# Table of Contents

## Vision and ESG Management Policy

<table>
<thead>
<tr>
<th>About Sinyi Realty</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Performance Highlights</td>
<td>1</td>
</tr>
<tr>
<td>Message from the Management</td>
<td>3</td>
</tr>
<tr>
<td>Corporate Profile</td>
<td>6</td>
</tr>
<tr>
<td>Awards and Recognition</td>
<td>7</td>
</tr>
<tr>
<td>About This Report</td>
<td>8</td>
</tr>
</tbody>
</table>

## 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

| 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

| 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 |

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### 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, last 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)

A−

※CDP(Carbon Disclosure Project)

Employee Turnover Rate

26.44%

became lower 3 years in a row

Percentage of Female Employees/Management

38.14% & 18.76%

100% signed Sustainability Term for suppliers on site inspection

1093 times

100% signed Procurement Ethics Standard

Green Procurement Award in Private Sector-Enterprise for

13 consecutive years
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 improve its corporate ethics and promote its business philosophy. Sinyi Realty has always aimed 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.

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

The long-term development framework of Sinyi Realty—namely the ESG (Environmental, Social, and Governance) strategy—was established by the Total Ethical Management Committee of Sinyi Realty by using the Sinyi sustainable principles as strategy goals. In consideration of the current problems in global sustainable development, including climate change, we employ the core concepts of the ESG framework as the main approach in maintaining stakeholder rights and interests, continuing innovation, and establishing future-oriented innovative goals.

In 2019, Sinyi Realty adopted the maxim “what must be done is done,” endeavored to find a balance between corporate development and operating performance, and contributed to interacting with society. Additionally, Sinyi Realty connects with corporate alliances and supply chains and collaborates with and converses with others to positively influence the industry. Through these actions, Sinyi Realty imparts sustainable development concepts and Sinyi’s philosophy to other Taiwanese corporations as well as global corporations, thereby establishing a sustainable and fulfilling lifestyle for all.

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:

- **Environment (E):** To achieve zero carbon emissions, decrease the influence of green power, and increase renewable energy consumption to 100% by 2030.
- **Social (S):** To continue to pursue a business model that complies with corporate ethics, to adopt the concept of sustainable branches with regional features and achieve a sustainable and fulfilling lifestyle for all.
- **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.

Governance—Integrate Sustainability into Operations

Corporate governance represents a corporation’s promise to its shareholders. Sinyi Realty has met all of its corporate governance promises. The company operations are supervised by a Board of Directors elected by shareholders to ensure the long-term profits of shareholders and protect the rights and interests of all stakeholders. Through its corporate governance, Sinyi Realty fulfills its CSR and ensures the company’s sustainable operation.

Sinyi Realty has continued to improve its corporate governance policies and pursued the motto “Sinyi begins with trust and ends with perfection.” Throughout the pandemic, Sinyi Realty has achieved a 30% increase in net operating profit and for 7 consecutive years has been ranked in the top 5% of listed companies in the corporate governance evaluations conducted by the Carbon Disclosure Project.

In the future, Sinyi Realty will continue to challenge itself, innovate and redefine residential services, and contribute to Taiwan’s industrial development.

Corporate Social Responsibility—Building a Sustainable and Ethical Supply Chain

To adhere to corporate ethics when providing services and implementing CSR concepts, Sinyi Realty complies with corporate ethics; to adopt the concept of CSR, ESG frameworks, and sustainable development goals; to ensure the company’s sustainable operation.

Governance—Integrate Sustainability into Operations

Corporate governance represents a corporation’s promise to its shareholders. Sinyi Realty has met all of its corporate governance promises. The company operations are supervised by a Board of Directors elected by shareholders to ensure the long-term profits of shareholders and protect the rights and interests of all stakeholders. Through its corporate governance, Sinyi Realty fulfills its CSR and ensures the company’s sustainable operation. Sinyi Realty has continued to improve its corporate governance policies and pursued the motto “Sinyi begins with trust and ends with perfection.” Throughout the pandemic, Sinyi Realty has achieved a 30% increase in net operating profit and for 7 consecutive years has been ranked in the top 5% of listed companies in the corporate governance evaluations conducted by the Carbon Disclosure Project.

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Supply chain management—Building Sustainable and Ethical Supply Chains

Sinyi ESG frameworks, and sustainable development goals—these modern global trends are already incorporated into the core business philosophy of Sinyi Realty, namely corporate ethics. Ethics generally relates to the one-to-one relationships between people, whereas corporate ethics relates to how a corporation relates to multiple individuals in society. Corporate ethics encompasses the concepts of CSR, ESG frameworks, and sustainable development goals.

To adhere to corporate ethics when providing services and implementing CSR concepts, Sinyi Realty complies with corporate ethics; to adopt the concept of CSR, ESG frameworks, and sustainable development goals; to ensure the company’s sustainable operation.

Governance—Integrate Sustainability into Operations

Corporate governance represents a corporation’s promise to its shareholders. Sinyi Realty has met all of its corporate governance promises. The company operations are supervised by a Board of Directors elected by shareholders to ensure the long-term profits of shareholders and protect the rights and interests of all stakeholders. Through its corporate governance, Sinyi Realty fulfills its CSR and ensures the company’s sustainable operation.
Message from the General Manager

The General Manager is responsible for formulating various business plans and coordinating and integrating 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 socioeconomic 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 Pandemic Prevention Command Center, and made ruled 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 policies, 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 surplus 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 326,000, 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 increased use of digital technology in daily lives due to societal development, Sinyi Realty has expanded its services to include residential living services, has resolved various issues in local communities, and has satisfied the living demands of clients and residents.

Sinyi Realty has further enhanced its community engagement capacity. The function of this capacity has 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 face masks, 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 procedure. 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 house 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 DDON 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.

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
- 2020 Taiwanese Corporate Sustainability Awards (TCSA) by Taiwan Institute for Sustainable Energy (TAIBE): “The Most Prestigious Sustainability Awards” Top Ten Domestic Corporates; “Corporate Sustainability Report Awards-Platinum”, “English Report Awards-Platinum”, “Social Inclusion Award,” “Gender Equity Award”
- CommonWealth Magazine: Third Place, Large Enterprises Category, “Excellence in Corporate Social Responsibility” (4 consecutive years) and First Place at “Social Engagement”.
- Facebook: 2019 Facebook’s Most Influential Brand Award Top 25%
- The only in real estate brokerage

Environment
- 2010 Taiwan Corporate Sustainability Awards (TCSA) by Taiwan Institute for Sustainable Energy (TAIBE): 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)
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
People-oriented
Put righteousness before profit
Positive thinking

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

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

“Sinyi” means “trustworthy” in Chinese.
Opportunities and Risks

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

Risk management process p. 70

Climate change risk management p. 27

Sustainability Website: Risk Management

ESG mega trend

<table>
<thead>
<tr>
<th>Impact on the overall environment</th>
<th>Trends in the real estate service industry</th>
<th>Impact on Sinyi (financial/non-financial)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESG trend</td>
<td>Customers value residential security</td>
<td>Operational disruption due to extreme weather events</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Climate change mitigation and adjustment failure</td>
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<td></td>
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<td>Review climate change mitigation and adjustment actions to improve operational resilience</td>
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<td>Average temperature</td>
<td>Increased demand for greening of the living environment</td>
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<td>Increase in electricity costs</td>
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<td></td>
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<td>Develop innovative power-saving services</td>
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<td>Limited energy resources and uneven distribution</td>
<td>Stability of energy resources</td>
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<td>Measure to enhance energy resource management</td>
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<td>Creating the business opportunities of community energy-saving</td>
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<td>Pay attention to energy saving, carbon reduction and carbon neutrally</td>
<td>Increased demand for low-carbon services</td>
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<td>Increased cost of low-carbon transition</td>
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<td>Develop low-carbon innovative services</td>
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<td>Use clean and low-carbon energy</td>
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<td>Diversified and international talents</td>
<td>It is not a dominant and develop multilingual talents</td>
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<td>Cross-industry talent-based establish trust relationship through community engagement services, which can meet more customer needs</td>
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<td></td>
<td>Diversified, cross-generational work and collaboration methods</td>
<td>Online collaboration tools increase productivity</td>
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<td>Cross-generational conflict</td>
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<td></td>
<td></td>
<td>Conflicts caused by workforce adjustment</td>
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<tr>
<td></td>
<td>Population increase</td>
<td>Changes in housing supply and decrease in demand on transaction matching</td>
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<tr>
<td></td>
<td></td>
<td>New-style residential model generates new service demand</td>
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<td></td>
<td>Technological development</td>
<td>Rapid development of real estate service</td>
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<td>New technology companies enter the market</td>
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<td></td>
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<td>Risks arising from new updated technology</td>
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<tr>
<td></td>
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<td>Risk of new-type competitor</td>
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<tr>
<td></td>
<td></td>
<td>Develop new business models or value-added services</td>
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<td>Frequent cyber attacks</td>
<td>Increased level of information security protection for personal data and business secrets</td>
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<td>Risk of critical infrastructure failure</td>
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<td>Risk of leakage of personal information and business secrets</td>
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<td></td>
<td></td>
<td>Information security risk</td>
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<td></td>
<td>New-type communication media develops and spreads rapidly</td>
<td>Application of new technologies to improve business operation efficiency</td>
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<td></td>
<td></td>
<td>To enhance brand image and information transparency</td>
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<tr>
<td></td>
<td>Consumer preferences change</td>
<td>Changes in consumer consumption habits</td>
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<td></td>
<td></td>
<td>The risk of failing to meet customer needs</td>
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<td></td>
<td></td>
<td>Develop services that meet customer needs</td>
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<td></td>
<td>The COVID-19 pandemic affects personal safety and economic development</td>
<td>The housing market policy support self-occupancy demand, and transactions continue to return to fundamentals</td>
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<td>Operational interruption due to extreme weather events</td>
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<td></td>
<td>Potential health and safety risks</td>
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<td>Accelerate digital transformation and re-building corporate resilience and resiliency</td>
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<td>Changes in the global political and economic situation</td>
<td>Housing market policies reduced transaction volume</td>
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<td>まとめ Housing market or financial policy</td>
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<td></td>
<td></td>
<td>Expanding into new markets</td>
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<td></td>
<td>Sustainable supply chain has received more attention</td>
<td>Increased demand for one-stop service, and convenience in residential service information</td>
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<td></td>
<td>Risk of poor service from partner suppliers</td>
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<td>Improve local procurement</td>
<td>New material procurement, supplier screening risk</td>
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Sustainability Website: Risk Management

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 external 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

Identification

We convened a materiality assessment meeting, with senior management from the Total Ethical Management Committee analyzing each issue of concern regarding the level of significance of their ESG impacts. The Total Ethical Management Committee analyzed each issue of concern for its impact on stakeholder assessments and decision-making, as well as the significance of its ESG impacts. We formed a team based on the sustainability principles, their materiality was analyzed. After completing this, we defined the lower threshold for materiality as 70 points (total 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.

Prioritization

We convened a materiality assessment meeting with senior management from the Total Ethical Management Committee identifying 17 SDGs and their relationship with our business, along with a review of the value chain and the positive and negative impacts of any operations the company has on any of the SDGs, such as the company’s efforts to reduce energy consumption. We also evaluated the value of the business and the basic responsibilities that Sinyi needs to meet.

