefit the chairman’s hometown and create a space of environmental protection, hoping that the community can develop into a low-carbon, sustainable, and green community.

In 2020 he again donated around 5,820 sqm land, and invited the community to plant 500 saplings that symbolize inheritance and environmental protection, hoping to create a green space for the future. The three generations in Guyeli, the community where were once affected by 921 earthquake.

Environmental education and Local sustainability

In 2020 he again donated around 5,820 sqm land, and invited the community to plant 500 saplings that symbolize inheritance and environmental protection, hoping that the community can develop into a low-carbon, sustainable, and green community.

In 2020, due to the impact of Covid-19 epidemic, large-scale events were not allowed, and therefore, physical volunteer activities were all cancelled.

However, Sinyi volunteers broke time and space restrictions. 19 staff initiated the literacy class for grandmothers in Fengshan Village, Hualien County, with an average age of 79. They made friends with the elders using letter-writing on monthly basis, and gave emotions support. At the same time, it also gave the elders the opportunity to practice writing.

Sinyi volunteers equipped themselves with camera skills

Recent years we actively train Sinyi volunteers to serve as citizen journalists, who use images to record people and stories in the community and speak for the community. We hope to draw more people’s attention to community issues and let the public know the local stories from local perspective.

Dr. Red Nose Program

Support mid-school outstanding students in Sinyi Township, Nantou, where were once affected by 921 earthquake.

Environmental education and Local sustainability

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 Hongxun Siansheng Memorial Park in Sinying. The park was built to benefit the chairman’s hometown and create a space of community empowerment for older adults.

In 2020, due to the impact of Covid-19 epidemic, large-scale events were not allowed, and therefore, physical volunteer activities were all cancelled.

However, Sinyi volunteers broke time and space restrictions. 19 staff initiated the literacy class for grandmothers in Fengshan Village, Hualien County, with an average age of 79. They made friends with the elders using letter-writing on monthly basis, and gave emotions support. At the same time, it also gave the elders the opportunity to practice writing.

Sinyi volunteers equipped themselves with camera skills

Recent years we actively train Sinyi volunteers to serve as citizen journalists, who use images to record people and stories in the community and speak for the community. We hope to draw more people’s attention to community issues and let the public know the local stories from local perspective.

Emergency Assistance: 66 applications were received for emergency assistance to Sinyi Charity Foundation.

They made friends with the elders using letter-writing on monthly basis, and gave emotions support. At the same time, it also gave the elders the opportunity to practice writing.

Sinyi volunteers equipped themselves with camera skills

Recent years we actively train Sinyi volunteers to serve as citizen journalists, who use images to record people and stories in the community and speak for the community. We hope to draw more people’s attention to community issues and let the public know the local stories from local perspective.

Deepen Community Engagement

A trilogy of epidemic prevention - serving the neighborhood

First Episode

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

Next 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.

2020 Community Engagement Highlight

The Garden of Hope Foundation

Encourage companies especially large-scale and multinational ones, to adopt sustainable business practices, and incorporate sustainability information into their reporting cycle.

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.

For more information

Corporate Governance

The Board of Directors, selected at our stockholder meetings, is responsible for supervising the execution of Sinyi’s various operations to protect the long-term interests of shareholders and to safeguard the interests of all stakeholders, including employees, customers, suppliers, the environment, and society. With integrity and ethics, they do what should be done for all of our stakeholders and actively work to implement corporate social responsibility.

In This Section
- Sustainable Governance
- Board of Directors’ Structure and Operation
- Information Disclosure and Transparency
- Ethics and Integrity
- Compliance Management
- Risk Management

SIN 2030 Goals
- 2021 Goals
  - Top-level Corporate Governance Evaluation rating (Top 5%)
  - Industry leader: Maintain the number 1 in revenues of the industry
- 2030 Goals
  - Be the leading brand in the residential lifestyle services
- 2050 Goals
  - Sinyi’s Sustainability Principle
  - Integrate Sustainability into Operations

Highlights

**TOP 5%**
Seventh TWSE Corporate Governance Evaluations top 5% of listed companies

**TCSA Top 10 Most Sustainable Corporate**
2020 Taiwan Corporate Sustainability Awards [TCSA]

**NO.1**
Number 1 in revenues for 27 consecutive years, a steady seat at the top of the industry

Material Topics

- **GRI** - 201 Economic Performance
- **Custom** - Digital Resilience
- **SASB** - Business Ethics

Strategic Goals

**2021 Goals**
- Top-level Corporate Governance Evaluation rating (Top 5%)
- Industry leader: Maintain the number 1 in revenues of the industry

**2030 Goals**
- Be the leading brand in the residential lifestyle services

**2050 Goals**
- Sinyi’s Sustainability Principle
- Integrate Sustainability into Operations
The Meaning of Material Topics to Sinyi

We have consistently believed that if we can uphold our corporate social responsibility, then profits will follow naturally and that economic performance will bring corresponding results. Therefore, no matter how the objective environment changes, integrity, ethics, and our commitment toward the active implementation of corporate social responsibility will remain our core value. We put integrity management into action in all aspects of Sinyi’s operations, and enhance business resilience through digital transformation. The Board of Directors, selected at Sinyi’s shareholder meetings, is responsible for supervising the execution of the company’s various operations to protect the long-term interests of its shareholders and to safeguard the interests of all stakeholders, including employees, customers, suppliers, the environment, and society.

Our Commitments

Sinyi Realty will continue to implement corporate governance with adherence to more rigorous standards, improve the corporate governance system, strengthen management functions, and protect the rights of its investors and stakeholders, and move toward the goal of sustainable development.

Following our business philosophy of “Sinyi begins with trust and ends with perfection,” we will implement integrity management in all aspects of the company’s operations and continue to improve to create an integrity management and legal compliance culture to ensure all the stakeholders have their long-term interests met.

Core Target and Vision

Trustfulness, righteousness, and ethicality are at the core of Sinyi Realty’s operations. “Righteousness” is about proper consideration and action, while “Trustfulness” is about following up on commitments and both talking the talk and walking the walk. Ethical behavior is deeply implanted in our business philosophy and reinforces our development goals at every stage. Internally, this creates a focus on talent cultivation and development to foster an outstanding team. Externally, we will not only continue to build the influence of our brand and pursue stable expansion of our overseas operations, but also strive to make use of new business models to address the challenges of rapidly developing online and digital technologies, thus expanding the scope of Sinyi Group’s operations further, integrate sustainability into operations.

How We Manage the Topics

Policy

Follow corporate governance procedures and codes, operate in good faith, follow laws and regulations, and respond to standards and initiatives such as the “Code of Practice for Corporate Social Responsibility of Listed Companies,” SASB and TCFD.

Responsibility

Board of Directors, Total Ethical Management Committee - Corporate Governance Group, Finance Department, Corporate Ethics Office, and Audit Office are responsible. Senior management compensation links sustainable performance.

Resources

Funds invested in corporate governance, risk management and internal control systems, and promoting corporate ethics and legal compliance.

Grievance Mechanisms

Stakeholder Engagement section, Whistleblower System.

Evaluation Mechanisms and Results

Corporate Governance, Evaluation: Ranked Top 5%, Internal auditing system, External assurance mechanism, Risk management framework, Compliance level.

Corresponding to the Sustainable Development Goals (SDGs)

Sinyi supports the SDGs. These SDGs in particular are relevant to our work on Corporate Governance:

SDG4: 4.3
SDG8: 8.2, 8.3
SDG13: 13.5

SDGs Content Index SDGs Report
Corporate sustainability is part of Sinyi Realty’s business strategy. Through a top-down governance structure, it is complemented by various working groups to connect and integrate horizontal organizations, fully demonstrating the importance of corporate responsibility.

Corporate Vision: “Be the leading brand in the residential lifestyle services.”

Each year, the Board of Directors sets out a grand strategy for the coordination of the various interests of our stakeholders, while the Total Ethics Management Committee (TEM committee) is tasked with providing crucial guidance on the particular aspects of sustainable management. The long-term direction toward sustainable development pursued by this company, as set down by Founder Mr. Chunchi Chou at the time of Sinyi’s founding, is not only to be communicated through the vision of the leadership, but should also strive to grow and evolve with the times. The Founder, Chairman, Directors, General Manager of the Group business, and TEM committee members jointly set the corporate vision. And the TEM committee has worked to transform this vision into long-term and short-term goals, with short-term goals and directions being set out. These are then reviewed regularly to see if the goals have been achieved.

Sustainability Governance Structure and Procedures

We consider our shareholders as our highest authority. All business is carried out under the management and supervision of the Board of Directors under the leadership of the Chairman. At present, the company has no CEO position. All general business planning and interdepartmental coordination is undertaken by the General Manager in line with market conditions and existing competition. The Chairman and General Manager positions are not held by the same person in Sinyi. The General Manager is not a member of the Board.

The Founder’s Speech

2020 The Hsing Yun Journalism Forum: Sharing experience with the theme of “Talking about ‘Goodness’ from Corporate Social Responsibility”


Sustainability Assessment and Management

Through multiple regular and irregular meetings over the course of the year, the Board of Directors entrusts the Chairman with the duty to responsibly direct for economic performance and social issues relating to corporate governance to relevant units. The General Manager is responsible for economic performance issues and the TEM committee for the promotion of ESG issues and supply chain management, with regular and irregular progress reports made to the Board and the Chairman as the materiality of the issues requires. Relevant decisions shall then be incorporated into the minutes of the meetings, with further follow-ups to be reported to the Board at its next meeting. Our CSO reported to the Board on the company’s CSR situation in December 2020, reporting on the implementation of the sustainability CSR with regard to all stakeholders in 2020 and putting forward a plan for 2021.

ESG Performance Management

The Board of Directors formulates various material strategies on how to reconcile the rights and interests of various stakeholders every year, and provides important guidelines for sustainable management. The Total Ethics Management Committee (TEM committee) is the highest unit for the handling of sustainability matter within Sinyi Realty, with six working groups set up below the committee. The TEM committee coordinates Sinyi's CSR and sustainable development direction and sets relevant goals, regularly reviewing performance and goal achievement.

Management of the Sustainability Report

The TEM committee coordinates the direction of the sustainability report, and the Chief Strategy Office collects opinions from stakeholders, and compiles the relevant content of the report and submits it to the Board of Directors for review and issuance. The contents of each chapter of the report are reviewed by the heads of the six working groups to verify the correctness of the content and information, and the Board of Directors reviews the sustainability performance and strategic goals. In addition, the quality of the report may be improved through external independent third-party verification.

Sustainability Activity Promotion

Sinyi Realty actively participates in and organizes various sustainable activities, and hopes to exert its influence as an industry leader, and internalize the sustainable spirit with ideas and activities internally. Through various methods such as seminars or lectures, to internalize the sustainable literacy of “Sinyi people, Sinyi company, Sinyi society.”
Board of Directors’ Operations

We convene meetings of the Board of Directors on average once every 2 months, to review business performance, discuss important strategic issues and critical concerns, including economic, environmental, and social impacts, risks, and opportunities. In 2020, the Board communicated 8 times. Each attendance rate is over 96% and more than half of the Independent Directors are present. After decisions taken at meetings to identify the appropriate actions to be taken with handling the issue at hand, a follow-up report on progress made is presented to the Board at the next meeting. The conference unit of the Board provides information and reports on motions to each member of the Board for reviews ahead of meetings to facilitate understanding of whether said motions touch on stakeholder interests and to remind those involved to recuse themselves where appropriate. In 2019, the Chief Corporate Governance Officer was established and approved by the Board of Directors, responsible for the arrangement of the schedule and agenda of Board of Directors meetings, the planning of Directors’ training, the provision of information during or outside the Board of Directors meetings, and the regular and irregular information notifications to Directors, etc., regarding the operations of the Board of Directors and corporate governance related issues, the Chief Corporate Governance Officer are all to be ably appropriately assume the due responsibilities.

Board Structure and Mechanisms

The current Board of Directors has a total of seven seats, which are composed of three general Directors and four Independent Directors, Independent Directors which make up more than half of the total Directors. In addition to the various Directors having their own particular specialties, one of which is that the Independent Directors, ensure that the proceedings remain objective and independent. They set the standards for diverse backgrounds and independence of the professional knowledge, skills, experience, and gender required by Board members and senior managers. Among the 7 Directors, there are 2 female Directors (one of which is an Independent Directors), accounting for 29%. The current Independent Director, Ms. Yi-Li Lee, who is under the age of 50, will provide us more innovative and fresh ideas, and is able to provide evidence of the professional knowledge, skills, experience, and gender required by Board members and senior managers. Among the 7 Directors, there are 2 female Directors (one of which is an Independent Directors), accounting for 29%. The current Independent Director, Ms. Yi-Li Lee, who is under the age of 50, will provide us more innovative and fresh ideas, and is able to provide evidence of the professional knowledge, skills, experience, and gender required by Board members and senior managers.

In order to maintain the flexibility in business operations, Sinyi’s highest governance unit for intellectual property is the Board of Directors, and an intellectual property management plan has been formulated and reported to the Board of Directors on October 28, 2020. (internal and external)

For more information, please see Stakeholder Engagement section, p. 16
**Sustainability Strategy and Code**

To put our ethical behavior and integrity management into action, and in line with Sinyi’s sustainable development goals, we established the “Sinyi Realty Integrity Management Guidelines,” “Code of Practice for Corporate Social Responsibility for Sinyi Realty,” and “Sinyi Group Code of Conduct,” which enable our colleagues to have clearer directions when interacting with stakeholders.

**Integrity Policy Management**

The TEM committee, which is affiliated with the Board of Directors, is responsible for the formulation and supervision of the integrity management policies and programs, assisting the Board of Directors and management to check and evaluate the effectiveness of the prevention mechanisms established by the integrity management, and regularly carry out relevant business processes. The assessment follows the situation and makes a report.

**Managing for Organizational Integrity**

Sinyi Realty regards integrity and fairness as the core values of business ethics, upholds the concept of “established based on trustworthiness and righteousness, our pursuit of them is endless,” practices all aspects of integrity management, implements and promotes business ethics and strengthens our business philosophy.

**Corporate Tax Contribution**

NTD $952,503,919 (including various taxes, Business Tax, and Profit-seeking preven- tion of internal transactions, we have formulated the “Procedures for Handling Material Inside Information” as follows:

- The Right to Make Proposals and Advise the Board on Shareholders’ Meetings
- The Right to Request Meetings of Directors into Board Decisions
- The Right to Know, Dispute, and Application
- The Rights of Knowledge of the Company’s Situation
- The Right to Review and Correct Errors Immediately
- The Right to Access the Annual Report and Meeting Minutes

In addition to the requirements of the provisions of the same rules, we have also expanded the scope of information disclosure to include important internal information, including important announcements, the new business philosophy, internal audit regulations, and the annual audit results. Through the Sinyi Sustainability website, the quality of the company’s disclosure is ensured through transparency and openness.

**Integrating Ethics into Sustainable Practice**

Sinyi Realty took the lead in the industry in Taiwan by establishing the position of “Chief Ethics Officer” and “Corporate Ethics Office,” which in charge of ensuring company policies and processes are in line with business ethics, developing and implementing ethical compliance-related communication and training programs.

In order to implement the integration of Sinyi’s mission “society—people—Sinyi company—Sinyi society,” we will lead actions with trust and integrity ethics into the practice of corporate social responsibility and sustainable management. The “Corporate Ethics Sustainability Committee” was established in January 2021, with Bao-Chyang Yang as the convener of the committee.

**Improving Internal Audit System**

The internal audit unit (Auditor Office) of Sinyi Group is subordinate to the Board of Directors, and an Audit Supervisor is set up to comprehensively manage the company’s internal audit.

In 2019, the “Implementation Rules for Internal Auditing” were revised, referring to the “Model Internal Audit Activity Charter” issued by the Ministry of Finance. The Auditor Office is responsible for the annual internal audit plan, and the Audit Supervisor will review and report on the implementation of the annual audit plan to the Board of Directors.

**Declaration on Integrity and Transparency**

The internal audit unit (Auditor Office) of Sinyi Group is subordinate to the Board of Directors, and an Audit Supervisor is set up to comprehensively manage the company’s internal audit. The supervising audit shall attend the Audit Committee of the Board of Directors and submit the internal audit report at each meeting, and may entertain professional assistance by any means and expenses. The internal audit report is certified as Internal Auditors (CIA) and the Auditor Office is certified as Certified Internal Auditor (CIA)

Sinyi will announce the annual internal audit report and communicate it in the Sinyi Sustainability website. The “Regulations Governing Establishment of Internal Control Systems by Public Companies” mandates the periodic internal audit reports. The directors are required to review and report the contents of the annual audit report to the Board of Directors.

**Corporate Tax Contribution**

NTD $952,503,919 (including various taxes, Business Tax, and Profit-seeking preven- tion of internal transactions, we have formulated the “Procedures for Handling Material Inside Information” as follows:

- The Right to Make Proposals and Advise the Board on Shareholders’ Meetings
- The Right to Request Meetings of Directors into Board Decisions
- The Right to Know, Dispute, and Application
- The Rights of Knowledge of the Company’s Situation
- The Right to Review and Correct Errors Immediately
- The Right to Access the Annual Report and Meeting Minutes

In addition to the requirements of the provisions of the same rules, we have also expanded the scope of information disclosure to include important internal information, including important announcements, the new business philosophy, internal audit regulations, and the annual audit results. Through the Sinyi Sustainability website, the quality of the company’s disclosure is ensured through transparency and openness.

**Integrating Ethics into Sustainable Practice**

Sinyi Realty took the lead in the industry in Taiwan by establishing the position of “Chief Ethics Officer” and “Corporate Ethics Office,” which in charge of ensuring company policies and processes are in line with business ethics, developing and implementing ethical compliance-related communication and training programs.

In order to implement the integration of Sinyi’s mission “society—people—Sinyi company—Sinyi society,” we will lead actions with trust and integrity ethics into the practice of corporate social responsibility and sustainable management. The “Corporate Ethics Sustainability Committee” was established in January 2021, with Bao-Chyang Yang as the convener of the committee.

**Improving Internal Audit System**

The internal audit unit (Auditor Office) of Sinyi Group is subordinate to the Board of Directors, and an Audit Supervisor is set up to comprehensively manage the company’s internal audit. The supervising audit shall attend the Audit Committee of the Board of Directors and submit the internal audit report at each meeting, and may entertain professional assistance by any means and expenses. The internal audit report is certified as Internal Auditors (CIA) and the Auditor Office is certified as Certified Internal Auditor (CIA)

Sinyi will announce the annual internal audit report and communicate it in the Sinyi Sustainability website. The “Regulations Governing Establishment of Internal Control Systems by Public Companies” mandates the periodic internal audit reports. The directors are required to review and report the contents of the annual audit report to the Board of Directors.

**Declaration on Integrity and Transparency**

The internal audit unit (Auditor Office) of Sinyi Group is subordinate to the Board of Directors, and an Audit Supervisor is set up to comprehensively manage the company’s internal audit. The supervising audit shall attend the Audit Committee of the Board of Directors and submit the internal audit report at each meeting, and may entertain professional assistance by any means and expenses. The internal audit report is certified as Internal Auditors (CIA) and the Auditor Office is certified as Certified Internal Auditor (CIA)

Sinyi will announce the annual internal audit report and communicate it in the Sinyi Sustainability website. The “Regulations Governing Establishment of Internal Control Systems by Public Companies” mandates the periodic internal audit reports. The directors are required to review and report the contents of the annual audit report to the Board of Directors.

**Corporate Tax Contribution**

NTD $952,503,919 (including various taxes, Business Tax, and Profit-seeking preven- tion of internal transactions, we have formulated the “Procedures for Handling Material Inside Information” as follows:

- The Right to Make Proposals and Advise the Board on Shareholders’ Meetings
- The Right to Request Meetings of Directors into Board Decisions
- The Right to Know, Dispute, and Application
- The Rights of Knowledge of the Company’s Situation
- The Right to Review and Correct Errors Immediately
- The Right to Access the Annual Report and Meeting Minutes

In addition to the requirements of the provisions of the same rules, we have also expanded the scope of information disclosure to include important internal information, including important announcements, the new business philosophy, internal audit regulations, and the annual audit results. Through the Sinyi Sustainability website, the quality of the company’s disclosure is ensured through transparency and openness.

**Integrating Ethics into Sustainable Practice**

Sinyi Realty took the lead in the industry in Taiwan by establishing the position of “Chief Ethics Officer” and “Corporate Ethics Office,” which in charge of ensuring company policies and processes are in line with business ethics, developing and implementing ethical compliance-related communication and training programs.

In order to implement the integration of Sinyi’s mission “society—people—Sinyi company—Sinyi society,” we will lead actions with trust and integrity ethics into the practice of corporate social responsibility and sustainable management. The “Corporate Ethics Sustainability Committee” was established in January 2021, with Bao-Chyang Yang as the convener of the committee.

**Improving Internal Audit System**

The internal audit unit (Auditor Office) of Sinyi Group is subordinate to the Board of Directors, and an Audit Supervisor is set up to comprehensively manage the company’s internal audit. The supervising audit shall attend the Audit Committee of the Board of Directors and submit the internal audit report at each meeting, and may entertain professional assistance by any means and expenses. The internal audit report is certified as Internal Auditors (CIA) and the Auditor Office is certified as Certified Internal Auditor (CIA)

Sinyi will announce the annual internal audit report and communicate it in the Sinyi Sustainability website. The “Regulations Governing Establishment of Internal Control Systems by Public Companies” mandates the periodic internal audit reports. The directors are required to review and report the contents of the annual audit report to the Board of Directors.

**Declaration on Integrity and Transparency**

The internal audit unit (Auditor Office) of Sinyi Group is subordinate to the Board of Directors, and an Audit Supervisor is set up to comprehensively manage the company’s internal audit. The supervising audit shall attend the Audit Committee of the Board of Directors and submit the internal audit report at each meeting, and may entertain professional assistance by any means and expenses. The internal audit report is certified as Internal Auditors (CIA) and the Auditor Office is certified as Certified Internal Auditor (CIA)

Sinyi will announce the annual internal audit report and communicate it in the Sinyi Sustainability website. The “Regulations Governing Establishment of Internal Control Systems by Public Companies” mandates the periodic internal audit reports. The directors are required to review and report the contents of the annual audit report to the Board of Directors.

**Corporate Tax Contribution**

NTD $952,503,919 (including various taxes, Business Tax, and Profit-seeking preven-}
Management System and Mechanism

Since its establishment, Sinyi Realty has upheld the spirit of ethics, abided by laws and regulations, and even gone beyond their requirements, taking the lead in implementing relevant norms or systems to ensure transaction security and stable operation in all aspects. Due to the diversification and globalization of Sinyi's business, the company has increased in order to enable each unit to comply with its business operations and reduce legal risk, established the Compliance Office and implemented the "Sinyi Group Compliance Management Principles" to integrate the planning, management, and implementation of our legal and compliance system.

All cases that clearly stipulate the scope of applicability and regulations concerning the legal field must be sent to the Compliance Office for review to ensure the implementation of Sinyi's major laws and regulations, and a Compliance Symposium was held before the system's official launch in May 2020.

Training

The Customer Service Department not only included the legal and compliance course as a compulsory course for newcomers, but also continues to provide legal examples to all employees through courses, seminars, case studies, etc., so that all levels of the company can be familiar with various regulations and related laws. Irregularly publishes the "Legal Bi-weekly News" on our company intranet to explain legal practice with cartoons, explaining legal knowledge about the crime of obstructing computer use, prohibition of part-time employment, copyright law, and the crime of damage.