Validation

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

SASB index p. 100

Review

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

Identifying Stakeholders: In accordance with the 5 principles of the A45003 2015 Stakeholder Engagement Standard (SASB), we identified a total of 6 types of stakeholders with whom we interactively 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 benefit 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, focus groups and seminars to collect stakeholder feedback on sustainability issues. We summarized a total of 47 issues of concern.

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 internal experts analyzing each issue for the level of significance of their ESG impacts.

Prioritizing Sustainable Development Goals (SDGs): Primary screening of the 17 SDGs and their relationship with our business, along with a review of the value chain and the positive and negative impacts that our operations may have on the SDGs was conducted. Our contributions and value creation in connection 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 of Concern: We convened a materiality assessment meeting with senior management from the Total Ethical Management Committee analyzing each issue of concern for its impact on stakeholder assessments and decision-making, as well as the significance of its ESG impacts. From there, based on Sinyi sustainability principles, their materiality was analyzed. After completing this, we defined the lower threshold for materiality as 71 points (total 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.

Corresponding Material Topics: Based on the 28 issues of concern selected, the Total Ethical Management Committee determined the corresponding material topics, including 15 G4 topics. We custom topics relating to our industry, as well as 2 material topics related 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 and 10 SDGs by drawing a mapping of our business value chain and identify areas with high likelihood of either negative or positive impacts on the material topics and SDGs represent.

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

10 SDGs

SDGs report

28 Material Issues of Concern

Matrix p.13

102-37 102-40 102-42 102-43 102-44 102-46 102-47

17 Material Topics

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

SASB index p. 100

102-37 102-40 102-42 102-43 102-44 102-46 102-47

102-37 102-40 102-42 102-43 102-44 102-46 102-47

17 Material Topics

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

SASB index p. 100
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 Relations
19. Service Innovation
20. Digital Responsibility
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

The adjustment of issue concerns

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

Environmental
Social
Governance
Supply Chain

High

Ordinary: 70 or below
Medium: 71 to 270
High: 271 or above

Not responded to specifically in this report

Details of strategies and methods in response can be found in an independent section of this report.

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.

**Issues of Concern**

**Material Issues and Concern Matrix**

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

**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

**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.

**Determine the Corresponding SDGs and Material Topics**

**Stakeholders**

**Our Responses**

**SASB**

**SDGs**

**Material Topics**

**Environmental**

**Social**

**Governance**

**Supply Chain**

**Material Issues**

**Original Order Change**

**Environmental**

**Social**

**Governance**

**Supply Chain**

**SDGS**
Stakeholder Engagement

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

Engagement Strategies and Goals

Improve how Sinyi Realty engages with stakeholders in its efforts to advance and influence different business views.

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 considered responsible stakeholder engagement. Therefore, it is necessary to engage with them through various methods and channels to understand their needs and expectations. The methods and channels 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 subsequently.

Environment

- Sustainability Report (Annually)
- Sustainability website and mailbox (Timely)
- Annual General Meeting (May of each year)
- Green procurement (Irregularly)

In order to strengthen environmental management, we continue to conduct various IS0 verifications, expand the number of carbon neutral branches, and disclose our management performance to the public. Internally, we improve management practices through strengthening internal promotion, and externally, we use opportunities to communicate with community residents and the public.

Employees

- Sustainability Report (Annually)
- Sustainability website and mailbox (Timely)
- Various internal meetings (Regularly)
- Internal communications platform (Timely)
- Employees communications mailbox (Timely)
- Dependent communications mailbox (Timely)

Full communication with employees at any time, including collecting their feedback, enabling us to adjust policies and related guidelines or regulations. We provide 123,500 comments, most of which are suggestions for training and salary incentives.

Customers

- Sustainability Report (Annually)
- Sustainability website and mailbox (Timely)
- Various internal meetings (Regularly)
- Internal communications platform (Timely)
- Employees communications mailbox (Timely)
- Dependent communications mailbox (Timely)

In order to strengthen environmental management, we continue to conduct various IS0 verifications, expand the number of carbon neutral branches, and disclose our management performance to the public. Internally, we improve management practices through strengthening internal promotion, and externally, we use opportunities to communicate with community residents and the public.

Community

- Sustainability Report (Annually)
- Sustainability website and mailbox (Timely)
- Various internal meetings (Regularly)
- Internal communications platform (Timely)
- Employees communications mailbox (Timely)
- Dependent communications mailbox (Timely)

In order to strengthen environmental management, we continue to conduct various IS0 verifications, expand the number of carbon neutral branches, and disclose our management performance to the public. Internally, we improve management practices through strengthening internal promotion, and externally, we use opportunities to communicate with community residents and the public.

Supplier

- Sustainability Report (Annually)
- Sustainability website and mailbox (Timely)
- Various internal meetings (Regularly)
- Internal communications platform (Timely)
- Employees communications mailbox (Timely)
- Dependent communications mailbox (Timely)

In order to strengthen environmental management, we continue to conduct various IS0 verifications, expand the number of carbon neutral branches, and disclose our management performance to the public. Internally, we improve management practices through strengthening internal promotion, and externally, we use opportunities to communicate with community residents and the public.
Engagement Results and Feedback

Sinyi Realty attaches importance to the feedback of stakeholders. In response to the concerns or suggestions of various stakeholders, and in line with the motto: "Sinyi begins with trust and ends with perfection," we continue to improve in all aspects, plan corresponding strategies, and propose actions or projects. Here are excerpts from some stakeholder’s suggestions and feedback to us. For more information, please refer to the videos or interviews on Sinyi Sustainability Website: https://www.youtube.com/channel/UCZFVEvU3Z2F6a7vfDw0CuBA

Good, 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 Hsu Administration of Sinyi-Rema

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

— District Eight Zhong-chen Naping branch

Volunteer Day

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

— Yung-chang Chao DR of An-sin consulting firm

Sinyi Charity Foundation held a "Silver-age Day and award ceremo- ny 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 try, they are at aging years. Taiwan elders do not stop learning and welcome the challenges from young generation. This year we have outnumbered proposals came from elders over 70-year of age. We hope continue to lead with innovation, promote harmony cross generation, and respond wisely to the challenges from young generation.

— Hsin-he Lin, Chairman of Sinyi Charity Foundation

Wantang High School was honored to receive the first prize in the Community Building project – school students group in 2020 context. 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, Wantang High School

You can also give us more feedback through the online questionnaire.
The Value Creation Process of Sinyi Realty

The Importance and Value of Sustainability to Sinyi Realty

Each stage in our services has an impact on environment, society, governance, and supply chain, and these impacts can go far beyond the scope of our day-to-day business activities. Reviewing our efforts toward sustainable development from the value chain perspective can not only help us understand the positive and negative impacts of our value chain, but can also help us to focus on the opportunities 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 impact.

Explore External Needs by the Outside-In Approach

We adopt an outside in approach. By looking at what is happening outside, we are able to identify the increasing external need and potential opportunities.

Innovative Business Model

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

2020 Innovation Results

- Green realtor moves toward net zero
  - Carbon neutral real estate
  - Green transformation and e-Contract
  - Renewable energy plan
- 2021 Goals
  - Use renewable energy 4%
  - Carbon emissions reduction 1%

Response to SDGs

- Enhance green brand
  - Increase governance and operating efficiency
  - Enhance corporate resilience

2021 Goals

- Develop: SDG for existing new independent Directors before take office
- Establish a talent pool for independent Directors
- Corporate Governance Evaluation Top 5%

Opportunities

- Increase governance and operating efficiency
- Enhance corporate resilience

Driving Revenues to New Heights

Sinyi Realty actively combines global sustainability issues with innovative practices which shows in our operating strategy and core capabilities, and specifically demonstrates the effectiveness of our positive financial and operational growth performance.

We continue to respond to the SDGs, create more employment opportunities, jointly promote business ethics, and make revenues grow year after year. Sinyi has remained at the top of the real estate brokerage industry for 27 years now, highlighting that Sinyi’s commitment to business ethics has been a key factor in our constant attainment of new heights, and ensuring our long-term success.

Innovation with business ethics is the foundation of sustainable development. Sinyi Realty actively responds to the needs of stakeholders, our innovation not only creating the financial value, but also having positive impacts on the environment and society.
We achieve these goals by following our management policy, managing the key indicators of material topics, the status and progress of achievement of performance goals, and confirming the consistency of performance management indicators and sustainability principles.

<table>
<thead>
<tr>
<th>Long-term Goals</th>
<th>Stakeholders</th>
<th>Material Topics</th>
<th>SDGs</th>
<th>Management Indicators</th>
<th>Mid-term Goals</th>
<th>Short-term Goals</th>
<th>Management Progress (performance)</th>
<th>Achieved Status</th>
<th>Our Actions</th>
<th>Our Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get to Net Zero</td>
<td>Environment</td>
<td></td>
<td></td>
<td>Carbon Emissions Per Person (kgCO₂e)</td>
<td>45% reduction (base year: 2017)</td>
<td>261.0</td>
<td>Carbon Emissions Per Person (kgCO₂e)</td>
<td>394.42</td>
<td>308.77</td>
<td>265.3</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>GHG Emissions per Person (Category 1+2) (kgCO₂e)</td>
<td>25% reduction (base year: 2017)</td>
<td>Note 1</td>
<td>1,314</td>
<td>GHG Emissions per Person (Category 1+2) (kgCO₂e)</td>
<td>1,567</td>
<td>1,352</td>
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<tr>
<td></td>
<td>Employees</td>
<td></td>
<td></td>
<td>GHG Emissions (Category 1+2) (tCO₂e)</td>
<td>90% reduction (base year: 2017)</td>
<td>Note 1</td>
<td>5,856</td>
<td>GHG Emissions (Category 1+2) (tCO₂e)</td>
<td>6,801</td>
<td>6,374</td>
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<td>Toward Co-existence, Co-prosperity, and Co-creation</td>
<td></td>
<td></td>
<td></td>
<td>Percentage of Female Management</td>
<td>&gt;20%</td>
<td>&gt;19%</td>
<td>Percentage of Female Management</td>
<td>16.36%</td>
<td>17.88%</td>
<td>18.76%</td>
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<tr>
<td></td>
<td>Employees</td>
<td></td>
<td></td>
<td>Employees Engagement Survey Score</td>
<td>&gt;4.0</td>
<td>&gt;4.0</td>
<td>Employees Engagement Survey Score</td>
<td>4.04</td>
<td>4.4</td>
<td>4.05</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Turnover Rate</td>
<td>&lt;25%</td>
<td>&lt;28%</td>
<td>Turnover Rate</td>
<td>29.7%</td>
<td>28%</td>
<td>26.44%</td>
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<tr>
<td>Customers</td>
<td></td>
<td></td>
<td></td>
<td>Customer Satisfaction Rate</td>
<td>&gt;92%</td>
<td>&gt;91%</td>
<td>Customer Satisfaction Rate</td>
<td>84.42%</td>
<td>88.88%</td>
<td>90.23%</td>
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<tr>
<td>Community</td>
<td></td>
<td>Business Ethics</td>
<td></td>
<td>Cumulative coverage rate of community building proposals</td>
<td>100%</td>
<td>99.66%</td>
<td>Cumulative coverage rate of community building proposals</td>
<td>98.9%</td>
<td>98.9%</td>
<td>99.46%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Branding</td>
<td></td>
<td>Corporate Governance Evaluation</td>
<td>Top 5%</td>
<td>Top 5%</td>
<td>Corporate Governance Evaluation</td>
<td>Top 5%</td>
<td>Top 5%</td>
<td>Top 5%</td>
</tr>
<tr>
<td>Investors</td>
<td></td>
<td>Digital Resilience</td>
<td></td>
<td>Profitability (NTS billion)</td>
<td>positive</td>
<td>positive</td>
<td>Profitability (NTS billion)</td>
<td>13.23</td>
<td>17.25</td>
<td>22.48</td>
</tr>
<tr>
<td>Suppliers</td>
<td></td>
<td>Sustainable and Ethical</td>
<td></td>
<td>Total Audits</td>
<td>-</td>
<td>-</td>
<td>Total Audits</td>
<td>348/387</td>
<td>232/257</td>
<td>261/279</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Supply Chains</td>
<td></td>
<td>Key suppliers check rate</td>
<td>95%</td>
<td>95%</td>
<td>Key suppliers check rate (%)</td>
<td>89.9%</td>
<td>90.3%</td>
<td>93.5%</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)" to replace the original goal indicator of "GHG Emissions per Person (Category 1+2)". Since "GHG emissions (category 1+2)" are newly established indicators, there is no original goal for 2020.