Implemented Practices

We have designed internal rules and specifications for various types of daily operations that may involve illegal matters, and conduct random checks in the course of business activities. These checks include whether there any houses that have been sold but were not immediately removed from the website, thus causing false advertising violations. Or whether our employees violates laws or regulations when using personal data from whom?

Critical Incident Risk Management

In the changing environment, new types of risks are constantly emerging, including climate crisis, sudden disease crises, and the like, which have a huge impact on the environment, society, and economics. At the same time, companies experience continued pressure to review and transform their business strategies in order to remain competitive.

The Risk of COVID-19

In response to the COVID-19 pandemic, Sinyi Realty quickly established the "Sinyi Group Pandemic Prevention Command Center in January 2020 to pay close attention to the development of the pandemic. In addition, Sinyi's Preparedness Plan Against COVID-19 implementation guidelines, and suggested standard operating procedures were published and enforced across the headquarters and branches. As soon as the Taiwanese government raised the COVID-19 alert, Sinyi immediately began to conduct split working by group. According to the development of the pandemic, Sinyi complies with the government's policies and makes rolling corrections to external services and internal operations. By proposing guidelines and safety measures, Sinyi demonstrates organizational resilience with COVID-19 preparedness and sanitary measures. Video-conferencing equipment was set up under network flow control to facilitate shareholders' simultaneous participation in the meeting, expression of opinions, and physical vote casting. The objective was to ensure that the meeting proceeds smoothly and safely, and with low risk environment.

Please refer to p. 42, 58, 76 for Sinyi's response to the pandemic.

COVID-19 Response


Digital Resilience and Information Security Risks

The World Economic Forum’s [WEF] annual report shows that information security risks such as data theft and cyber-attack have become one of the most important issues for global policymakers. The 2020 pandemic has accelerated the urgency of digital transformation of enterprises, and digital resilience has become a key issue for the continuity of operations. Sinyi has listed “Information Security” as one of the material risks of Siny Group, with the Information Security Management Department as the information security authority responsible for formulating internal information security policies, planning and implementing information security operations, promoting and maintaining security culture, and reporting to the Board of Directors at least once a year on the information security implementation plan and risk status to ensure the continuous and effective operation of the internal information security management system.


Climate-Related Risk

Faced with the urgent challenge of “climate emergency”, although the real estate industry is not in the high-carbon emission industries, Sinyi still raises its own awareness of the impact of climate change and applies the TCFD framework for analysis and discussion.

Climate change risk management p.27-28, TCFD index p. 105
Supply Chain Management

A sustainable and ethical supply chain management means to take innovation, economic and social development, and responsible governance into account. Through resource sharing, we will be good partners to suppliers, to coexist and prosper with the society and the environment, and to move towards an inclusive growth together.

In This Section
- Supply Chain System
- Strategy and Management Process
- Sustainable Supply Chain with ESG Standard
- Enhance ESG Performance with Suppliers
- Management Goals and Performance

Material Topics
- GRI 414 Supplier Social Assessment

Highlights
- 100% Signed Procurement Ethics Standards
- 13 consecutive years Green Procurement award in Private Sector-Enterprise for
- 93.55% Key Suppliers Inspection Rate

Strategic Goals

2021 Goals
- Introduce ISO 20400 and to raise the percentage of sustainable suppliers
- “Gung Ho” with Suppliers, innovate new living service model

2030 Goals
- Pursue innovation in line with business ethics
- Promote green and sustainable supply chain
- Key Suppliers Inspection Rate to 95%

2050 Goals
Sinyi’s Sustainability Principle
Building a Sustainable and Ethical Supply Chain
Management Approach

Respond to Corporate Sustainability Principle

The management approach of Material topic 414 follows one of Sinyi’s sustainability principle, that is, “building a Sustainable and Ethical Supply Chain” to identify, analyze, and respond to actual and potential impacts.

The Meaning of Material Topics to Sinyi

In order to respond to UN SDGs by 2030, and to create, protect, and promote sustainability development with ESG considerations adopted, the company has to cooperate with suppliers, to put in resources and efforts, to innovate and grow together. We strive to extend our core value to our suppliers, jointly to set sustainability goals. We combine supplier social assessment with the green procurement policy, hope that the entire supply chain will act with business ethics and create a better world.

Our Commitments

We commit to hold ourselves accountable in screening, training, auditing, and offering guidance integrated with ESG to suppliers, building a more resilient operation, sharing resources thus help both sides with sustainable growth.

Core Target and Vision

Taking “business ethics” as the core, and the interests of major stakeholders together, we aim to create an innovative life service model. And through building a sustainable and ethical supply chain together with suppliers, we will create, protect and promote sustainable economic, social, and environmental development.

How We Manage the Topics

Policy

Follow international regulations, including the UN Global Compact (human rights, labor, environment, anti-corruption), ISO2001, ISO20400, etc., and the company’s core value as the basis of supply chain management policy.

Responsibility

Total Ethical Management Committee — Supply Chain Management Group

Resources

In 2020, a total of 75 people were involved in supply chain management for a total of 2,243 person-days.

Grievance Mechanisms

Stakeholder Engagement section

> P. 15

Evaluation Mechanisms and Results

Signed Sustainability Terms 100%
New Supplier Inspection Rate 100%
Existing Supplier Inspection Rate 92.86%
Key Supplier Work Injury Rate Check 100%

Corresponding to the Sustainable Development Goals (SDGs)

Sinyi supports the SDGs. These SDGs in particular are relevant to our work Supply Chain Management:

![SDGs Content Index](SDGs Content Index)  
[SDGs Report](SDGs Report)

2020 Goals and Achievements

Key Suppliers Inspection Rate

In 2020 we have a total of 379 key suppliers (including existing and new), of which 281 were audited with an inspection rate of 93.55%, goal achieved.

Our actions

We invited suppliers to fill the CSR self-assessment form before undertaking an on-site inspection of key suppliers. We incorporated ESG aspects in the Sustainability Terms.

![Key Suppliers Inspection Rate](Key Suppliers Inspection Rate)

Supplier Inspection Pass Rate

Since incorporating human rights terms in 2013, we have given at-risk suppliers relevant guidance and maintained a 100% pass rate.

Our actions

Due to Covid-19 in 2020, the suppliers quarterly meeting was held only once, but through continuous online communication and cooperation, we proactively provided financial consultation mechanisms, shared prevention information, strengthened prevention measures, and innovated services together with suppliers.

![Supplier Inspection Pass Rate](Supplier Inspection Pass Rate)

2020 Performance Overview

Signed Sustainability Term

All key suppliers signed in 2020

Existing Suppliers Inspection Rate

Existing suppliers shall adhere to signed sustainability terms and be subject to spot checks, improvement, and contract termination mechanisms.

New Suppliers Inspection Rate

New suppliers being approved by the new supplier evaluation mechanism.

Key Suppliers Work Injury Rate Check

Checking key suppliers work injury rate within our controllable range.

![2020 Performance Overview](2020 Performance Overview)

2020 Goal 2020 Performance Achieved

Supplier Inspection Pass Rate

100 % 100 % 100%

Signed of Sustainability Terms

100 % 100 % 100%

Existing Supplier Inspection Rate

92.86 % 92.86 % 92.86 %
Sinyi Realty

Strategy and Management Process

Our six-stage procedure to manage product cost, quality, etc. More important, we need to work with suppliers to enhance resilience and to change our traditional view of “seeing profits only” to “seeing people and planet”, too. We need to integrate online and offline technology, and deepen our approach to sustainability. Therefore, our supply chain management strategy is to develop sustainability with suppliers, from building sustainable and ethical supply chain to implementing the Procurement Ethics Standards, and Code of Business Integrity.

Core targets and vision

Building sustainable and ethical supply chain

Sustainable Supply Chain Management

Sustainability Principle

Management process

2020 target

100% signed Sustainability Terms

90% inspection rate for Existing suppliers

For more information: Supply Chain Management Strategy and Goals

Supply Chain Management System

Support service supplier

Media procurement, Marketing agents, Printing/output agents

Real Estate service suppliers

Property right investigation, property/land valuation

Support service supplier

IT infrastructure, Customer services, Property management services, Decoration and cleaning service providers

Office Supply providers

Stationary, Newspaper, and Office Supply providers

Real estate brokerage services

Sinyi Realty

Property right transaction service providers

Interior design, Repair, Cleaning services, etc

The top residential lifestyle service brand

Living Service Provider

Sinyi-Rema

Real estate transaction service provider

Property right transaction service, Escrow service

Customers and Communities

We concerned about issues frequently encountered in supply chain, such as forced labor, work safety, and corruption. Other major risks arose in 2020 were brought by climate change and Covid-19. We conducted a greenhouse gas inventory check for some of our upstream and downstream suppliers located at Sinyi headquarter, and will work together to respond to energy-saving issues.

At the beginning of the outbreak of Covid-19 in 2020, Sinyi immediately initiated prevention measures, shared prevention resources, in order to ensure the safety of employees, customers, and suppliers. The trust and peace of mind emphasized by Sinyi seem to be abstract, but it has become the corporate culture. In the face of the pandemic, in order to give employees and customers peace of mind, Sinyi took the initiative to propose an economic negotiation mechanism to overcome difficulties with suppliers in need. In terms of cleaning and epidemic prevention, the list of qualified suppliers that can provide training resources and successful market experience with suppliers. Share training resources and successful market experience with suppliers.

For more information: Procurement Ethics Standards

For more information: Supplier Risk Assessment and Management

For more information: Training, Capacity Building, and Cooperation

For more information: Accountability and Learning

SDG3.3

SDG17.17
Sustainable Supply Chain with ESG Standard

In order to establish a sustainable supply chain, the suppliers of Sinyi Realty should provide products and services not only met the cost, price and quality requirements, but also met Sinyi’s ESG standards.

Management Scope

Due to limited time and resources, Sinyi identified key suppliers (those with high purchase amounts or with unique/rare products and services) through risk assessment. And for those who fall into high ESG risk areas will be required to improve and being listed in our management. Due to limited time and resources, Sinyi identified key suppliers (those with high purchase amounts or with unique/rare products and services) through risk assessment. And for those who fall into high ESG risk areas will be required to improve and being listed in our management scope. In 2020, a total of 44 suppliers with higher impact on operations were included in ESG management.

Management Method and Principles

To integrate ESG standards in the original supplier selection process, and all key suppliers are required to sign the Sustainability Terms.

Consumers are now demanding to know that the products they buy are made in socially, economically and environmentally conscience ways. They look through the process from obtaining material, manufacturing, using, and disposing of the products. In addition to environmental sustainability, they also require human rights, work safety issues (such as fair trade, no child labor, etc.) being addressed. Therefore, it helps big if we select suppliers with the same sustainability concept in mind.

To better understand the achievements and challenges suppliers faced.

To increase the transparency of the suppliers by requesting management information, and suppliers are required to fill self-assessment form to present their efforts toward to ESG standards. In 2020, the outbreak of Covid-19 has prompted us to think about the need to use technology, strengthen the supply chain platform, and to innovate with suppliers to face future challenges together.

To share resources and learning experiences with suppliers, in order to achieve mid-term goals by 2030.

We will introduce ISO 20400 and help to increase the proportion of sustainable key suppliers year by year. To promote a green and sustainable supply chain and to reduce total greenhouse gas emissions. In addition, suppliers may ignore their own impact on society without even knowing it. Therefore, we will provide learning resources (such as training or initiatives) to share, and make positive influence, which is one of the ways to advocate and to protect human rights.

To clearly state relevant considerations and standards when proceeding the procurement procedures.

Both staff and suppliers of Sinyi should know what standards should be met. In addition to the spirit of the supplier assessment framework under ISO9001, we added Sustainability Term, Procurement Ethics Standard, Supplier CSR soft-assessment form, etc. We communicated supplier social assessment, anti-corruption policy, environmental protection, legal compliance and business ethics etc, hope to enable suppliers to comply with our relevant norms and being more sustainable together.

Action Plan

GHG emissions of energy survey to key suppliers

Severe climate change may cause property losses and service being interrupted. We continue to implement 100% local procurement to avoid the risk of international supply chain disruption. However, suppliers must also act on environmental protection in order to reduce the impact caused by natural disasters. We invite some of our key suppliers to face the climate crisis together and join the carbon reduction.

In 2020, we conducted a GHG emissions of energy survey, started from Sinyi Realty Inc. upstream and downstream key suppliers, such as Land identification agency, Property right registration agency, and Real Estate Escrow services. The preliminary data is shown as follows:

<table>
<thead>
<tr>
<th>Key suppliers</th>
<th>Energy Consumption</th>
<th>GHG Emissions of Energy Consumption (category 2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upstream and downstream Key suppliers</td>
<td>1,773.16 MWh</td>
<td>902.54 Tons CO₂</td>
</tr>
</tbody>
</table>

We invite them to join in carbon reduction.

Share resources and enhance ESG performance with suppliers together

Together with our suppliers we developed a growth plan, resonated from sharing ideas, providing practical experience and timely assistance. To grow with innovation together, our quality improved and our competency enhanced.

Highlight

An-Sin consulting is not just an expert in property rebuilding field, it is also a good partner for Taiwan seniors!

With its ability to coordinate real estate resources, capital, architectural design, property management and sales services, etc. An-sin assists in the reconstruction of dangerous and old houses, urban reorganization, and to improve living safety. Adhering to Sinyi’s spirit of “righteousness first and profit later”, An-sin’s general manager led his colleagues to volunteer in the 2020 charity bazaar, held by Sinyi Charity Foundation. The purpose of the bazaar is to encourage seniors interacting with the society more, and show their talents to the society. Volunteers helped to organize the venue, and cleaning after the event. They truly felt the energy from seniors during the event. An-sin volunteers gained more understanding about active ageing, and seniors needs both mentally and physically. They will be able to further link resources with the foundation, and share resources with the communities they work with. In the future they will be the good partners to the communities and move toward to mutual benefit and co-prosperity!
Our sustainability terms have ESG considered, and we continue to deepen the on-site inspection of key suppliers. We invited key suppliers to fill out the Supplier CSR self-assessment form before the on-site check. We conducted interviews to understand our suppliers’ CSR practices, and established a post-visit feedback mechanism to discuss improvement, to share our business philosophy to help develop sustainable supply chain with our suppliers.

In 2020, we awarded high-quality suppliers in existing mechanism, set up with our suppliers. We conducted interviews to understand our suppliers CSR practices, and established a post-visit feedback mechanism to discuss improvement, to share our business philosophy to help develop sustainable supply chain with our suppliers.

### Management Goals and Performance

In order to enhance the competitiveness of the organization, we are committed to pursuing sustainable procurement with ESG in mind. Through process management, we demonstrate the joint effort results on human rights, fair trade and anti-corruption, etc. Through green procure- ment, we express our determination for supporting environmental sustainability. And by sharing resources with suppliers for mutual benefit and growth, we can also identify key risks that may happen in the future. To create opportunities for new business models can help better respond to the SDGs together.

#### Items

<table>
<thead>
<tr>
<th>Description</th>
<th>Goals and Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Signed Sustainability Terms</strong></td>
<td>- All key suppliers signed on sustainability terms</td>
</tr>
<tr>
<td>2018</td>
<td>100%</td>
</tr>
<tr>
<td>2019</td>
<td>100%</td>
</tr>
<tr>
<td>2020</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Signed Procurement Ethics Standards</strong></td>
<td>- All purchasers signed onto the Procurement Ethics Standards</td>
</tr>
<tr>
<td>2018</td>
<td>100%</td>
</tr>
<tr>
<td>2019</td>
<td>100%</td>
</tr>
<tr>
<td>2020</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Key Suppliers Inspection Rate</strong></td>
<td>- Average Supplier Inspection Rate [including new and existing suppliers]</td>
</tr>
<tr>
<td>2018</td>
<td>89.7%</td>
</tr>
<tr>
<td>2019</td>
<td>90.3%</td>
</tr>
<tr>
<td>2020</td>
<td>93.55%</td>
</tr>
<tr>
<td><strong>New Suppliers Inspection Rate</strong></td>
<td>- New suppliers shall be approved through the new supplier evaluation mechanism</td>
</tr>
<tr>
<td>2018</td>
<td>100%</td>
</tr>
<tr>
<td>2019</td>
<td>100%</td>
</tr>
<tr>
<td>2020</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Existing Suppliers Inspection Rate</strong></td>
<td>- Existing suppliers shall adhere to signed sustainability terms and be subject to spot checks, deadlines for improvement, and contract termination mechanisms</td>
</tr>
<tr>
<td>2018</td>
<td>88%</td>
</tr>
<tr>
<td>2019</td>
<td>89.8%</td>
</tr>
<tr>
<td>2020</td>
<td>92.86%</td>
</tr>
<tr>
<td><strong>Key Suppliers Work Injury Rate Check</strong></td>
<td>- Checking the work injury rate of key suppliers, which falls under our scope.</td>
</tr>
<tr>
<td>2018</td>
<td>100%</td>
</tr>
<tr>
<td>2019</td>
<td>100%</td>
</tr>
<tr>
<td>2020</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Supplier Risk Assessment</strong></td>
<td>- Sustainability and ESG-related risks identification is undertaken for our key suppliers</td>
</tr>
<tr>
<td>2018</td>
<td>No relevant negative impacts</td>
</tr>
<tr>
<td>2019</td>
<td>No relevant negative impacts</td>
</tr>
<tr>
<td>2020</td>
<td>No relevant negative impacts</td>
</tr>
</tbody>
</table>

### Green Procurement

Our green procurement exceeded NT$10 million for both 2019 and 2020, and we were recognized for consecutive 13 years by Taipei city government.

Facing global climate change, 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 to cooperate with manufacturers with legal waste removal permits to minimize environmental pollution.

<table>
<thead>
<tr>
<th>Annual Green Procurement Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>3514M</td>
</tr>
<tr>
<td>3339M</td>
</tr>
<tr>
<td>2019</td>
</tr>
<tr>
<td>2020</td>
</tr>
</tbody>
</table>
## Governance Performance Overview

<table>
<thead>
<tr>
<th>Note</th>
<th>Measures</th>
<th>2018 Result</th>
<th>2019 Result</th>
<th>2020 Result</th>
<th>Status</th>
<th>2020 Target</th>
<th>2021 Target</th>
<th>Read more on page</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Corporate Governance Evaluations</td>
<td>Top 5%</td>
<td>Top 5%</td>
<td>Top 5%</td>
<td>✔️</td>
<td>Top 5%</td>
<td>Top 5%</td>
<td>p. 62</td>
</tr>
<tr>
<td>A.B.C</td>
<td>Number of Board Members</td>
<td>7</td>
<td>7</td>
<td>7</td>
<td></td>
<td></td>
<td></td>
<td>p. 65</td>
</tr>
</tbody>
</table>

## Economic Performance

<table>
<thead>
<tr>
<th>Note</th>
<th>Measures</th>
<th>2018 Result</th>
<th>2019 Result</th>
<th>2020 Result</th>
<th>Status</th>
<th>2020 Target</th>
<th>2021 Target</th>
<th>Read more on page</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Consolidated Revenue</td>
<td>12,902,958</td>
<td>12,438,032</td>
<td>13,061,441</td>
<td></td>
<td></td>
<td></td>
<td>p. 6</td>
</tr>
<tr>
<td></td>
<td>Taiwan Core and Related Business Group Revenues</td>
<td>8,411,143</td>
<td>9,897,581</td>
<td>11,651,200</td>
<td></td>
<td></td>
<td></td>
<td>p. 6</td>
</tr>
<tr>
<td></td>
<td>China Business Group Revenues</td>
<td>4,230,803</td>
<td>2,135,890</td>
<td>1,267,615</td>
<td></td>
<td></td>
<td></td>
<td>p. 6</td>
</tr>
<tr>
<td></td>
<td>Overseas (Japan and Malaysia) Business Group Revenues</td>
<td>275,380</td>
<td>326,461</td>
<td>242,729</td>
<td></td>
<td></td>
<td></td>
<td>p. 6</td>
</tr>
<tr>
<td></td>
<td>Individual Operating Revenues</td>
<td>7,881,107</td>
<td>9,476,074</td>
<td>11,013,952</td>
<td></td>
<td></td>
<td></td>
<td>p. 6</td>
</tr>
<tr>
<td></td>
<td>Individual Operating Gain</td>
<td>1,323,532</td>
<td>1,725,386</td>
<td>2,248,308</td>
<td>✔️</td>
<td></td>
<td></td>
<td>p. 6</td>
</tr>
<tr>
<td></td>
<td>Operating Costs</td>
<td>8,680,391</td>
<td>8,523,073</td>
<td>9,200,082</td>
<td></td>
<td></td>
<td></td>
<td>p. 6</td>
</tr>
<tr>
<td></td>
<td>Taiwan Core and Related Business Group Costs</td>
<td>6,071,554</td>
<td>6,942,624</td>
<td>8,115,837</td>
<td></td>
<td></td>
<td></td>
<td>p. 6</td>
</tr>
<tr>
<td></td>
<td>China Business Group Costs</td>
<td>2,450,064</td>
<td>1,403,751</td>
<td>875,388</td>
<td></td>
<td></td>
<td></td>
<td>p. 6</td>
</tr>
<tr>
<td></td>
<td>Overseas (Japan and Malaysia) Business Group Costs</td>
<td>158,773</td>
<td>177,497</td>
<td>208,856</td>
<td></td>
<td></td>
<td></td>
<td>p. 6</td>
</tr>
<tr>
<td></td>
<td>Staff Remuneration and Benefits</td>
<td>5,139,863</td>
<td>6,815,053</td>
<td>7,688,825</td>
<td></td>
<td></td>
<td></td>
<td>p. 6</td>
</tr>
<tr>
<td></td>
<td>Dividends and Interest Expenses</td>
<td>2,594,438</td>
<td>1,141,082</td>
<td>1,051,053</td>
<td></td>
<td></td>
<td></td>
<td>p. 6</td>
</tr>
<tr>
<td></td>
<td>Tax Payment Amount</td>
<td>853,340</td>
<td>780,481</td>
<td>952,525</td>
<td></td>
<td></td>
<td></td>
<td>p. 6</td>
</tr>
<tr>
<td></td>
<td>Net Profit for the Year</td>
<td>1,490,923</td>
<td>1,276,205</td>
<td>1,569,368</td>
<td></td>
<td></td>
<td></td>
<td>p. 6</td>
</tr>
<tr>
<td></td>
<td>Liabilities</td>
<td>11,779,831</td>
<td>20,682,752</td>
<td>20,206,488</td>
<td></td>
<td></td>
<td></td>
<td>p. 6</td>
</tr>
<tr>
<td></td>
<td>Equity</td>
<td>10,064,233</td>
<td>10,988,031</td>
<td>11,654,984</td>
<td></td>
<td></td>
<td></td>
<td>p. 6</td>
</tr>
<tr>
<td></td>
<td>Number of Operating Locations</td>
<td>102</td>
<td>102</td>
<td>102</td>
<td></td>
<td></td>
<td></td>
<td>p. 6</td>
</tr>
<tr>
<td></td>
<td>Taiwan (Company Operated)</td>
<td>435</td>
<td>450</td>
<td>465</td>
<td></td>
<td></td>
<td></td>
<td>p. 6</td>
</tr>
<tr>
<td></td>
<td>China (Company Operated)</td>
<td>88</td>
<td>84</td>
<td>90</td>
<td></td>
<td></td>
<td></td>
<td>p. 6</td>
</tr>
<tr>
<td></td>
<td>Japan (Company Operated)</td>
<td>10</td>
<td>10</td>
<td>9</td>
<td></td>
<td></td>
<td></td>
<td>p. 6</td>
</tr>
<tr>
<td></td>
<td>Malaysia (Company Operated)</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td>p. 6</td>
</tr>
</tbody>
</table>

(Note 1) Staff Remuneration and Benefits (NTS thousands); Consolidated financial statement Personnel Expenses.
(Note 2) Dividends and Interest Expenses (NTS thousands); Payment of Dividends and Loan Interest to Company Owners.
**Social Performance (External)**

**Note**
- Social Investment (NTS thousands) Note 1
- Cumulative Coverage Rate of “We are One” Project Proposals
- Participants of Sinyi Lecture Hall
- Participants of Sinyi Volunteer
- Hours of Volunteer Service by Sinyi Staff
- Customers

**Value and Number of Fines based for Breaches of Regulations**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>2018 Result</th>
<th>2019 Result</th>
<th>2020 Result</th>
<th>Status</th>
<th>Read more on page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kids</td>
<td>15,410</td>
<td>15,419</td>
<td>$674</td>
<td>Not Achieved</td>
<td>p. 31</td>
</tr>
</tbody>
</table>

**Note 3**
- We followed GRI 403-9 Disclosure 2018 version, reported and divided the work-related injuries into high-consequence and recordable categories. In 2020 we had recordable work-related injuries.