Note 2: Accumulated of 366 townships have participated in submitting proposals, accounting for a percentage of the total of 368 townships in Taiwan.

Note 3: Goal for annual total number of suppliers slightly changes every year depending on the status of cooperation, so target setting is not applicable.
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

GRI
- 303 Water and Effluents
- 305 Emissions

Strategic Goals

2021 Goals
- Achieve Sinyi’s Net Zero emissions
- Demonstrate Sinyi Realty’s green impact

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

Short-term 2021
- Annual reduction in GHG emissions (category 1&2): 2.5%

Mid-term 2030
- Conduct organizational environment related audits
- Annual reduction in per capital water consumption: 1%

Long-term 2050
- Reduce in GHG emissions (category 1&2): 90% (base year: 2017)
- Reduce 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 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 drive 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 ISO 50001 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 Environmental Management System, ISO 14046 Water Footprint and ISO 28212 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 achieve the 2030 goal of a 35% reduction in carbon emissions per transaction, a 90% reduction in GHG emissions (category 1&2), a 30% reduction in per capita water consumption (base year: 2017), 100% achievement of the 2030 goals of “a 35% reduction in carbon emissions per transaction, a 90% reduction in GHG emissions (category 1&2), a 30% reduction in per capita water consumption (base year: 2017), 100% renewable energy consumption”, contributing to the restoration of the earth’s ecology.

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

Grievance Mechanisms
Stakeholder Engagement section

Responsibility
Total Ethical Management Committee - Green Management Group

Evaluation Mechanisms and Results
Annual targets and performance management
Obtaining ISO verification

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. These SDGs in particular are relevant to our work on Environment:

- SDG7: Affordable and clean energy
- SDG12: Responsible consumption and production
- SDG13: Climate action

2020 Goals and Achievements

Carbon Footprint

In 2020, Sinyi has reduced emissions by 27.94% 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 257.62 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 2019.

Our actions

Sinyi Realty has always placed a great emphasis on sustainable development, so we promote the annual verification of ISO 14044-1, 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

- Carbon emissions per real estate transaction: -14.1%
- Greenhouse Gas emission per person: 0.25%
- Per capita water consumption: 3.96%
- Paper usage per real estate transaction: -29.56%
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 ushering in the 6th mass extinction, endangering the survival of human civilization, and also affecting the daily life of all people on the earth. Although the real estate brokerage industry is not a major producer of carbon emissions, Sinyi Realty chooses to focus on the impact of climate change, implement climate-related risk manage 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 “Crisis 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.

<table>
<thead>
<tr>
<th>Risk Type</th>
<th>Financial and Non-Financial Impact</th>
<th>Strategy and Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Typhoon</td>
<td>Reduce operating costs and carbon emissions of electricity consumption</td>
<td>Implement green procurement</td>
</tr>
<tr>
<td>Floods</td>
<td>Damage to housing quality and transaction opportunity and reduce revenue</td>
<td>Enhance climate resilience</td>
</tr>
<tr>
<td>Drought</td>
<td>Endanger the work safety of employees</td>
<td>Improve green services</td>
</tr>
<tr>
<td>Rising sea levels</td>
<td>Increase revenue through innovative customer services</td>
<td>Promote renewable energy services</td>
</tr>
<tr>
<td>Net Zero commitment</td>
<td>Increase operating costs for purchasing green equipment</td>
<td>Strived to achieve Net Zero by 2030</td>
</tr>
<tr>
<td>Science Based Questions</td>
<td>Increase R&amp;D costs to implement paperless services and tools in short-term, but increase service efficiency to decrease costs in long-term</td>
<td>Implement new R&amp;D action to mitigate summer discomfort</td>
</tr>
<tr>
<td>Science Based Targets initiative</td>
<td>Increase R&amp;D costs to implement paperless services and tools in short-term, but increase service efficiency to decrease costs in long-term</td>
<td>Promote renewable energy development</td>
</tr>
<tr>
<td>Renewable energy consumption</td>
<td>Increase operating costs</td>
<td>Support renewable energy development</td>
</tr>
<tr>
<td>Low carbon services</td>
<td>Increase R&amp;D costs</td>
<td>Promote resource-saving and carbon reduction actions</td>
</tr>
<tr>
<td>Customer behavior change</td>
<td>Increase carbon emissions from customer behavior</td>
<td>Optimize more convenient service solutions and ideas</td>
</tr>
</tbody>
</table>

03 Risk Management

- In response to possible climate-related physical risks and transition risks, we reassess 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 risks 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.
- Conduct organizational environmental related audits annually
- Promote carbon neutrality branch project
- Use renewable energy since 2021
- Respond to international initiatives (CDP, TCFD, SIIRI, 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

Greenhouse Gas Emission Reduction

With the increasing impact of climate change, countries accounting for more than 75% of global GDP have taken active actions to achieve the goal of “Net Zero by 2050”. Although Sinyi Realty is not a major producer of carbon emissions, we are still committed to the goal of “Net Zero by 2050” in line with international initiatives. As such, Sinyi not only carries out carbon reduction actions internally, but also promotes green services externally, moving towards the goal of Net Zero by 2030 in line with international initiatives. As such, Sinyi not only carries out carbon reduction actions internally, but also promotes green services externally, moving towards the goal of Net Zero by 2030 in line with international initiatives.

Specific Action

1. Improve Emission Reduction Performance
   - Set organizational goals and audit annually
   - Greenhouse Gas Inventory

2. Respond to international initiatives
   - Set renewable energy consumption targets
   - Apply for SBTi target validation
   - Continuously respond to the CDP questionnaires

2020 Verification

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)

- Category 1 Direct GHG emissions 693.7 tons CO2e
- Category 2 Indirect GHG emissions from energy 8165.6 tons CO2e
- Category 3 Indirect GHG emissions from transportation 1118.7 tons CO2e
- Category 4 Indirect GHG emissions from products used by organization 3409 tons CO2e
- Category 5 Indirect GHG emissions from other sources 209.7 tons CO2e
- Category 6 Indirect GHG emissions from products associated with the use of products from the organization 305 tons CO2e

GHG Emissions (category 1&2)

GHG Emissions (category 3-6)

Material Input Stage

- Category 3, 4 Upstream
  - Upstream transport and distribution for goods 0.54%
  - Purchased goods 28.52%
  - Capital goods N/A
  - The use of assets N/A

Service Stage

- Category 1 Direct emissions 5.26%
- Category 2 Indirect GHG emissions from energy 53.57%
  - Employee commuting 7.56%
  - Client and visitor transport N/A
  - Business travels 1.62%
  - The disposal of solid and liquid waste 1.11%

Transport, Use, Waste Disposal and Recycling

- Category 3, 5 Downstream
  - Downstream transport and distribution for goods N/A
  - The use stage of the product N/A
  - Downstream leased assets 1.82%
  - Life stage of the product 0.0%
  - Investments N/A

GHG emissions per person (headquarters building, operating branches and administrative centers)

- 2018: 3029 NTD/kWh
- 2019: 3152 NTD/kWh
- 2020: 3155 NTD/kWh
- 2030 goal: 1220 NTD/kWh

CDP Leadership Level

- A-

Science Based Target Initiatives

- SBTi
  - Committed
  - Apply for target validation

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

Carbon Neutrality
Waste Stage
SDG13
Product Carbon Footprint Verification

**Paper Usage per Transaction**

Sinyi 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 quantity the benefits from green services, hoping to contribute to reducing negative impact on the environment through every transaction of Sinyi.

### 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.

#### 2020 Performance

**Carbon Emissions per Real Estate Transaction**

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2030 new goal</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>11.03 kgCO₂e</td>
<td>8.88 kgCO₂e</td>
<td>6.88 kgCO₂e</td>
<td>5.48 kgCO₂e</td>
</tr>
</tbody>
</table>

- **Achieved 2030 goal ahead of schedule**
  - **45%** reduction in carbon emissions per real estate transaction (base year: 2020)

**Paper Usage per Transaction**

- **Achieved 2030 goal ahead of schedule**
  - **65.2%** reduction (base year: 2017)

### Action Plan

**Carbon Emissions per Real Estate Transaction**

- **Materials Input Stage**
  - 2019: 83.21 kgCO₂e, 2020: 50.56 kgCO₂e

- **Service Stage**
  - 2019: 218.67 kgCO₂e, 2020: 207.07 kgCO₂e

- **Waste Stage**
  - 2019: 6.88 kgCO₂e, 2020: 7.68 kgCO₂e

**Achieved 2030 goal ahead of schedule**

- **38.1%** reduction in carbon emissions per real estate transaction (base year: 2020)

- **Compared with base year: reduce 38.1%**

#### 2020 Performance

- **Annual reduce 14.1%**
- **Compared with base year: reduce 38.1%**

### Action Plan

**Support the Development of Renewable Energy**

To support the development of renewable energy, Sinyi has set the 2030 goal of “100% renewable energy energy consumption (electricity)” and will start to use renewable electricity since 2020 to help improve energy efficiency and reduce operating costs.

**Waste Management**

Sinyi Realty is a service company. Its waste is mainly daily waste and there is no toxic waste from manufacturing process. Through greenhouse gas inventory, we calculated our carbon emissions by solid and liquid waste disposal, accounting for 1.17% of indirect greenhouse gas emissions. Therefore, the waste issue was not listed as a material topics and it is disposed of in accordance with local government regulations.

**Waste Reduction Performance of Service Carbon Footprint**

Although waste management is not a material issue of Sinyi, we still keep on developing green services and improve operating procedures to reduce carbon emissions of waste disposal during our service process. Compared with 2019 baseline of carbon footprint reduction, the carbon emissions in the waste stage of carbon footprint in 2020 have been reduced 52.86%, showing our emphasis on waste management.
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

44.62 Hours
Of training

Sinfu Coin
More flexible benefit options

26.44%
Turnover rate

TOP AGENT APP 3.0
Upgraded

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

Material Topics

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 principles, 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 focusing 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. At Sinyi, we care deeply about training and development of employees, we respect diversity, provide equal opportunities, and encourage employees to pursue higher goals in their career paths. 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 benefits, and etc. as providing equal opportunities for all.

### How We Manage the Topics

<table>
<thead>
<tr>
<th>Policy</th>
<th>Grievance Mechanisms</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>Stakeholder Engagement section</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Evaluation Mechanisms and Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Worker Care Group, Total Ethical Management Committee</td>
<td>Employee engagement surveys, External certifications, Continuously monitor labor safety, data and working hours</td>
</tr>
</tbody>
</table>

### Corresponding to the Sustainable Development Goals (SDGs)

Sinyi supports the SDGs. These SDGs in particular are relevant to our work with internal stakeholders:

- **SDG3**: 103-2
- **SDG4**: 405
- **SDG5**: 103-2
- **SDG8**: 409

### 2020 Goals and Achievements

#### Turnover Rate

We employed a policy of high-paying jobs, happy career path, and health workplace to encourage employees become onwards and upwards. When all the strategies formed a comprehensive workplace, there was a virtuous circle realized in our business culture.

#### Our actions

We conduct employee engagement survey annually to find out opinions regarding the organization. According to the result, we created a flexible benefit which sent 10,000 Sinyi Coin to each employee, and employees can choose options such as physical and mental health, family case, lifelong learning that have larger ratio.

#### Percentage of Female Management

Due to the nature of the industry, our employees were primarily male. However, in recent years, through sound training and an objective evaluation system, we have been able to constantly increase the proportion of female in management roles.

#### Our actions

Sinyi Realty places great importance on diversity in hiring, training and promotion. Workers have work-life balanced, as well as providing equal opportunities for all.

### 2020 Performance Overview

#### 2020 Goals | 2020 Performance | Achieved
---|---|---
45 | average hours of training | 44.62 | Achieved
<28% | turnover rate | 26.44% | Achieved
>18% | Female management | 18.76% | Achieved
A new option for flexible benefit | Electric Scooter | Added subsidy for electric scooter | Achieved
**Employment Overview**

**Diversity of employees**

- Top-level Management: 17
- Executive Management: 68
- Supervisory Management: 512
- Employees: 4,497

- Under 30 years old (incl): 42.3%
- 31-50 years old: 54%
- Over 51 years old (incl): 3.7%

**New Employee Hires and Employee Turnover**

While there is no gender bias in hiring, new hires tend to be a large portion of younger males because of the nature of the industry. Departures are similarly structured as well, with the largest number being male aged less than 30 years old. In order to effectively reduce the turnover rate and respond to challenges, we develop a coaching program for underperforming sales to help them focus on core skills and get mutual assistance through a team setting. Besides, we conduct regular guidance and care for new hires, and in-depth discussions between management and departing employees to help understand the reasons for departure and to take an appropriate approach toward evaluating plans for improvement. In the light of above policies, we saw an average turnover rate of 26.44% in 2020.

![Sustainability Performance Overview - "New Hires and Turnover Structure, Turnover Rate by Year"](image)

**Communication Policy**

**Grievance Mechanisms and Communication Channels**

To understand the views from employees with regard to organizational development and to provide a workplace that is free from sexual harassment and discrimination, we have established a range of channels for communications and continually promote their use.

**Grievance Mechanisms**

- Quarterly Labor-management meetings
- Labor Issues and Complaints
- Employees’ Welfare Committee

**Communication Channels**

- We set equal representatives of employers and employees respectively.
- No significant complaints.
- The Committee is set up with one chairman, director, and deputy director, with a total membership of 20 persons. This figure includes a female members as 15 workers.
- In 2020, a total of comments, 91 cases, were submitted, the issues most related to HR or OT. Of these, 100% were resolved with relevant policies being adjusted accordingly in light of workers opinions.

**Employee Engagement Survey**

External consultants are commissioned to tailor survey composition and topics to the particular policy priorities annually. At workers are able to fully express their suggestions with regard to the organization’s operations, their work, and management leadership style by these surveys, we collected 4,226 responses in 2020 and we develop improvement measures to integrate into the plan of next year, ensuring the whole organization grows together.

**Highlight: 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.

**Highlight: 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.

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**Action Plan**

**Labor-employer Relations**

- New Employee Hires and Employee Turnover
- Communication Policy

**Talent Cultivation and Development**

- Industry-Academia Cooperation
- Full-time Internships
- Sinyi School Scholarships

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:

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

- **Sinyi School Scholarships**
  - 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.

Manager from Xitun Zhonggang GUJIA-XUAN

**Sustainability Performance Overview - “New Hires and Turnover Structure, Turnover Rate by Year”**

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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 diverse guidance system that includes lectures, workshops, management orientation, EAP workers assistance, and on-the-job training. With conducting regular surveys and interviews we could implement any adjustment they need. Each new comer 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.

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 into online learning, so that employees can allocate learning and working hours well and more flexibly. Moreover, we added diversity learning which for professional and duties related skills lessons. In 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. Over the course of one year, through thematic discussions, gatherings, practical exercises, and other forms of interaction and guidance with the founder and the general manager. We embedded Sinyi’s philosophy into their management practice.

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 cultivation and training program for potential managers, with middle and senior management serving as lecturers, practice sessions, counseling, and a final project exhibition. Through this, we are able to equip employees with management skills and ensure they are up to the task of branch management. We also encourage employees to take part in putting forward potential managers, fostering a fellowship of helpful and influential management.

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. This also gives each member opportunities to experience different ways of life and to learn to look at community affairs with sympathy. Thanks to this, they are able to rediscover their passion for their work and to experience a different side of society, energizing their service skills.

New hires Training 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 diverse guidance system that includes lectures, workshops, management orientation, EAP, and more. In addition, we conduct regular surveys to see how people are adjusting and giving any help they need personally or professionally, 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-development. It can be the pursuit of professional learning or personal interests. Therefore, it enhances social tolerance, enhances self-sustainability, and competitiveness. Sinyi integrates this spirit into the implementation of 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 were 592 employees spent 13,241 hours in training in lifelong learning.

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 competences, and education; salaries are uplift in line with market levels and external pay surveys every March.
Sinyi extends our 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 safety 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 ill health, and report the hazard to the supervisor without any punishment by regulations. Sinyi checks existing policies and welfare programs to implement various measures as following:

### Risks
- Three-hyper series disease
- Traffic accidents

### Specific Actions
- Health check-up rate above 80%
- Compulsory traffic safety training
- Employee-comprised workout clubs, such as baseball teams, basketball teams, and yoga course
- Health consultation during working hours by Taipei Medical University Hospital doctor
- Providing employees with health check-up that go beyond the legal requirements
- Set up dedicated health management center
- Scooter accidents rate decreases 20%
- Subsidies for traffic safety equipment in flexible benefits
- Providing field employees with insurance for scooters
- Providing employees with health check-up that go beyond the legal requirements
- Providing health messages on mobile devices from time to time

### 2021 Performance
- Health check-up rate was 90%
- Scooter accidents increased 16%

### Occupational Health and Safety Management System
To caring for workers, Sinyi established our occupational health and safety structure by regulations. Also, we set up 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, 5% of the total. The committee meets once every three months.
- Meet the regional labor council, comprised by representatives 24 people who are elected by employees and our affiliates, is a formal meeting for non-management laborers always reflect truly needed included occupational health and safety opinions.
- Mr Cho’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 condition- ing equipment and monitoring systems, disinfection, cleaning, and reinforcement of non-smoking regulations, helping ensure all staff can enjoy a safe and comfortable working environment. Our Branch Emergency Response Procedures were also updated to serve as the basis of each branch’s safety management. In addition, every month each sales region conducts regular workplace safety.
- Setting up Automated External Defibrillators (AEDs). We continue to hold training seminars for understanding the correct usage of AEDs and other equipment to look out for. In this way, should an emergency happen, we can be sure workers are able to promptly make use of the valuable time available to save lives. We have ceased drills in 2020 because of pandemic.

### Ensuring Health And Safety at Workplace During Pandemic
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.

### Action Plan
- **Occupational Health and Safety**
  - Dedicated Happy Health Management Center
  - Occupational Health Services
  - Ensuring Health And Safety at Workplace During Pandemic

### 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 claimed by government we also implement epidemic prevention leave and epidemic prevention care leave.
- Flexible benefits SinfuCoin adds subsidies for sports at home, anti-epidemic supplies, and other related items to continue to care for the needs of employees.

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

### Sustainable Performance Overview:
- Accident Statistic, Injury Rate, Lost Day Rate, Absentee Rate

### Happy Health Management Center
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

- Mental Health Checks
- Employee Assistance Program (EAP) [Incl. dependents]

#### Physical

- Physical Health
- Labor insurance (Entertainment fees for managers)
- Club subsidy
- Training Subsidy
- Flex Benefits

#### Financial

- Retirement Plan
- Labor Insurance
- Various types of leave (personal leave, sick leave, maternity leave, paternity leave, parental leave, family, care leave, marriage leave, retirement leave, injury leave, special leave, unpaid parental leave, etc.)

#### Other

- Travel Subsidy
- Uniform Subsidy
- Festival/Birthday gifts (vouchers)
- Staff Second-Child Grants
- ESOP
- Discounts on Service Fees for Property Purchases or Sales (Incl. dependents)
- Company-funded Health Check-up (Incl. new hires)
- Employee bonus
- Dedicated Happy Health Management Center
- Full-time health management professionals
- Professional masseurs to provide stress-relieving massage
- Group Insurance
- Automotive third-party Liability Insurance (sales only)

### Flexible Benefits – Sinfu Coin

Sinfu Coin is a system that allows employees to choose the welfare items they need. The projects given are also becoming more individual and diversified due to differences in personal needs. We would achieve the purpose of enhancing recognition and satisfaction with the organization.

#### Benefits

- Logically required benefits
- Benefits provided to full-time employees
- Benefits provided to full-time, temporary, and part-time employees

### 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 the Labor Pension Act. While the Guidelines for the Rehiring of Retired Employees enable the retired employees to continue to make use of their knowledge and skills.

### Equal Pay

Performance reviews for employees do not differ by gender, and 100% of employees undergo such reviews. In recent years, through sound training and an objective evaluation system, we have been able to constantly increase the proportion of female management.

### 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 135 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 retake their job without pay for a set period and apply for reinstatement above 90%.

### Elimination of Discrimination

Sinyi actively works to eliminate discrimination in the workplace, and so in line with regulations such as the Sexual Harassment Prevention Act and the Act of Gender Equality in Employment, we have set out the "Sinyi Realty Sexual Harassment Prevention, Complaints, and Investigation Guidelines." In 2020, the committee received six complaints that were mostly made of pictures or words harassment. Sinyi identified risks and associated them with 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 associated them with the Act of Gender Equality in Employment, we have set out the "Sinyi Realty Sexual Harassment Prevention, Complaints, and Investigation Guidelines."
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 Commit-ment”. 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 health and safety and honesty and ethics promotion. The coverage rate is 100%. 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.

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

Shortened Working Hours for Improving Work / Life Balance

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 employ-ees are striking a suitable work-life balance, preventing forced labor.

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

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

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 club activities budgets. Through such actions, we encour-age 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$120,000 to put on brand new jerseys for the teachers and students of the Datong baseball team.

"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 meet-ups and tracking matters.

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.
Social External Stakeholders

Established on trustfulness and righteousness, aimed for perfection. Sinyi Realty is a member of the community, we strike 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
90.23% Customer satisfaction rate

CSR Award by CommonWealth Magazine for consecutive 14 years in 2020 also awarded #3 Large-size enterprise group

Social Inclusion Award
2020 (GCSA) Best Practices Award

Gung-Ho Project
9,589 times Community engagement service

Material Topics
- 203 Indirect Economic Impacts
- 416 Customer Health and Safety
- 417 Marketing and Labeling
- 418 Customer Privacy

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.