**Social Performance (Internal)**

**Note**
- Complaints of Infringement of Customer Privacy
- Error Rate on Instruction of Real Estate

**Environmental Performance**

**Note**
- Annual Carbon Emissions (category B22) (kgCO2e)
- Carbon Emissions per Person (category B24) (kgCO2e)
- Carbon Emissions of Electricity Consumption per Person (category B28) (kgCO2e)
- Operating Revenues per kWh (incentives)
- Water Consumption for a Year (kl)
- Per-Capita Water Consumption (kl)
- Paper Usage per Transaction (kg)
- Waste(HQ) food waste and recycle (kg)

**Social–External Stakeholders**

**Note**
- Global Customer Satisfaction Survey Results
- Number of Key Suppliers
- Existing Supplier Inspection Rate
- New Supplier Inspection Rate
- U Supplier Work Injuries

**Suppliers Work Injuries indicator**

**Note**
- Rate of unrecordable work-related injuries

**Profile**

**Note**
- Total No. of Injury Incidents / Total Working Hours x 1,000,000
### 1. Remuneration for Directors

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Gender</th>
<th>Age Group</th>
<th>Remuneration Received by Concurrent Employees</th>
<th>Notes</th>
</tr>
</thead>
</table>
| Hsueh Chien-Ping | Independent Director | Male | 30 and under | $15,000,000 | 1. Note 1 The Company has 7 directors, in aggregate total of 8 directors, with respective disclosure remuneration of the Company'sastic person director, Siny Co., Ltd. and its representatives.
| Lee Yi-Li | Independent Director | Male | 31-50 | $3,500,000 | For more information on directors’ remuneration and a remuneration chart, please see Sinyi Realty’s 2020 annual report, p. 3-14-16. |

#### 2. Remuneration Listed by Range of Directors

<table>
<thead>
<tr>
<th>Range of the Remuneration Paid to the Company’s Directors</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aggregate Amount of A, B, C and D</td>
<td>Aggregate Amount of A, B, C, D, E and G</td>
</tr>
</tbody>
</table>

#### Note A Remuneration for Directors

### 1. Remuneration for Directors

<table>
<thead>
<tr>
<th>Title</th>
<th>Name</th>
<th>Gender</th>
<th>Age Group</th>
<th>Remuneration Received by Concurrent Employees</th>
<th>Notes</th>
</tr>
</thead>
</table>
| Hsueh Chien-Ping | Independent Director | Male | 30 and under | $15,000,000 | 1. Note 1 The Company has 7 directors, in aggregate total of 8 directors, with respective disclosure remuneration of the Company’sastic person director, Siny Co., Ltd. and its representatives.
| Lee Yi-Li | Independent Director | Male | 31-50 | $3,500,000 | For more information on directors’ remuneration and a remuneration chart, please see Sinyi Realty’s 2020 annual report, p. 3-14-16. |

#### 2. Remuneration Listed by Range of Directors

<table>
<thead>
<tr>
<th>Range of the Remuneration Paid to the Company’s Directors</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aggregate Amount of A, B, C and D</td>
<td>Aggregate Amount of A, B, C, D, E and G</td>
</tr>
</tbody>
</table>

#### Note A Remuneration for Directors

### 1. Remuneration for Directors

<table>
<thead>
<tr>
<th>Title</th>
<th>Name</th>
<th>Gender</th>
<th>Age Group</th>
<th>Remuneration Received by Concurrent Employees</th>
<th>Notes</th>
</tr>
</thead>
</table>
| Hsueh Chien-Ping | Independent Director | Male | 30 and under | $15,000,000 | 1. Note 1 The Company has 7 directors, in aggregate total of 8 directors, with respective disclosure remuneration of the Company’sastic person director, Siny Co., Ltd. and its representatives.
| Lee Yi-Li | Independent Director | Male | 31-50 | $3,500,000 | For more information on directors’ remuneration and a remuneration chart, please see Sinyi Realty’s 2020 annual report, p. 3-14-16. |

#### 2. Remuneration Listed by Range of Directors

<table>
<thead>
<tr>
<th>Range of the Remuneration Paid to the Company’s Directors</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aggregate Amount of A, B, C and D</td>
<td>Aggregate Amount of A, B, C, D, E and G</td>
</tr>
</tbody>
</table>

#### Note A Remuneration for Directors

### 1. Remuneration for Directors

<table>
<thead>
<tr>
<th>Title</th>
<th>Name</th>
<th>Gender</th>
<th>Age Group</th>
<th>Remuneration Received by Concurrent Employees</th>
<th>Notes</th>
</tr>
</thead>
</table>
| Hsueh Chien-Ping | Independent Director | Male | 30 and under | $15,000,000 | 1. Note 1 The Company has 7 directors, in aggregate total of 8 directors, with respective disclosure remuneration of the Company’sastic person director, Siny Co., Ltd. and its representatives.
| Lee Yi-Li | Independent Director | Male | 31-50 | $3,500,000 | For more information on directors’ remuneration and a remuneration chart, please see Sinyi Realty’s 2020 annual report, p. 3-14-16. |
### Note D Distribution of Contract Types

<table>
<thead>
<tr>
<th>Employment Contract</th>
<th>Permanent</th>
<th>Temporary</th>
<th>Permanent</th>
<th>Temporary</th>
<th>Permanent</th>
<th>Temporary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taiwan</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>1,571</td>
<td>2,712</td>
<td>1,730</td>
<td>2,934</td>
<td>13</td>
<td>1,876</td>
</tr>
<tr>
<td>Part-Time</td>
<td>0</td>
<td>0</td>
<td>11</td>
<td>0</td>
<td>0</td>
<td>16</td>
</tr>
<tr>
<td>Full-Time</td>
<td>1,571</td>
<td>2,712</td>
<td>1,730</td>
<td>2,934</td>
<td>13</td>
<td>1,876</td>
</tr>
<tr>
<td>China (exclusive)</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>8</td>
</tr>
<tr>
<td>Total</td>
<td>1,572</td>
<td>2,721</td>
<td>1,731</td>
<td>2,943</td>
<td>13</td>
<td>1,877</td>
</tr>
</tbody>
</table>

Note: Temporary employees are included in permanent contracts of designated term. Part-time employees mean massage, nightshift/holiday operators, customers and information services holiday phone operators, agency services ( incl. handling water, power, gas, and phone transfer application). Employees separate to China region are middle management who dispatched from Taiwan.

### Note E Educational Levels

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor's</td>
<td>258</td>
<td>230</td>
<td>228</td>
</tr>
<tr>
<td>Bachelor's Degree</td>
<td>5,764</td>
<td>8,255</td>
<td>8,133</td>
</tr>
<tr>
<td>Master's Degree</td>
<td>545</td>
<td>630</td>
<td>716</td>
</tr>
<tr>
<td>Doctorate</td>
<td>2</td>
<td>0</td>
<td>0.5</td>
</tr>
</tbody>
</table>

Note 1: Pre-Bachelor’s (incl. high school and vocational school graduated)–specialize employees (measurers, drivers, operators, etc.) or senior employees (hired prior to the 1986 adjustment of employment policy to hiring only university graduates or higher) Bachelor’s Degree–includes both two-year (post-Associate) and four-year programs.

### Note F Employees Age Group

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 under</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>31-50 (incl.)</td>
<td>2</td>
<td>3</td>
<td>36</td>
</tr>
<tr>
<td>51 and over</td>
<td>10</td>
<td>16</td>
<td>5</td>
</tr>
</tbody>
</table>

### Note G New Hires and Turnover Structure

<table>
<thead>
<tr>
<th>New Hires</th>
<th>Departed Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>1,019</td>
</tr>
<tr>
<td>Female</td>
<td>623</td>
</tr>
<tr>
<td>30 and under</td>
<td>1,282</td>
</tr>
<tr>
<td>31-50 (incl.)</td>
<td>354</td>
</tr>
<tr>
<td>51 and over</td>
<td>6</td>
</tr>
<tr>
<td>Total New Hires</td>
<td>1,642</td>
</tr>
</tbody>
</table>

Note 1: Pre-Bachelor’s (incl. high school and vocational school graduated)–specialize employees (measurers, drivers, operators, etc.) or senior employees (hired prior to the 1986 adjustment of employment policy to hiring only university graduates or higher) Bachelor’s Degree–includes both two-year (post-Associate) and four-year programs.

Note 2: 2 Central Taiwan—Central region and administrative areas. Southern Taiwan—Tainan, Kaohsiung, and administrative areas.
Note H Employees Turnover Rate by Year

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Turnover Rate Across All Employees</td>
<td>29.7%</td>
<td>28%</td>
<td>26.44%</td>
</tr>
</tbody>
</table>

† Note 1: Turnover Rate = Cumulative Total of Departures for Year / ((Total Employees at Beginning of Year + Total Employees at End of Year) / 2)

Note I Average Training Hours

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Employees</td>
<td>3,790</td>
<td>4,144</td>
<td>4,400</td>
</tr>
<tr>
<td>Total Hours</td>
<td>31,461</td>
<td>192,468</td>
<td>173,502</td>
</tr>
<tr>
<td>Average Hours</td>
<td>34.69</td>
<td>46.44</td>
<td>39.22</td>
</tr>
<tr>
<td>Base-Level Management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Employees</td>
<td>477</td>
<td>461</td>
<td>512</td>
</tr>
<tr>
<td>Total Hours</td>
<td>13,225</td>
<td>12,845</td>
<td>22,499</td>
</tr>
<tr>
<td>Average Hours</td>
<td>27.73</td>
<td>27.86</td>
<td>43.77</td>
</tr>
<tr>
<td>Middle Management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Employees</td>
<td>57</td>
<td>96</td>
<td>68</td>
</tr>
<tr>
<td>Total Hours</td>
<td>2,264</td>
<td>3,860</td>
<td>4,071</td>
</tr>
<tr>
<td>Average Hours</td>
<td>39.72</td>
<td>40.21</td>
<td>59</td>
</tr>
<tr>
<td>Senior Management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>15</td>
<td>15</td>
<td>17</td>
</tr>
<tr>
<td>Total Hours</td>
<td>650</td>
<td>870</td>
<td>620.5</td>
</tr>
<tr>
<td>Average Hours</td>
<td>43.33</td>
<td>58</td>
<td>36.5</td>
</tr>
<tr>
<td>Female</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>1,604</td>
<td>1,760</td>
<td>1,906</td>
</tr>
<tr>
<td>Total Hours</td>
<td>59,040</td>
<td>84,018</td>
<td>75,698</td>
</tr>
<tr>
<td>Average Hours</td>
<td>36.81</td>
<td>47.74</td>
<td>41.98</td>
</tr>
<tr>
<td>TOTAL</td>
<td>4,359</td>
<td>4,716</td>
<td>4,997</td>
</tr>
<tr>
<td>Average Hours</td>
<td>147,600</td>
<td>210,043</td>
<td>200,693</td>
</tr>
</tbody>
</table>

† Note 1: Source from Sinyi e-Schools Training and Education System Data (EUSYS/12/E) included sum of branches training lessons.

Note J Percentage of Female Employees and Management

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Employees</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>4,339</td>
<td>4,716</td>
<td>4,997</td>
</tr>
<tr>
<td>Number of Female</td>
<td>1,604</td>
<td>1,760</td>
<td>1,906</td>
</tr>
<tr>
<td>Percentage of Female</td>
<td>38.97%</td>
<td>37.32%</td>
<td>38.14%</td>
</tr>
<tr>
<td>Management Level</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>549</td>
<td>572</td>
<td>597</td>
</tr>
<tr>
<td>Number of Female</td>
<td>95</td>
<td>102</td>
<td>112</td>
</tr>
<tr>
<td>Percentage of Female</td>
<td>17.3%</td>
<td>17.83%</td>
<td>18.78%</td>
</tr>
</tbody>
</table>

† Note 1: Employees who are after six months of employment could apply for parental leave before each child reaches the age of three. For those who raise two or more children at the same time, their parental leave period shall be calculated together. We identified number for qualified parental leave by employees who applied for maternity leave.

† Note 2: Return to Work Rate = Actual Number of Employees Returning After Parental Leave / Anticipated Number of Employees Returning After Parental Leave (A) x 100

† Note 3: Retention Rate = Number of Employees Returning After Parental Leave (B) / Number of Employees that Returned to Work After Parental Leave (C) x 100

Note K Employees Applications for Parental Leave and their Returns to Work

<table>
<thead>
<tr>
<th>Type</th>
<th>Gender</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>382</td>
<td>321</td>
<td>288</td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>177</td>
<td>180</td>
<td>154</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>559</td>
<td>501</td>
<td>442</td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>25</td>
<td>18</td>
<td>22</td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>44</td>
<td>50</td>
<td>49</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>69</td>
<td>68</td>
<td>72</td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>34</td>
<td>18</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>56</td>
<td>40</td>
<td>31</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>90</td>
<td>58</td>
<td>51</td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>17</td>
<td>10</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>41</td>
<td>25</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>58</td>
<td>35</td>
<td>39</td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>50%</td>
<td>56%</td>
<td>70%</td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>73%</td>
<td>63%</td>
<td>81%</td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>16</td>
<td>17</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>25</td>
<td>41</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>41</td>
<td>58</td>
<td>35</td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>15</td>
<td>14</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>21</td>
<td>32</td>
<td>23</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>34</td>
<td>46</td>
<td>33</td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>81%</td>
<td>82%</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>86%</td>
<td>78%</td>
<td>92%</td>
<td></td>
</tr>
</tbody>
</table>

† Note 1: Return to Work Rate = Actual Number of Employees Returning After Parental Leave / Anticipated Number of Employees Returning After Parental Leave (A) x 100

† Note 2: Retention Rate = Number of Employees Returning After Parental Leave (B) / Number of Employees that Returned to Work After Parental Leave (C) x 100

Note L The Number of "Sinyi Babies"

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>382</td>
<td>321</td>
<td>288</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>177</td>
<td>180</td>
<td>154</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>559</td>
<td>501</td>
<td>442</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>25</td>
<td>18</td>
<td>22</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>44</td>
<td>50</td>
<td>49</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>69</td>
<td>68</td>
<td>72</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>34</td>
<td>18</td>
<td>20</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>56</td>
<td>40</td>
<td>31</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>90</td>
<td>58</td>
<td>51</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>17</td>
<td>10</td>
<td>14</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>41</td>
<td>25</td>
<td>25</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>58</td>
<td>35</td>
<td>39</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>50%</td>
<td>56%</td>
<td>70%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>73%</td>
<td>63%</td>
<td>81%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>16</td>
<td>17</td>
<td>10</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>25</td>
<td>41</td>
<td>25</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>41</td>
<td>58</td>
<td>35</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>15</td>
<td>14</td>
<td>10</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>21</td>
<td>32</td>
<td>23</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>34</td>
<td>46</td>
<td>33</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>81%</td>
<td>82%</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>86%</td>
<td>78%</td>
<td>92%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Note M Accident Statistics**

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occupational Disease</td>
<td>105</td>
<td>203</td>
<td>1</td>
</tr>
<tr>
<td>General Work Injury</td>
<td>1</td>
<td>184</td>
<td>0</td>
</tr>
</tbody>
</table>

- Number Of Recordable Work-Related Injuries: 105
- Number Of Fatalities: 0
- Lost Day: 2,800

1. Total Working Hours = 12,367,575
2. Total Work Days = 1,374,175

**Note N Injury Rate**

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>6.48</td>
<td>7.01</td>
<td>10.01</td>
</tr>
<tr>
<td>Female</td>
<td>8.10</td>
<td>11.08</td>
<td>10.25</td>
</tr>
<tr>
<td>Total</td>
<td>7.21</td>
<td>8.53</td>
<td>11.96</td>
</tr>
</tbody>
</table>

1. Total No. of Injuries / Total Working Hours x 100,000

**Note O Lost Day Rate**

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>0.38%</td>
<td>0.35%</td>
<td>0.24%</td>
</tr>
<tr>
<td>Female</td>
<td>1.28%</td>
<td>1.17%</td>
<td>0.44%</td>
</tr>
<tr>
<td>Total</td>
<td>0.71%</td>
<td>0.66%</td>
<td>0.32%</td>
</tr>
</tbody>
</table>

1. (Total Lost Work Days / Total Work Days) x 100%

**Note P Absentee Rate**

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>48.05%</td>
<td>43.25%</td>
<td>33.50%</td>
</tr>
<tr>
<td>Female</td>
<td>55.27%</td>
<td>48.67%</td>
<td>42.35%</td>
</tr>
<tr>
<td>Total</td>
<td>50.76%</td>
<td>46.78%</td>
<td>40.21%</td>
</tr>
</tbody>
</table>

1. Days Absent / Total Work Days x 100%

**Note Q Online User Statistics for Health Management System**

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Visiting Times</td>
<td>160,000</td>
<td>220,000</td>
<td>270,000</td>
</tr>
<tr>
<td>Number of Visiting Users</td>
<td>20,445</td>
<td>60,000</td>
<td>50,000</td>
</tr>
</tbody>
</table>

**Note S Management Leadership Style and Policy Implementation Survey (Average Score)**

<table>
<thead>
<tr>
<th>Year</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Philosophy practice</td>
<td>4.2</td>
<td>4.36</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Leadership management</td>
<td>4.27</td>
<td>4.37</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Policy enforcement</td>
<td>4.16</td>
<td>4.25</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Talent development</td>
<td>4.12</td>
<td>4.28</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

1. The survey questionnaire uses Likert Scale.
Sustainable Development - Materiality Analysis  p. 12~14

List of material topics

TWSE/GTSM Chapter 2, 6

List of stakeholder groups

TWSE/GTSM Chapter 2, 6

List of topics

TWSE/GTSM Chapter 2, 6

List of stakeholder groups

TWSE/GTSM Chapter 2, 6

List of stakeholder groups

TWSE/GTSM Chapter 2, 6

List of stakeholders

TWSE/GTSM Chapter 2, 6

List of stakeholders

TWSE/GTSM Chapter 2, 6

Evaluating the highest governance body's performance

TWSE/GTSM Chapter 2, 6

Evaluating the highest governance body's performance

TWSE/GTSM Chapter 2, 6

GRI Content Index

Appendix
# GRI Standard: Disclosure

<table>
<thead>
<tr>
<th>GRI Standard</th>
<th>Disclosure</th>
<th>Page number(s)/and or URL(s)</th>
<th>Responding to International Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>203-2</td>
<td>Significant indirect economic impacts</td>
<td>Social (External): Input and Outcomes p. 50, Social (Internal): Community Building p. 53</td>
<td>ISO 26000 6.3.9, 6.6.6, 6.6.7, 6.7.8, 6.8.1, 6.8.2, 6.8.5, 6.8.7, 6.8.9, TWSE/GTSM Chapter 4</td>
</tr>
</tbody>
</table>

## Topic-Specific Disclosures: Environmental

**GRI 103: Management Approach 2016**

**103-1** Explanation of the material topic and its Boundary

Environment - Management Approach p. 24, 25
Sustainable Development - The Boundary of the Impact of Material Topics on the Value Chain p. 14

**103-2** The management approach and its components

Environment - Management Approach p. 25, 32

**103-3** Evaluation of the management approach

Environment - Management Approach p. 25, 32

**GRI 305: Water and Effluents 2018**

**303-3** Water withdrawal


ISO 26000 6.5.4, TWSE/GTSM Chapter 3

**303-4** Water discharge


ISO 26000 6.5.4, TWSE/GTSM Chapter 3

**303-5** Water consumption


ISO 26000 6.5.4

**Emission**

**GRI 103: Management Approach 2016**

**103-1** Explanation of the material topic and its Boundary

Environment - Management Approach p. 24, 25
Sustainable Development - The Boundary of the Impact of Material Topics on the Value Chain p. 14

**103-2** The management approach and its components

Environment - Management Approach p. 25, 29, 30, 31

**103-3** Evaluation of the management approach

Environment - Management Approach p. 25, 29, 30

**GRI 305: Emission 2016**

**305-1** Direct (Scope 1) GHG emissions

Environment – Greenhouse Gas Inventory p. 29

ISO 26000 6.5.5, TWSE/GTSM Chapter 3

**305-2** Energy indirect (Scope 2) GHG emissions

Environment – Greenhouse Gas Inventory p. 29

ISO 26000 6.5.5, TWSE/GTSM Chapter 3

**305-3** Other indirect (Scope 3) GHG emissions

Environment – Greenhouse Gas Inventory p. 29

ISO 26000 6.5.5, TWSE/GTSM Chapter 3

**305-4** GHG emissions intensity

Environment – Greenhouse Gas Inventory p. 29, 30

ISO 26000 6.5.5, TWSE/GTSM Chapter 3

**305-5** Reduction of GHG emissions

Environment – Greenhouse Gas Inventory p. 29, 30

ISO 26000 6.5.5, TWSE/GTSM Chapter 3

**305-6** Emissions of ozone-depleting substances (ODS)

There is no ODS emission in Sinyi Realty

ISO 26000 6.5.5, TWSE/GTSM Chapter 3

**305-7** Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions

There is no such emission in Sinyi Realty

ISO 26000 6.5.5, TWSE/GTSM Chapter 3

ISO 26000 6.5.5, TWSE/GTSM Chapter 3

ISO 26000 6.4.4, 6.8.7

## Occupational Health and Safety

**GRI 103: Management Approach 2016**

**103-1** Explanation of the material topic and its Boundary

Social (Internal): Management Approach p. 34, 35
Sustainable Development - The Boundary of the Impact of Material Topics on the Value Chain p. 14

**103-2** The management approach and its components

Social (Internal): Management Approach p. 35, 37

**103-3** Evaluation of the management approach

Social (Internal): Management Approach p. 36, 37

**GRI 401: Employment 2016**

**401-1** New employee hires and employee turnover

Social (Internal): Labor-employer Relations p. 37

ISO 26000 6.4.3

**401-2** Benefits provided to full-time employees in the form provided to temporary or part-time employees

Social (Internal): benefits and remuneration plans p. 43


ISO 26000 6.4.4

**401-3** Parental leave

Social (Internal): diversity and inclusion p. 44

Social (Internal): overall benefits system and formal employee benefits p. 45

Appendix - Sustainability Performance Overview Note G - new hires and turnover suicide p. 84