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

**Respond to Corporate Sustainability Principle**

The management approach of Material topic 203, 416, 417, 418, SASB design & lifecycle, digital resilience, and ethics follow Sinyi’s sustainability principle, 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 goodness, 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, co-prosperity, and co-creation with the community for a better future.

**How We Manage the Topics**

**Policy**

Follow Chapter 4 of the “CSR Best Practice Principles for TWSE 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**

Customer satisfaction rate

- Community building projects: judging panel, internship mechanism
- Business ethics participants number: judging panel, industrial seminars survey, feedback
- Other social engagement with various mechanism
- Diversified services to the community

**Evaluation Mechanisms and Results**

- Customer satisfaction rate
- Community building projects: judging panel, internship mechanism
- Business ethics participants number: judging panel, industrial seminars survey, feedback
- Other social engagement with various mechanism

**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:

<table>
<thead>
<tr>
<th>SDG</th>
<th>2020 Goal</th>
<th>2020 Performance</th>
<th>Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>SDG3 3.4</td>
<td>&gt;90 %</td>
<td>90.23 %</td>
<td>✔</td>
</tr>
<tr>
<td>SDG4 4.3 / 4.7</td>
<td>&gt;90 %</td>
<td>90.23 %</td>
<td>✔</td>
</tr>
<tr>
<td>SDG8 8.5 / 8.6</td>
<td>&gt;90 %</td>
<td>90.23 %</td>
<td>✔</td>
</tr>
<tr>
<td>SDG10 10.2 / 10.3</td>
<td>&gt;90 %</td>
<td>90.23 %</td>
<td>✔</td>
</tr>
</tbody>
</table>

**Customer satisfaction rate**

- Sinyi uphold 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.

**Cumulative coverage rate of Community Capacity Building Project proposals**

- Sinyi’s Community Building Project proposals have cumulatively reached the coverage rate of 99.46%.

**Projects**

<table>
<thead>
<tr>
<th>Projects</th>
<th>2020 Goal</th>
<th>2020 Performance</th>
<th>Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instruction of Real Estate</td>
<td>0 %</td>
<td>0.002 %</td>
<td>✔</td>
</tr>
<tr>
<td>Community Building</td>
<td>&gt;98.91 %</td>
<td>99.46 %</td>
<td>✔</td>
</tr>
<tr>
<td>Summer/Winter teachers camp of CBREA</td>
<td>103</td>
<td>103</td>
<td>✔</td>
</tr>
<tr>
<td>Sinyi Scholarship</td>
<td>210</td>
<td>5,427</td>
<td>✔</td>
</tr>
</tbody>
</table>

**Input and Outcomes**

- NTS 78.75M cash invested
- NTS 1,000,000 communities or organizations contacted
- NTS 20,000 Person times of employees joined
- NTS 80,000 Person times benefited
- About NTS 10.24M human capital invested
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 $ 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’ rights.

**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 transforming and inspection items have not been included in the scope of management that are accounting for 0.002%.

**Customer Satisfaction Rate**

It’s essential that we deliver an atmosphere where our customers feel supported, safe and secure. We surveyed 71,544 clients for understanding of our customers’ experience with enhanced mapping. The insight have enabled us to focus on key areas which will deliver meaningful change.

**Digital Transformation**

In order to improve our digital resilience, we actively promote digital transformation, build an information security framework that keeps pace with the times and optimizes information security. A flexible, stable and efficient digital platform could bring us a good technology innovation service development and building risk management policies.

**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 releases 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, 1,222 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 passed jury selection and sponsored.

**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 held 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 that we can dance to the music and sing together. We can only come 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.

[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.

**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. In 2020, a total of 54 ideas were awarded and put into action.

Sinyi believes that through the investment in promotion of cultural and social education, and collaborate with like-minded partners, 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, SDP for short case writing, dialogic teaching, and curriculum design. In response to the outbreak of the COVID-19 pandemic and digitization of education, the camp has also incorporated distance education and practical tips as well as means to track 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.

For more information: CBEA  
https://www.cbeea.org.tw/

Highlight  First in Taiwan – Board Game in Ethics

The first in Taiwan – Board Game in Ethics, was created by the joint effort of CBEA, 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 power of change. This is also the original intention of the board game.

For more information: Board Game in Ethics  
https://www.cbeea.org.tw/?p=5217&lang=en

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 "MOD Micro Film and Gold Film Creation Competition", and set "Sinyi Business Ethics Special Award".

In 2020, there were a total of 35 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.

For more information: Competition website  
https://event.funpark.com.tw/modfilm/index.htm

As an industry leader, Sinyi is very willing to share real estate expertise with the public. It is believed that the more popular professional knowledge, the more it can help to promote a reasonable, secure, and efficient industrial environment and build a trustworthy society.

Recording the trajectory of Taiwan’s housing market

Taiwan Real Estate Almanac Published

The 25th was published in 2020, and sent out as gifts to universities and libraries for research purposes. In addition to a macro view of the overall politics, economics, and industry trends, the yearbook covers market analysis of individual products such as residential, office, retail, and lease real estate. Experts were commissioned to analyze and write articles about the important issues of the year.

Sinyi Realty Price Index and Sinyi Real Estate Review

Each quarter, Sinyi Realty publishes the National Housing Price Index for major cities, providing objective indicators on actual trends in housing prices. This is the only collection of long-term data on the second-hand market from the private sector. Each quarter we disclose Real Estate Review, and share market information in details. Trust the transparency will help in industrial development.

Holding seminars

Topic of seminars

Affected by Covid-19 and to be in line with government policies, Sinyi Real Estate Research Center of the National Chengchi University adopted YouTube’s live speech method for the very first time in May 2020, topic was “Discussion and Application of Taiwan’s Vacant House Data”. In July it was able to organize a physical seminar on “Residential Market - under Population and Family Changes”. A total of 156 people participated.

Professional seminars in communities

In 2020, we integrated resources to provide community residents with better industry knowledge through professional seminars on real estate. A total of 37 community seminars were held, and 830 people signed in.

Deepening Industry-Academia Cooperation and professionalism of our staff

Industry-Academia Cooperation

Sinyi worked with a number of schools, setting up internship programs, designing real estate industry courses, providing speakers from the industry, and offering corporate visits. Through this effective integration of resources, we were able to promote the development of both the study and new technique. In 2020 we offered 115 students for internship.

Staff training

training Through live broadcast, online E-learn platform, etc., we provide diversified real estate courses, and regularly publish the latest industry news, encourage colleagues to sharpen themselves, with counseling, examinations, rewards for self-learning and other programs to ensure each staff has the best learning path.

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 to learn real-world experience in entrepreneurship. 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.
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, 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 old, middle and young, planted saplings, hoping to create a green space for the future. The three generations in Guyeli, the chairman’s hometown, planted trees in 2012, 2013, and 2014, and in each year, they held “go green” seminars through Sinyi’s local stores, and actively spread the spirit of mutual good in the community.

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Sinyi conveyed the sustainability value to our local stores, and actively spread the spirit of mutual good in the community.

Deepen Community Engagement

A trilogy of epidemic prevention - serving the neighborhood

First Episode
To provide information and supplies for community Covid-19 prevention. Sinyi has branch stores in the local communities around the island. When the outbreak of Covid-19 began, people were panic and didn’t know how to do. At this stage, Sinyi provided alcohol spray bottles, anti-bacteria detergent, soap, etc. to help environmental cleaning, and shared information with the communities.

Second Episode
To provide 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.

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


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.

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

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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

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

About Sinyi Realty
- Sustainable Development
- Environment
- Corporate Governance
- Supply Chain Management
- Appendix

Sustainable Development
- Environment
- Corporate Governance
- Supply Chain Management
- Appendix

Environment
- Social
- Governance

Social–External Stakeholders

Corporate Governance

Supply Chain Management

Appendix

Internal Stakeholders
- Social–External Stakeholders

External Stakeholders

Appendix

6059
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 our shareholders and to safeguard the interests of all stakeholders, including customers, suppliers, partners, 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 ethics 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 embedded 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 growth, 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," SASE and TCDG.

Grievance Mechanisms
Stakeholder Engagement section
Whistleblower System

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.

Evaluation Mechanisms and Results
Corporate Governance
Evaluation: Ranked Top 5%
Internal auditing system
External assurance mechanism
Risk management framework
Compliance level

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

Corresponding to the Sustainable Development Goals (SDGs)

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

SDG4: Education
SDG8: Decent Work and Economic Growth
SDG13: Climate Action

Transparency, Integrity and Compliance

Integrity management and compliance with laws are the basics of business management. Sinyi Realty regards integrity and fair treatment as the core values of business ethics, and has implemented several policies to maintain ethical standards.

Corporate Governance Evaluation

Since the TWSE Corporate Governance Evaluation began, we have received the highest recognition in them for seven consecutive years, ranking among the top 5% of listed companies. Among the 955 listed companies evaluated this time, only 10 have continue to wish to work our corporate governance. Sinyi Realty is the only company among the real estate brokerage service industry.

Performance Overview

Optimizing Corporate Governance Practices

Sinyi Realty has been committed to the implementation of corporate governance for a long time, and continues to practice corporate governance with more rigorous standards to protect the rights and interests of investors and stakeholders.

Corporate Governance Evaluation rankings (listed company group)

Top 5%
Sustainability Assessment and Management

Through multiple regular and irregular meetings over the course of the year, the Board of Directors entrusted the Chairman with the duty to distribute responsibility for corporate governance 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 company's 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 Ethical Management Committee (TEM committee) is the highest unit for the handling of sustainability matters 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 Officer 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 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, towards the sustainable literacy of “Sinyi people, Sinyi company, Sinyi society.”

The Founder's Speech

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


Sinyi Realty

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 Ethical Management Committee (TEM committee) is tasked with providing crucial guidance on the various particulars of sustainable management. The long-term direction toward sustainable development pursued by this company, as set down by Founder Mr. Chun-chieh 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 government and team plans, with short-term goals and directions being set out. These are then reviewed regularly to see if the goals have been achieved.

Sustainable 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.

Responsible Unit for Sustainable Affairs: Total Ethical Management Committee

Regularly Review ESG Strategy and Performance

The Total Ethical Management (TEM) Committee is convened by the Directors and the Chairman, with the members drawn from C-Suites senior management, including the General Manager, the VP of staff, and the VP of sales. Its goal is to coordinate and supervise the company’s CSR and SDGs performance and progress, with different groups addressing different topics and holding their own meetings or projects. The committee takes the lead in resolving issues of business ethics in departments, implementing any necessary transformations of procedures. The TEM committee regularly reports to the Board of Directors of the sustainable promotion plan, and the Board of Directors will review ESG strategy and performance. The committee meets once a season and whenever otherwise convened, to discuss material issues. In 2020, the committee met 4 times. The TEM committee is managed by the Chief Strategy Officer Office.

Function and Authority of TEM committee

1. Coordinate the company’s CSR and sustainable development direction and set relevant goals.
2. Report to the Board on Environmental, Social, and Governance (ESG) performance and future strategic goals at the end of each year.
3. Collect and collate stakeholder views and identify/evaluate ESG impacts, risks, and opportunities.
4. Hold quarterly ESG performance and goal fulfillment reviews.
5. Compile C-Suites reports and present to the Board for review and issuance.
6. Assist in conducting dialogues with stakeholders.
7. Core of Sinyi Group sustainable development.
8. Resolve major risks and risk owners in order to control and supervise risk. The person in charge of risk will be C-Suites who is responsible for identifying risk issues, discussing them, and understanding management objectives with the risk management executive unit in order to strengthen overall risk management and follow-up supervision of cross-business and cross-department communication, so that resources can be more effectively used for overall management.