ISO 26000 6.4.4

## Appendix - Sustainability Performance Overview – Note G

**Material Topics on the Value Chain p. 14**

**305-1** Direct (Scope 1) GHG emissions

Environment – Greenhouse Gas Inventory p. 29

ISO 26000 6.5.5, TWSE/GTSM Chapter 3

**305-2** Energy indirect (Scope 2) GHG emissions

Environment – Greenhouse Gas Inventory p. 29

ISO 26000 6.5.5, TWSE/GTSM Chapter 3

**305-3** Other indirect (Scope 3) GHG emissions

Environment – Greenhouse Gas Inventory p. 29

ISO 26000 6.5.5, TWSE/GTSM Chapter 3

**305-4** GHG emissions intensity

Environment – Greenhouse Gas Inventory p. 29, 30

ISO 26000 6.5.5, TWSE/GTSM Chapter 3

**305-5** Reduction of GHG emissions

Environment – Greenhouse Gas Inventory p. 29, 30

ISO 26000 6.5.5, TWSE/GTSM Chapter 3

**305-6** Emissions of ozone-depleting substances (ODS)

There is no ODS emission in Sinyi Realty

ISO 26000 6.5.5, TWSE/GTSM Chapter 3

**305-7** Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions

There is no such emission in Sinyi Realty

ISO 26000 6.5.5, TWSE/GTSM Chapter 3

ISO 26000 6.4.4, 6.8.8

## Training and Education

**GRI 103: Management Approach 2016**

**103-1** Explanation of the material topic and its Boundary

Social (Internal): Management Approach p. 34, 35
Sustainable Development - The Boundary of the Impact of Material Topics on the Value Chain p. 14

**103-2** The management approach and its components

Social (Internal): Management Approach p. 35, 37

**103-3** Evaluation of the management approach

Social (Internal): Management Approach p. 36, 37
414-1 New suppliers that were screened using social criteria
Siny Sustainability Website
SDG8 ISO 26000 6.3.8, 6.3.10, 6.4.3, 6.4.4 TWSE/GTSM Chapter 4

414-2 Negative social impacts in the supply chain and actions taken
Supply Chain Management – Supplier Risk Assessment and Evaluation p. 73, 75-77
Siny Sustainability Website
SDG8 ISO 26000 6.3.8, 6.3.10, 6.4.3, 6.4.4, 6.5.2, 6.6.8, 6.6.2, 7.3.1, 7.4.3 TWSE/GTSM Chapter 4
### GRI 103: Management Approach 2016

| Explanation of the material topic and its boundary | p. 49 - 50 |
| Evaluation of the management approach | p. 52 |

#### Digital Resilience

- **Sustainability Accounting Standards Board (SASB)**
  - Content Index
  - GRI: Disclosure
  - SASB: Content Index
  - TCFD: Content Index
  - IIGG: Content Index
  - Verification Opinion Statement
  - Certificate of Registration
  - Independent Assurance
  - Opinion Statement
  - Questionnaires

#### Management Approach of SASB Material Topics

- **Product Design & Lifecycle Management**
  - Business Ethics

  - **Meaning to Sinyi**
  - Sinyi Realty has deemed “to foster secure, efficient, and reasonable realty transactions through the synergy of expertise and teamwork” as our creed. The only way to achieve sustainable development is to comply with business ethics and to consider the interests of all stakeholders.

  - **Our Commitments**
  - Adhering to the spirit of “put righteousness before profit,” Sinyi Realty continues to innovate based on customer needs and corporate ethical thinking. In our operations, we design new service models to solve social problems and upgrade services through digital technology to provide better services.

  - **Policy**
  - 1. Pay attention to market changes and customer needs, and develop new service models accordingly.
  - 2. Review and implement policies in accordance with the regularly held annual plan meetings and quarterly review meetings. Establish innovation management systems and methods.
  - 3. Include service innovation as an important annual plan.

  - **Responsibility**
  - Total Ethical Management Committee - Customer Care Group

  - **Resources**
  - HR: Customer Service Department, Innovation and Integration
  - Division: Digital Intelligence Center
  - Funding: develop innovative services
  - Risk management and internal control systems, and promoting business ethics and legal compliance

  - **Grievance Mechanisms**
  - 1. Customer complaint hotline: 0800-25-922
  - 2. 24-hour online customer service
  - 3. Customer Service Email: sinyi@sinyi.com.tw
  - 4. Stakeholder Engagement sector

  - **Evaluation Mechanisms and Results**
  - 1. Include service innovation as an important annual plan.
  - 2. Customer satisfaction and opinion survey.

  - **Reference pages**
  - Sustainable Innovation: p. 19, 20
  - Stakeholder Engagement: p. 15
  - Exceptional Service and Innovation: p. 52
  - Ethics and Integrity: p. 68
  - Legal compliance management and related instructions: p. 51, 65, 83, 98
Sustainability Disclosure Topics & Accounting Metrics

<table>
<thead>
<tr>
<th>Topic</th>
<th>Code</th>
<th>Accounting Metric</th>
<th>2020 Disclosure</th>
<th>Reference Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SUSTAINABILITY SERVICES</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenue from energy and sustainability services</td>
<td>IF-RS-510a.1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• The entity shall disclose its revenue from energy and sustainability services.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• The entity shall provide a description of the energy and sustainability services it offers.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Not applicable. Sinyi Realty primarily provides real estate sales and rental agency services. Specific services include sales and leases for housing pre-sales, surplus units, individual new units, used residential units, offices, plants, land, and parking spaces. Sinyi Realty does not primarily rely on the provision of sustainable energy services as a source of income, so it does not directly derive income from energy and sustainable services. However, in the process of real estate agency services, we also provide community residents' daily life services, such as one-day plumbers, electrical box health inspections, top floor greening, etc. In response to community residents’ needs, we provide residents with brokerage services related to energy-saving services of professional manufacturers. Sinyi’s real estate brokerage service income was NT$4.84 billion.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>IF-RS-410a.2</td>
<td>The entity shall disclose: (1) The floor area under management for which it provided energy, and/or sustainability-related services; (2) the number of buildings for which it provided energy and sustainability-related services; (3) the reporting period.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• The entity shall disclose:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>(1) The floor area under management for which it provided energy and sustainability-related services; (2) the number of buildings for which it provided energy and sustainability-related services; (3) the reporting period.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Not applicable. Sinyi is a company that provides real estate brokerage services. It does not provide property management services, so it does not have building area and quantity which provide energy and sustainability-related services.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>IF-RS-410a.3</td>
<td>The entity shall disclose: (1) The floor area under management that obtained an energy rating during the reporting period; (2) the number of buildings that obtained an energy rating during the reporting period.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• The entity shall disclose:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>(1) The floor area under management that obtained an energy rating during the reporting period; (2) the number of buildings that obtained an energy rating during the reporting period.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Not applicable. Sinyi is a company that provides real estate brokerage services. It does not provide property management services. Therefore, it does not conduct energy rating for buildings that provide energy and sustainable services.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TRANSPARENT INFORMATION &amp; MANAGEMENT OF CONFLICT OF INTEREST</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Brokers' revenue from dual agency transactions</td>
<td>IF-RS-510b.1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• The entity shall disclose its revenue from real estate sales brokerage services that directly resulted from dual agency transactions.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• The entity shall describe its policies and practices to ensure the professional integrity and duty of care of its workforce in avoiding conflicts of interest in dual agency transactions.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Taiwa's real estate brokerage system is a dual agency system (both buyers and sellers can be dealt with by the same company), and we will follow this disclosure category in 2020. Sinyi Realty’s real estate brokerage services directly derived income from dual agency transactions totaled NT$10.84 billion. In order to implement the company’s ethical behavior and integrity management, and to benefit the company’s sustainable development, Sinyi has formulated various codes of conduct and regularly promoted them, such as the “Sinyi Realty Ethics and Corporate Governance Best Practice Principles.” Sinyi Realty has not faced any monetary loss due to fraud, corruption or bribery.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>IF-RS-510b.2</td>
<td>The entity shall disclose the amount of revenue generated from transactions.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• The entity shall disclose its revenue generated from transactions.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Not applicable. Sinyi only provides relevant market information to the seller as a reference for selling price during the process of housing brokerage services. It does not provide appraisal services, so there is no revenue from appraisal services.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Activity Metrics

<table>
<thead>
<tr>
<th>Code</th>
<th>Activity Metric</th>
<th>2020 Disclosure</th>
<th>Reference Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>IF-RS-000.A</td>
<td>Number of property management clients categorized by: (1) tenants and (2) real estate owners</td>
<td>Not applicable. Sinyi Realty is a company that provides real estate brokerage services. It does not provide property management service, so it does not have property management clients.</td>
<td></td>
</tr>
<tr>
<td>IF-RS-000.B</td>
<td>Floor area under management with owner operational control</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IF-RS-000.C</td>
<td>Number of buildings under management with owner operational control</td>
<td>Sinyi Realty’s own assets include 1 headquarters building and more than 10 self-owned stores.</td>
<td></td>
</tr>
<tr>
<td>IF-RS-000.D</td>
<td>Number of leases transacted, categorized by: (1) tenants and (2) real estate owners</td>
<td>Taiwan’s real estate brokerage system is a dual agency system (both buyers and sellers can be dealt with by the same company). Therefore, the number of tenants and real estate owners in Sinyi Realty lease transactions is the same, totaling 4,439.</td>
<td></td>
</tr>
<tr>
<td>IF-RS-000.E</td>
<td>Number of appraisals provided</td>
<td>Not applicable. Sinyi only provides relevant market information to the seller as a reference for selling price during the process of housing brokerage services. It does not provide appraisal services, so there is no appraisal number.</td>
<td></td>
</tr>
</tbody>
</table>

This appendix refers to the industry standards of the Sustainability Accounting Standards Board, and passed independent third-party audit (please refer to the Independent Assurance Opinion Statement p. 110).

SASB Materiality Map: [Search SASB Materiality Map](https://www.sasb.org)

For more information about SASB, please refer to: [https://www.sasb.org]
Task Force on Climate-Related Financial Disclosures (TCFD) Content Index

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 operations and integrate industry forces and all human power to resolve disasters caused by "climate emergency."
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 for all at all ages.

5.6 By 2030, halve the number of global deaths and injuries from road traffic accidents.

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.

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.

4.3 By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university.

4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent job and entrepreneurship.

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.

4.7 By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education, training and lifelong learning opportunities for all.

5.1 End all forms of discrimination against all women and girls everywhere.

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.

7.2 By 2030, increase substantially the share of renewable energy in the global energy mix.

7.3 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.

7.4 Promote the ‘Green Energy Public Welfare’ project to promote green electricity to the social welfare organisation Alfa Food Bank.

8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and low-carbon-intensive sectors.

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.

8.4 Improve progressively, by 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.

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.

8.6 By 2030, substantially reduce the proportion of youth not in employment, education or training.

8.7 Protect labours rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrant workers, and those in precarious employment.

9.5 By 2020, halve the number of global deaths and injuries from road traffic accidents.

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.

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.

11.4 Strengthen efforts to protect and safeguard the world’s cultural and natural heritage.

11.7 By 2020, provide universal access to safe, inclusive and accessible, green and public spaces in particular for poor and vulnerable, indigenous and children, older persons and persons with disabilities.

11.9 Support positive economic, social and environmental links between urban, peri-urban and rural areas by strengthening national and regional development planning.

11.11 Build effective, accountable and inclusive institutions at all levels.
Goal 12
Ensure sustainable consumption and production patterns

12.2 By 2030, achieve the sustainable management and efficient use of natural resources.
12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.
12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.
12.8 By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.

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

13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.