TEM Committee Working Group

Under the TEM committee, we set up six functional working groups, namely Corporate Governance Group, Workers Care Group, Customer Care Group, Social Inclusion Group, Green Management Group, and Supply Chain Management Group. The manager of responsible departments takes up leader of each working group, and implements the sustainable projects approved by the TEM committee and the Board of Directors.


Board of Directors

Chairperson’s Office

Auditor Office

Corporate Governance Group

Workers Care Group

Customer Care Group

Social Inclusion Group

Green Management Group

Supply Chain Management Group

Corporate Ethics Sustainability Committee

Corporate Ethics Office

Remuneration Committee

Nomination Committee

Audit Committee

Responsibility for ESG management: TEM committee

Sustainability Report

Prepare the content of the report

Review and finalized report

Internal audit

Verify
Board Member Compensation and Sustainability Performance

To encourage senior management to pursue corporate performance goals and profit targets while also considering the company’s long-term competitiveness and sustainable development, the Board of Directors and the Remuneration Committee passed the Guidelines for Remunerative Rewards for Senior Management. Senior managers can be divided into senior executives and basic managers. In addition to their fixed salaries, senior sales managers are also eligible for performance bonuses calculated based on performance indicators.

- **Remuneration norms:** To encourage them to work toward sustainable corporate development, not only are senior managers rewarded for their short-term performance, but we also place greater emphasis on their long-term contribution to value creation. Things such as demonstration of talent, improvement of service quality, refinement of procedures, and exercise of corporate social responsibility. Thus, they receive bonuses as laid out in the guidelines for their contributions.

- **Performance Bonus Procedure:** For such bonuses to be approved, the senior management must report the content and result of the long-term value contribution to the Board of Directors, covering the aims and achievements. Interactions on this report will help the Board gain a deeper understanding of the operating strategy as employed by the manager, their particular skills, and the results of implementing their strategies, in order to facilitate effective feedback and to accomplish the goal of cultivating leaders.

**Dimensions of Evaluations:**

- Value Creation: We carry out annual performance evaluations of the Board of Directors. After evaluating the Directors fully with a focus on aspects including both Board and functional committee operations, culture, internal and external relationships, and their own self-evaluations, the conferences of the Board conduct a statistical analysis and reports back to the Board at a meeting on their findings and areas for improvement.

- Evaluation of external independent institutions: Independent third-party performance evaluations of the Board to be undertaken at least once every three years, conducted by external independent institutions and interviews with the Chairman, Directors and independent Directors, conveners of the functional committees and the deliberation units, and report the evaluation results to the Board of Directors. In 2020, a performance evaluation was conducted of the Board of Directors and its functional committees, and the combined results showed that “the Board of Directors and its functional committees are performing well.”

**For more information, please see investor Relations website:** [https://emops.twse.com.tw/server-java/t58query?companyCode=2603](https://emops.twse.com.tw/server-java/t58query?companyCode=2603)

**Remuneration Mechanism for the Board of Directors**

Our disclosure of individual Directors’ remuneration in the annual report goes well beyond the requirements of the law. The director compensation is based on the levels of salaries, director remunerations, allowances, etc., and the following is a brief illustration:

- **Salaries:** Independent directors receive a set salary. Independent Directors are paid in accordance with Article 16 of the company charter, which states that: “the company’s Independent Directors shall draw remuneration of a level standard for listed companies with regard to their level of contribution and value of contribution to the company’s operations.” Non-Independent Directors did not receive salary. With the exception of Chien-ping Hsueh who concurrently serves as a senior manager and receives a salary for the role (as the CEO of the platform business of Sinyi Group).

- **Director remuneration:** Link with the company’s profits and operating performance, the Director remuneration is variable. In accordance with Article 20 of the charter, as not more than 1% of annual profits shall be set aside for remuneration.

**Beyond this, Directors do not participate in other remuneration plans, nor do they have other retirement or benefits systems, severance pay, etc.**


**For more information, please see the Stakeholder Engagement section, p. 16**

Sinyi Realty
Improve Internal Control System
Protecting Shareholders' Interests, Promote Shareholder Activism
Corporate Tax Contribution
financing cycles, real estate and equipment cycles, control in computer data processing operations, and management control operations.
be established. For example, sales and collection cycles, acquisition and payment cycles, payroll and personnel cycles, investment cycles,
regularly implements the self-assessment of the internal control system for self-supervision. By doing so, each management department can
Establishment of Internal Control Systems by Public Companies" to promote Sinyi's sound operation.
advance, so as to protect shareholders' rights and enhance transparency.
To put our ethical behavior and integrity management into action, and in line with Sinyi's sustainable development goals, we established the

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
goodwill" practices all aspects of integrity management, implements and promotes business ethics and strengthens our business philosophy.

Corporate Tax Contribution
Sinyi Realty has always paid taxes honestly. In 2020, the tax amount paid was NT$ 593,503,919 (including various taxes, Business Tax, and Profit-seeking Enterprise Income Tax), accounting for 8.65% of its revenue.

Corporate Tax Contribution

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Tax</td>
<td>January to December 2020</td>
<td>487,654,881</td>
</tr>
<tr>
<td>Profit-seeking Enterprise Tax</td>
<td>Payable in 2020</td>
<td>431,031,031</td>
</tr>
<tr>
<td>Various taxes</td>
<td>Income Tax, Land Value Tax, Camp Tax, and other taxes</td>
<td>32,978,807</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>553,503,919</td>
</tr>
<tr>
<td>Individual-Operating Revenue</td>
<td>2020</td>
<td>1,015,952,412</td>
</tr>
<tr>
<td>Percentage of Business Tax</td>
<td></td>
<td>8.05%</td>
</tr>
</tbody>
</table>

For more information on the strategy, policy and principles, please see http://csr.sinyi.com.tw/en/governance/ethics.php
**Action Plan**

**Compliance Management**

**2020 Responses to Negative News or Scandals**

In 2020, there were two substantial fines of more than NT$ 100,000 (inclusives), due to improper content on the official website and publicity advertisements.

**Management System and Mechanism**

Since its establishment, Sinyi Realty has upheld the spirit of ethics, abided by laws and regulations, and examined and 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 real estate business and business, a business management system was increased. In order to enable each unit to comply with its business operations and reduce legal risk, the Compliance Office was implemented and the "Sinyi Group Compliance Principles" to integrate the planning, implementation, and management of our legal and system management system. All cases that clearly stipulate the scope of applicability and regulations concerning the legal function 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 the law and compliance course as a compulsory course for newsmakers, but also continues to provide legal examples to everyone through courses, seminars, case studies, etc., so that all levels of the company can be familiar with various regulations and relevant laws. Irregularly publishes the "Legal News Weekly" on our company intranet to explain legal practices 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 are any houses that have been sold but were not immediately removed from the website, thus causing false advertising violations. Whether or not employees violate laws or regulations when using personal data from customers.

**Action Plan**

**Compliance Management**

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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

In 2021, we signed procurement ethics standards and obtained the Green Procurement award in the private sector-enterprise for 13 consecutive years. The Key Suppliers Inspection Rate reached 93.55%.

Material Topics

GRI 414 Supplier Social Assessment

Strategic Goals

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

2030 Goals
- Operate businesses 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 principles, 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), ISO20200, 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 2,24.3 person-days.

**Grievance Mechanisms**

- **Stakeholder Engagement section**

**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%

### 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.

#### 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.

#### 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

- **Supplier Inspection Pass Rate**
  - **Goal**: 100%
  - **Performance**: 100%
  - **Achieved**: Yes

- **Signed of Sustainability Terms**
  - **Goal**: 100%
  - **Performance**: 100%
  - **Achieved**: Yes

- **Existing Supplier Inspection Rate**
  - **Goal**: 90%
  - **Performance**: 92.86%
  - **Achieved**: Yes
Strategy and Management Process

To start from our core value, and through innovative service model, taking into account the interests of stakeholders as well as the CSR, we want to run a company with sustainability. Therefore, our supply chain management strategy is to develop sustainability with suppliers, from traditional view of “seeing profits only” to “seeing people and planet”, too. We need to integrate online and offline technology, and deepen the six-stage procedure to manage product cost, quality, etc. More important, we need to work with suppliers to enhance resilience and to build sustainable and ethical supply chain.

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 Magazine providers, Office equipment and maintenance

Core targets and vision
Building sustainable and ethical supply chain

Management Strategy

We concern 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.

Core targets and vision
100% signed Sustainability Terms
90% inspection rate for Existing suppliers

Covid-19

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 epidemic, in order to give employees and customers peace of mind, Sinyi implemented workplace SOP such as wearing masks, and disinfection when go to work. The staff also help to post prevention information in community and install alcohol sprays. We cooperate with repair and cleaning suppliers to DIY anti-epidemic soap/masks. Not only provide materials, but also provide human care, hoping to bring some warmth and faith into the community.

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 be listed in our 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.

Key suppliers

<table>
<thead>
<tr>
<th>Upstream and downstream Key suppliers</th>
<th>Energy Consumption</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1,773.16 MWh</td>
</tr>
</tbody>
</table>

We invite them to join in carbon reduction.

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. We invited key suppliers to share our business philosophy to help develop sustainable supply chain management with our suppliers.

In 2020, we awarded high-quality suppliers in existing mechanism, set up a new mechanism, and established a post-visit feedback mechanism to discuss improvement. 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. We invited key suppliers to share our business philosophy to help develop sustainable supply chain management with our suppliers.

Embrace change, develop a better living space.
The “LocalBond” provides new imaginations for life!

The rapid growth and advancement of technology has not only changed people’s lives but also reminded service providers of the need to embrace changes and innovate their services to create new business opportunities. In the past, we focused on “the people” and endeavored to meet their daily needs through community services. In the future, we will focus on “good life” to create a living space based on the common good by combining online and offline services. The goal is to let people perceive happiness.

The outbreak of COVID-19 pandemic in 2020 prevents social gathering and accelerates people’s need to use the Internet for contact, communication, exchanges, and services. LocalBond created a new platform (LocalBond app) to connect service providers and community residents. Through inter-industry integration, service capacity increases considerably and effectively enhances user cohesiveness.