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

17.9 Enhance international support for implementing effective and targeted capacity-building in developing countries to support national plans to implement the sustainable development goals, including through North-South, South-South and triangular cooperation.
17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and leveraging strategies of partnerships data, monitoring and accountability.

Sinyi’s Major Contributions Toward the SDGs

- R&D in innovative low-carbon services.
- Regularly publish sustainability reports to document sustainability practices.
- Expand the promotion of carbon neutrality projects.
- Development of “circular economy” services.
- Enhance ESG performance together with suppliers.
- Green Procurement.
- Promote the concept of sustainability through various channels.
- Work with the community to make clean products from renewable resources.

SDGs Goals and Targets

- SDG 17 Strengthen the means of implementation and revitalize the global partnership for sustainable development p. 74, 79
- SDG 4 Ensure inclusive and quality education p. 31
- SDG 13 Take urgent action to combat climate change and its impacts p. 31
- SDG 12 Ensure sustainable consumption and production patterns p. 32

Verification Opinion Statement / Certificate Of Registration

ISO 14064-1
Greenhouse Gas Emissions Verification Opinion Statement
- Green digital transformation p. 31
- Waste management p. 32
- Sustainable events p. 57
- Management system p. 32
- Carbon-neutrality p. 30
- Circular economy p. 32
- Sustainable supply chain management p. 78, 79
- Environmental education ISO 2012 p. 57
- Community engagement p. 58

ISO 14067
Carbon Neutrality Declaration Verification Opinion Statement

PAS 2060
Carbon Neutrality Declaration Verification Opinion Statement
- Supply chain management p. 78
- Circular economy p. 32

ISO 14046
Water Footprint Verification Opinion Statement

TCFD
Task Force on Climate-Related Financial Disclosures Conformity Statement
- Supply chain management standards p. 77
- Gung Ho with suppliers p. 79
- Join associations

Greenhouse Gas Emissions Verification Opinion Statement

INDEPENDENT ASSURANCE OPINION STATEMENT

Sinyi Realty 2020 Corporate Sustainability Report

The British Standards Institution (BSI) in independent of Sinyi Realty Inc. (referred to as Sinyi Realty in this statement) and has no financial interest in the operation of Sinyi Realty other than for the assessment and verification of the sustainability statements contained in this report.

This independent assurance opinion statement has been prepared for the shareholders of Sinyi Realty only for the purposes of assuring its stakeholders of its corporate social responsibility (CSR), more particularly as described in the Scope below. It was not prepared for any other purpose. The British Standards Institution (BSI) in providing this independent assurance opinion statement, accepts or assumes responsibility, legal or otherwise, or accepts liability for or in connection with any other purpose for which it may be used, or to any person by whom the independent assurance opinion statement may be read.

The independent assurance opinion statement is prepared on the basis of review by the British Standards Institution (BSI) of the Sinyi Realty’s sustainability reports and its independence. In performing such review, the British Standards Institution has assumed that all such information is complete and accurate.

Any queries that may arise by virtue of this independent assurance opinion statement or material relating to it should be addressed to Sinyi Realty only.

Scope

The scope of engagement agreed upon with Sinyi Realty includes the following:

1. The assurance scope is consistent with the description of Sinyi Realty 2020 Corporate Sustainability Report.
2. The evaluation of the nature and extent of the Sinyi Realty’s performance as to A1000 Accountability Principles (2014) are assessment of sustainability disclosure to be in conformance with the applicable SBS (Sustainability Accounting Standards Board) reporting framework.

The statement was prepared in English and translated into Chinese for reference only.

Opinion Statement

We conclude that the Sinyi Realty 2020 Corporate Sustainability Report provides a fair view of the Sinyi Realty CSR programs and performance during 2020. The CSR report subject to assurance is free from material misstatement based upon testing within the limitations of the scope of assurance, the information and data provided by the Sinyi Realty and the sampling errors.

We believe that the 2020 economic, social and environmental performance information is fairly represented. The CSR performance information disclosed in the report demonstrate Sinyi Realty’s efforts recognized by its stakeholders.

We believe that Sinyi Realty has performed this part of our work to obtain the necessary information and explanations we considered to provide sufficient evidence that Sinyi Realty’s description of their approach to A1000AP (2014) is in line with their engagement as described in GRI Standards: Comprehensive option and SBS Standard.

Methodology

Our work was designed to gather evidence on which to base our conclusion. We conducted the following activities:

- A review of issues raised by external parties that could be relevant to Sinyi Realty’s properties to provide a check upon the assessment in the report
- Discussion with managers on approach to stakeholder engagement. However, we had no direct contact with external stakeholders.
- Interviews with staff involved in sustainability management, report preparation and provision of report information were carried out.
- Review of key organizational developments.
- Review of the findings of internal audits.
- Review of supportive evidence for claims made in the report.
- An assessment of the organization’s reporting and management processes concerning the reporting against the principles of full disclosure, materiality, representativeness and impact as described in the A1000AP (2014).
- An assessment of the organization’s use of metrics or targets of SBS Standard(s) to assess and manage topic-related risks and opportunities.

Stakeholder Questionnaire

We welcome and look forward to your valuable device. Please select what kind of stakeholders you are. (multiple choice)

<table>
<thead>
<tr>
<th>Stakeholder Types</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers</td>
<td>(select one)</td>
</tr>
<tr>
<td>Employee in Sinyi Group</td>
<td>(select one)</td>
</tr>
<tr>
<td>Investor</td>
<td>(select one)</td>
</tr>
<tr>
<td>Community or Local Group</td>
<td>(select one)</td>
</tr>
<tr>
<td>Non-profit Organization</td>
<td>(select one)</td>
</tr>
<tr>
<td>Social Enterprise</td>
<td>(select one)</td>
</tr>
<tr>
<td>Media</td>
<td>(select one)</td>
</tr>
<tr>
<td>Government/Academic Unit</td>
<td>(select one)</td>
</tr>
<tr>
<td>Media</td>
<td>(select one)</td>
</tr>
<tr>
<td>Others</td>
<td>(select one)</td>
</tr>
<tr>
<td>Employee in Sinyi Group</td>
<td>(select one)</td>
</tr>
<tr>
<td>Social Enterprise</td>
<td>(select one)</td>
</tr>
<tr>
<td>Media</td>
<td>(select one)</td>
</tr>
<tr>
<td>Government/Academic Unit</td>
<td>(select one)</td>
</tr>
<tr>
<td>Media</td>
<td>(select one)</td>
</tr>
<tr>
<td>Others</td>
<td>(select one)</td>
</tr>
</tbody>
</table>

What degree of your concern to the topics listed below? (The lowest level of concern is one.)

### 1. Environmental

<table>
<thead>
<tr>
<th>Topic</th>
<th>Not Concerned</th>
<th>Normal</th>
<th>Very Concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green Procurement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Management of Water</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Biodiversity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Greenhouse Gas Emissions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Waste Disposal Method</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ecosystem Protection</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Green Services</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 2. Social

<table>
<thead>
<tr>
<th>Topic</th>
<th>Not Concerned</th>
<th>Normal</th>
<th>Very Concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Talent Training and Development</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Organizational Climate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Remuneration and Benefits</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diversity and Equality Opportunities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Forced Labor</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Freedom of Association and Collective Bargaining</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Occupational Health and Safety</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Organizational Identity and Retention</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work-Life Balance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer Relations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Innovation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Digital Resilience</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transaction Security</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Marketing Communication</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality of Service and Customer Rights</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information Disclosure and Transparency</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Corporate Image</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

Verifiable and verified by independent assurance provider. (In accordance with GRI and SASB)

Conclusions
A detailed review against the inclusivity, materiality, responsiveness, and impact of AA1000AP (2010). GRI Standards and SASB Standard(s) is set out below.

Inclusivity
This report reflects a test of the extent to which Sinyi Realty has engaged stakeholders and established material sustainability topics. The sustainability information disclosed enables stakeholders to make informed judgements about the Sinyi Realty’s management and performance. In our professional opinion the report covers the Sinyi Realty’s sustainability issues.

Materiality
Sinyi Realty publishes material topics that will substantively influence and impact the assessments, decisions, actions and performance of Sinyi Realty and its stakeholders. The sustainability information disclosed enables stakeholders to make informed judgements about the Sinyi Realty’s management and performance.

Responsiveness
Sinyi Realty has implemented the practices to respond to the expectations and perceptions of its stakeholders. An Ethical Policy for Sinyi Realty is developed and continuously provides the opportunity to further enhance Sinyi Realty’s responsiveness to stakeholder concerns. Topics that stakeholders concern about have been responded timely.

Impact
Sinyi Realty has identified and fairly represented impacts that were measured and disclosed in a timely, balanced and effective way. As a result the stakeholders have established processes to monitor, measure, evaluate and manage impacts that lead to more effective decision-making and results based management within the organization. In our professional opinion the report covers the Sinyi Realty’s impact issues.

GRI Sustainability Reporting Standards (GRI Standards)
Sinyi Realty provided us with their self-declaration of in accordance with GRI Standards. Optional reporting requirements for all topics disclosed. Based on our review, we have confirmed that the social responsibility and sustainability developments disclosed with the SASB Standards (Real Estate Services Sustainability Accounting Standards) are reported, partially reported or not reported. In our professional opinion the self-declaration covers the Sinyi Realty’s social responsibility and sustainability impacts.

SASB Standards
Sinyi Realty provided us with their self-declaration of in accordance with SASB Standards (Real Estate Services Sustainability Accounting Standards). Based on our review, we confirm that the social responsibility and sustainability developments disclosed with the SASB Standards (Real Estate Services Sustainability Accounting Standards) are reported, partially reported or not reported. In our professional opinion the self-declaration covers the Sinyi Realty’s social responsibility and sustainability impacts.

Assurance level
The moderate level assurance provided is in accordance with AA1000AP v3 in our review, as defined by the scope and methodology described in the statement.

Responsibility
The GRI report is the responsibility of the Sinyi Realty’s chairman as declared in his responsibility letter. Our responsibility is to provide an independent assurance opinion statement to stakeholders giving our professional opinion based on the scope and methodology described.

Competency and Independence
The assurance team was composed of Lead auditors experienced in relevant sectors, trained in a range of sustainability, environmental and social standards including AA1000AP, ISO 14001, ISO 45001, ISO 18001 and ISO 9001. SASB is a teaching global standards and assessment body founded in 2013. The assurance is carried out in line with the SASB framework, IOMASO (Framework 2013).

A1000
General Assurance Provider
BSI
Statement No: SRA-TW-2020119
2021-06-27
For and on behalf of BSI:

...making excellence a habit...
### 2. Social

<table>
<thead>
<tr>
<th>Topic</th>
<th>Not Concerned</th>
<th>Normal</th>
<th>Very Concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Justice</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Building</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employment Opportunities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lifelong Learning</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anti-Competitive Behavior</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social Philanthropy and Donations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Changes in Population Structure</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Promotion of Culture and Creativity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Industrial Development and Policy Communication</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supply Chain Management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fair Purchasing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supplier Social Assessment</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 3. Governance

<table>
<thead>
<tr>
<th>Topic</th>
<th>Not Concerned</th>
<th>Normal</th>
<th>Very Concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Performance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Governance Structure</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legal Compliance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anti-corruption</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ethics and Integrity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Risk Management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shareholder Equity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Audit Mechanisms</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Transparency</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stakeholder Engagement and Grievance Mechanisms</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

After completing this anonymous questionnaire, please send it to "Total Ethical Management Committee".
Fax: +886-2-2722-2515
E-mail: csr@sinyi.com.tw
Add: No. 100 Xinyi Rd. Sect. 5, Xinyi District, Taipei City, Taiwan
Alternatively, you can also fill out our questionnaire online: http://csr.sinyi.com.tw/en/interactive/survey.php
In response to the spirit of global sustainable forestry, this report uses paper-friendly printing of forest resources.