The goal of LocalBond is to provide community residents with access to local resources and services. This not only makes life more convenient but also conserves energy by reducing carbon emissions. The philosophy of creating a better living space is promoted through community service activities held at Sinyi branches. Let the power of community service activities held at Sinyi branches. Let the power of
## Governance Performance Overview

### Note Measures

<table>
<thead>
<tr>
<th>Measure</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>Corporate Governance Evaluations</td>
<td>Top 5%</td>
<td>Top 5%</td>
<td>Top 5%</td>
<td>Top 5%</td>
<td></td>
<td></td>
<td>p. 62</td>
</tr>
<tr>
<td>A.B.C 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>Measure</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>Consolidated Revenue</td>
<td>12,902,958</td>
<td>12,438,032</td>
<td>13,061,441</td>
<td>p. 6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<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>p. 6</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>China Business Group Revenues</td>
<td>4,230,023</td>
<td>5,139,863</td>
<td>5,124,063</td>
<td>p. 6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overseas (Japan and Malaysia) Business Group Revenues</td>
<td>275,380</td>
<td>326,461</td>
<td>308,182</td>
<td>p. 6</td>
<td></td>
<td></td>
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<tr>
<td>Individual Operating Revenues</td>
<td>7,881,107</td>
<td>9,476,074</td>
<td>11,213,952</td>
<td>p. 6</td>
<td></td>
<td></td>
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<tr>
<td>Individual Operating Gain</td>
<td>1,323,532</td>
<td>1,712,386</td>
<td>2,248,108</td>
<td>p. 6</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Operating Costs</td>
<td>8,680,391</td>
<td>8,523,873</td>
<td>9,200,082</td>
<td>p. 6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taiwan Core and Related Business Group Costs</td>
<td>6,071,554</td>
<td>6,942,624</td>
<td>7,368,465</td>
<td>p. 6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>China Business Group Costs</td>
<td>2,450,064</td>
<td>2,103,751</td>
<td>1,875,388</td>
<td>p. 6</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Overseas (Japan and Malaysia) Business Group Costs</td>
<td>158,773</td>
<td>177,497</td>
<td>208,856</td>
<td>p. 6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff Remuneration and Benefits</td>
<td>5,133,863</td>
<td>6,815,053</td>
<td>7,688,825</td>
<td>p. 6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dividends and Interest Expenses</td>
<td>2,594,438</td>
<td>3,141,082</td>
<td>3,051,053</td>
<td>p. 6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tax Payment Amount</td>
<td>853,140</td>
<td>780,481</td>
<td>952,525</td>
<td>p. 6</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Net Profit for the Year</td>
<td>1,490,923</td>
<td>1,276,205</td>
<td>1,569,568</td>
<td>p. 6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Liabilities</td>
<td>17,779,831</td>
<td>20,682,752</td>
<td>20,209,488</td>
<td>p. 6</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Equity</td>
<td>11,064,233</td>
<td>12,988,031</td>
<td>11,654,984</td>
<td>p. 6</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Note

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

<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>2020 Target</th>
<th>Read more on page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community</td>
<td>Social Investment (NTS thousands)</td>
<td>87,923</td>
<td>111,425</td>
<td>99,187</td>
<td>5%</td>
<td>5%</td>
<td>p. 50</td>
<td></td>
</tr>
<tr>
<td>Cumulative Coverage Rate of “We are One” Project Proposals</td>
<td>98.91%</td>
<td>98.91%</td>
<td>98.46%</td>
<td>98.91%</td>
<td>99.66%</td>
<td>p. 50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Participants of Sinyi Lecture Hall</td>
<td>15,410</td>
<td>15,410</td>
<td>6,075</td>
<td>4,800</td>
<td>10,840</td>
<td>p. 50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Participants of Sinyi Volunteer</td>
<td>1,835</td>
<td>2,115</td>
<td>0</td>
<td>1,050</td>
<td>1,000</td>
<td>p. 58</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hours of Volunteer Service by Sinyi Staff</td>
<td>15,452</td>
<td>15,158</td>
<td>0</td>
<td>6,500</td>
<td>6,500</td>
<td>p. 58</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customers</td>
<td>Value and Number of Fines issued for Breaches of Regulations (NT$ thousands; No.)</td>
<td>No severe penalty</td>
<td>No severe penalty</td>
<td>29</td>
<td>No severe penalty</td>
<td>No severe penalty</td>
<td>p. 51</td>
<td></td>
</tr>
<tr>
<td>Global Customer Satisfaction Survey Results</td>
<td>87.57%</td>
<td>88.88%</td>
<td>90.23%</td>
<td>95%</td>
<td>91%</td>
<td>p. 52</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complaints of Infringement of Customer Privacy</td>
<td>No severe penalty</td>
<td>No severe penalty</td>
<td>No severe penalty</td>
<td>No severe penalty</td>
<td>No severe penalty</td>
<td>p. 51</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Error Rate on Instruction of Real Estate</td>
<td>0.001%</td>
<td>0.001%</td>
<td>0.002%</td>
<td>0</td>
<td>0</td>
<td>p. 50</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Note 1: Social Investment (NTS thousands): Includes "We are One" Project, Sinyi Volunteers, Sinyi Lecture Hall, Sinyi School of NCCU, and Promotion of Business Ethics. In 2020, 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 breaches of regulations. Note 2: The social investment target for 2020 is 5% of Sinyi Realty Individual-Operating Gain, and our achievement was 4.4%. Note 3: Due to the outbreak of COVID-19 epidemic in 2020, we supported the policy and prevention measures of the Central Epidemic Command Center with highest standards. To avoid holding large-scale events can avoid group infections and avoid creating a breach in epidemic prevention. All volunteers' work and lectures at Sinyi Lecture Hall were suspended since Feb. 2020. Note 4: Severe penalty: More than NTD$100,000 each event. Note 5: Please refer to Social – External Stakeholders chapter for details and corresponding practices.)

**Environmental 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>2020 Target</th>
<th>Read more on page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carbon Emissions per Real Estate Transaction (kgt/㎡)</td>
<td>394.42</td>
<td>308.77</td>
<td>265.30</td>
<td>1%</td>
<td>1%</td>
<td>p. 31</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Annual Carbon Emissions (category II) (kgt/㎡)</td>
<td>6,800.7</td>
<td>6,374.3</td>
<td>6,771.3</td>
<td>2.5%</td>
<td>p. 29</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carbon Emissions per Person (category II) (kgt/㎡)</td>
<td>1.567</td>
<td>1.352</td>
<td>1.355</td>
<td>1%</td>
<td>2.5%</td>
<td>p. 30</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carbon Emissions of Electricity Consumption per Person (category II) (kgt/㎡)</td>
<td>1.416</td>
<td>1.236</td>
<td>1.234</td>
<td>1%</td>
<td>2.5%</td>
<td>p. 30</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating Revenues per kWh (nt/kWh)</td>
<td>708.21</td>
<td>866.23</td>
<td>909.26</td>
<td>1%</td>
<td>2%</td>
<td>p. 30</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water Consumption by 1 person</td>
<td>69,619</td>
<td>69,334</td>
<td>76,388</td>
<td>1%</td>
<td>2%</td>
<td>p. 30</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Per-Capita Water Consumption (m3)</td>
<td>16.04</td>
<td>14.70</td>
<td>15.29</td>
<td>1%</td>
<td>2%</td>
<td>p. 32</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paper Usage per Transaction (kg)</td>
<td>26.17</td>
<td>15.66</td>
<td>11.03</td>
<td>1%</td>
<td>2%</td>
<td>p. 31</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Waste(HQ) food waste and recycle (kg)</td>
<td>13,260</td>
<td>14,178</td>
<td>15,385</td>
<td>1%</td>
<td>2%</td>
<td>p. 31</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Corporate Governance**

<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>2020 Target</th>
<th>Read more on page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signed Procurement Ethics Standards</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>p. 60</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Key Suppliers</td>
<td>387</td>
<td>257</td>
<td>278</td>
<td>100%</td>
<td>100%</td>
<td>p. 74</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Existing Supplier Inspection Rate</td>
<td>88%</td>
<td>89.75%</td>
<td>92.86%</td>
<td>90%</td>
<td>90%</td>
<td>p. 80</td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Supplier Inspection Rate</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>p. 80</td>
<td></td>
<td></td>
</tr>
<tr>
<td>U : Supplier Work Injuries</td>
<td>14.38</td>
<td>13.35</td>
<td>9.58</td>
<td>100%</td>
<td>100%</td>
<td>p. 84</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Note 1: Supplier Work Injuries: Includes "We are One" Project, Sinyi Volunteers, Sinyi Lecture Hall, Sinyi School of NCCU, and Promotion of Business Ethics. In 2020, 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 breaches of regulations. Note 2: The social investment target for 2020 is 5% of Sinyi Realty Individual-Operating Gain, and our achievement was 4.4%. Note 3: Due to the outbreak of COVID-19 epidemic in 2020, we supported the policy and prevention measures of the Central Epidemic Command Center with highest standards. To avoid holding large-scale events can avoid group infections and avoid creating a breach in epidemic prevention. All volunteers' work and lectures at Sinyi Lecture Hall were suspended since Feb. 2020.)

**Environmental Performance**

<table>
<thead>
<tr>
<th>Note</th>
<th>Measures</th>
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<th>2019 Result</th>
<th>2020 Result</th>
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<td>1.234</td>
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<td></td>
<td></td>
</tr>
<tr>
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<tr>
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<td></td>
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<tr>
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<td></td>
<td></td>
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<td>1%</td>
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<td>p. 31</td>
<td></td>
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<td>15,385</td>
<td>1%</td>
<td>2%</td>
<td>p. 31</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Note A Remuneration for Directors**

### 1. Remuneration for Directors

<table>
<thead>
<tr>
<th>Name</th>
<th>Remuneration for Directors</th>
<th>Remuneration Received by Concurrent Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sinyi Co., Ltd.</td>
<td>$100,000</td>
<td>-</td>
</tr>
<tr>
<td>Representative of Sinyi Co., Ltd.</td>
<td>$50,000</td>
<td>-</td>
</tr>
<tr>
<td>Vice General Manager of Real Estate Agent Division</td>
<td>$40,000</td>
<td>-</td>
</tr>
<tr>
<td>Vice General Manager of Supply Chain Business Group</td>
<td>$40,000</td>
<td>-</td>
</tr>
<tr>
<td>Vice General Manager of Public Affairs Department &amp; Integration Business Group</td>
<td>$40,000</td>
<td>-</td>
</tr>
<tr>
<td>Chief Financial Officer</td>
<td>$40,000</td>
<td>-</td>
</tr>
</tbody>
</table>

### 2. Remuneration Listed by Range of Directors

#### Range of the Remuneration Paid to the Company's Directors

<table>
<thead>
<tr>
<th>Category</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below $1,000,000</td>
<td>-</td>
</tr>
<tr>
<td>$1,000,000 (inclusive)~$2,000,000 (exclusive)</td>
<td>-</td>
</tr>
<tr>
<td>$2,000,000 (inclusive)~$3,000,000 (exclusive)</td>
<td>-</td>
</tr>
<tr>
<td>$3,000,000 (inclusive)~$5,000,000 (exclusive)</td>
<td>-</td>
</tr>
<tr>
<td>$5,000,000 (inclusive)~$10,000,000 (exclusive)</td>
<td>-</td>
</tr>
<tr>
<td>$10,000,000 (inclusive)~$20,000,000 (exclusive)</td>
<td>-</td>
</tr>
<tr>
<td>$20,000,000 (inclusive)~$50,000,000 (exclusive)</td>
<td>-</td>
</tr>
<tr>
<td>$50,000,000 (inclusive)~$100,000,000 (exclusive)</td>
<td>-</td>
</tr>
<tr>
<td>Above $100,000,000</td>
<td>-</td>
</tr>
</tbody>
</table>

### Note B Ages and Genders of Board Members

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Gender</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 and under</td>
<td>male</td>
<td>1</td>
</tr>
<tr>
<td>31-50</td>
<td>female</td>
<td>6</td>
</tr>
<tr>
<td>51 and over</td>
<td>female</td>
<td>5</td>
</tr>
</tbody>
</table>

### Note C Remuneration for General Manager and Vice General Manager

<table>
<thead>
<tr>
<th>Name</th>
<th>Wages (NT$ thousands)</th>
<th>Other Incentives (NT$ thousands)</th>
<th>Total Remuneration (NT$ thousands)</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Manager</td>
<td>41,666</td>
<td>42,546</td>
<td>84,212</td>
</tr>
<tr>
<td>CEO of Group Platform</td>
<td>41,666</td>
<td>42,546</td>
<td>84,212</td>
</tr>
<tr>
<td>General Manager of Real Estate Agent Division</td>
<td>34,546</td>
<td>35,426</td>
<td>70,972</td>
</tr>
<tr>
<td>Chief Executive Officer</td>
<td>34,546</td>
<td>35,426</td>
<td>70,972</td>
</tr>
<tr>
<td>Chief Financial Officer</td>
<td>34,546</td>
<td>35,426</td>
<td>70,972</td>
</tr>
</tbody>
</table>

### Notes

1. As officially released by the Board of Directors Meeting on February 25, 2021, the remuneration to directors for 2020 was NT$4,082 million. The resolutions reported in the general shareholders’ meeting on May 21, 2021, for the financial year ending December 31, 2020.

2. The aforementioned expenses include rental, facility expenses, and maintenance expenses of vehicles used by the Company’s non-independent directors.

3. Other than those disclosed above, remuneration granted to the Company’s directors for serving as a consultant other than an employee: Nil.

4. The term ‘net profit after tax’ as stated herein denotes the net profit after tax as shown through the individual financial statements for 2020.
## 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>Total</td>
<td>1,571</td>
<td>2,712</td>
<td>2,712</td>
<td>1,571</td>
<td>2,712</td>
<td>1,571</td>
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</tbody>
</table>

### Taiwan

<table>
<thead>
<tr>
<th>Region</th>
<th>Female</th>
<th>Male</th>
<th>Female</th>
<th>Male</th>
<th>Female</th>
<th>Male</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>32</td>
<td>16</td>
<td>21</td>
<td>31</td>
<td>33</td>
<td>29</td>
</tr>
<tr>
<td>Part-Time</td>
<td>0</td>
<td>0</td>
<td>15</td>
<td>8</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Full-Time</td>
<td>11</td>
<td>0</td>
<td>0</td>
<td>16</td>
<td>0</td>
<td>12</td>
</tr>
</tbody>
</table>

### China (excluding)

<table>
<thead>
<tr>
<th>Region</th>
<th>Female</th>
<th>Male</th>
<th>Female</th>
<th>Male</th>
<th>Female</th>
<th>Male</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>17</td>
<td>6</td>
<td>21</td>
<td>27</td>
<td>3</td>
<td>17</td>
</tr>
<tr>
<td>Part-Time</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Full-Time</td>
<td>19</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

### Total

| Total Employees | 1,572 | 2,721 | 2,721 | 1,572 | 2,721 | 1,572 |

### Number of Employees in 2018 and 2019

<table>
<thead>
<tr>
<th>Type</th>
<th>2018</th>
<th>2019</th>
<th>2018</th>
<th>2019</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>32</td>
<td>16</td>
<td>21</td>
<td>31</td>
<td>33</td>
<td>29</td>
</tr>
<tr>
<td>Male</td>
<td>16</td>
<td>21</td>
<td>31</td>
<td>29</td>
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</table>

### Number of Employees in 2018 and 2020

<table>
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<tr>
<th>Type</th>
<th>2018</th>
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<th>2020</th>
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<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>21</td>
<td>31</td>
<td>15</td>
<td>12</td>
<td>12</td>
<td>12</td>
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<tr>
<td>Male</td>
<td>31</td>
<td>29</td>
<td>12</td>
<td>12</td>
<td>12</td>
<td>12</td>
</tr>
</tbody>
</table>

### Note E Educational Levels

<table>
<thead>
<tr>
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<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor's</td>
<td>238</td>
<td>239</td>
<td>228</td>
<td>4.6%</td>
</tr>
<tr>
<td>Bachelor's</td>
<td>3,714</td>
<td>86.5%</td>
<td>86.5%</td>
<td>80.0%</td>
</tr>
<tr>
<td>Master's</td>
<td>345</td>
<td>8.0%</td>
<td>339</td>
<td>7.1%</td>
</tr>
<tr>
<td>Doctorate</td>
<td>2</td>
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</tbody>
</table>

### Note F Employees Age Group

<table>
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<tr>
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<th></th>
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</thead>
<tbody>
<tr>
<td>Age Bracket</td>
<td>2,541</td>
<td>2,020</td>
<td>2,020</td>
<td>2,020</td>
<td>2,020</td>
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### Note G New Hires and Turnover Structure

<table>
<thead>
<tr>
<th>Region</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department</td>
<td>1,282</td>
<td>1,153</td>
<td>1,153</td>
<td>1,153</td>
</tr>
<tr>
<td>Age Bracket</td>
<td>264</td>
<td>19.1%</td>
<td>15.2%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Male</td>
<td>1,019</td>
<td>62.1%</td>
<td>62.5%</td>
<td>60.9%</td>
</tr>
<tr>
<td>Female</td>
<td>623</td>
<td>37.9%</td>
<td>37.5%</td>
<td>39.1%</td>
</tr>
</tbody>
</table>

### Note H Employees Turnover Rates

<table>
<thead>
<tr>
<th>Region</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department</td>
<td>1,282</td>
<td>1,153</td>
<td>1,153</td>
<td>1,153</td>
</tr>
<tr>
<td>Age Bracket</td>
<td>264</td>
<td>19.1%</td>
<td>15.2%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Male</td>
<td>1,019</td>
<td>62.1%</td>
<td>62.5%</td>
<td>60.9%</td>
</tr>
<tr>
<td>Female</td>
<td>623</td>
<td>37.9%</td>
<td>37.5%</td>
<td>39.1%</td>
</tr>
</tbody>
</table>
### 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>

1. 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>Type</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Employees</td>
<td>3,790</td>
<td>4,444</td>
<td>4,400</td>
</tr>
<tr>
<td>Base-Level Management</td>
<td>477</td>
<td>461</td>
<td>512</td>
</tr>
<tr>
<td>Middle Management</td>
<td>57</td>
<td>96</td>
<td>68</td>
</tr>
<tr>
<td>Senior Management</td>
<td>15</td>
<td>18</td>
<td>17</td>
</tr>
<tr>
<td>Male</td>
<td>2,735</td>
<td>2,956</td>
<td>3,572</td>
</tr>
<tr>
<td>Female</td>
<td>1,604</td>
<td>1,760</td>
<td>1,497</td>
</tr>
<tr>
<td>TOTAL</td>
<td>4,339</td>
<td>4,716</td>
<td>4,997</td>
</tr>
</tbody>
</table>

1. Note 1: Source from Sinyi e-Schools Training and Education System Data (01/01-12/31) included sum of branches training lessons.

### Note J. Percentage of Female Employees and Management

<table>
<thead>
<tr>
<th>Type</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Employees</td>
<td>3,339</td>
<td>4,176</td>
<td>4,997</td>
</tr>
<tr>
<td>Number of Female</td>
<td>1,604</td>
<td>1,760</td>
<td>1,497</td>
</tr>
<tr>
<td>Percentage of Female (%)</td>
<td>38.97%</td>
<td>37.32%</td>
<td>38.14%</td>
</tr>
<tr>
<td>Senior Management</td>
<td>15</td>
<td>18</td>
<td>17</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>
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</table>

1. 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 note 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 subsidy.

1. Note 2: Return to Work Rate = Actual Number of Employees Returning After Parental Leave / Anticipated Number of Employees Returning After Parental Leave (× 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>
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</thead>
<tbody>
<tr>
<td>Male</td>
<td>Male</td>
<td>382</td>
<td>321</td>
<td>288</td>
</tr>
<tr>
<td>Male</td>
<td>Female</td>
<td>177</td>
<td>180</td>
<td>154</td>
</tr>
<tr>
<td>Total</td>
<td>Total</td>
<td>559</td>
<td>501</td>
<td>442</td>
</tr>
<tr>
<td>Female</td>
<td>Male</td>
<td>25</td>
<td>18</td>
<td>22</td>
</tr>
<tr>
<td>Female</td>
<td>Female</td>
<td>44</td>
<td>50</td>
<td>49</td>
</tr>
<tr>
<td>Total</td>
<td>Total</td>
<td>69</td>
<td>68</td>
<td>62</td>
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</tbody>
</table>

### Note L. The Number of "Sinyi Babies"

<table>
<thead>
<tr>
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<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Fourth-Child</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>4</td>
</tr>
</tbody>
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1. Note 1: Return to Work Rate = Actual Number of Employees Returning After Parental Leave / Anticipated Number of Employees Returning After Parental Leave (× 100)

1. Note 2: The Number of “Sinyi Babies” at the same time, their parental leave period shall be calculated together.
According to risk assessment and accident investigation, our work-related injuries are mostly caused by traffic accidents, and the number of high-consequence traffic accident injuries is 2,800. The injury rate is calculated as 3.856/160,000 = 0.0024 or 0.24%.

Note M Accident Statistics

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accident Type</td>
<td>General Work Injury</td>
<td>Occupational Disease</td>
<td>General Work Injury</td>
</tr>
<tr>
<td>Number of Recordable Work-Related Injuries</td>
<td>105</td>
<td>103</td>
<td>1</td>
</tr>
<tr>
<td>Lost Day</td>
<td>2,800</td>
<td>3,856</td>
<td>2,827</td>
</tr>
</tbody>
</table>
| 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>6.68</td>
<td>7.01</td>
<td>10.01</td>
</tr>
<tr>
<td>Female</td>
<td>8.10</td>
<td>11.08</td>
<td>16.25</td>
</tr>
<tr>
<td>Total</td>
<td>7.21</td>
<td>8.53</td>
<td>11.96</td>
</tr>
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</table>

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>94.05</td>
<td>323.58</td>
<td>15.72</td>
</tr>
<tr>
<td>Female</td>
<td>85.86</td>
<td>305.85</td>
<td>208.46</td>
</tr>
<tr>
<td>Total</td>
<td>91.01</td>
<td>316.84</td>
<td>178.62</td>
</tr>
</tbody>
</table>

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>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>
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</table>

Note Q Online User Statistics for Health Management System

<table>
<thead>
<tr>
<th>Year</th>
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<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cumulative Number of Visiting times</td>
<td>160,000</td>
<td>220,000</td>
<td>270,000</td>
</tr>
<tr>
<td>Number of Visiting times</td>
<td>20,445</td>
<td>60,000</td>
<td>50,000</td>
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Note R Employees Engagement Survey

<table>
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<th>2020</th>
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</thead>
<tbody>
<tr>
<td>Values identification</td>
<td>4.65</td>
<td>4.61</td>
<td>4.67</td>
</tr>
<tr>
<td>Job value</td>
<td>4.23</td>
<td>4.66</td>
<td>4.24</td>
</tr>
<tr>
<td>Behavioral identity</td>
<td>4.42</td>
<td>4.59</td>
<td>4.32</td>
</tr>
<tr>
<td>Passion for work</td>
<td>4.14</td>
<td>4.45</td>
<td>4.07</td>
</tr>
<tr>
<td>Balanced life</td>
<td>3.46</td>
<td>4.04</td>
<td>3.47</td>
</tr>
<tr>
<td>Growth needs</td>
<td>4.00</td>
<td>4.44</td>
<td>4.10</td>
</tr>
<tr>
<td>Organizational innovation</td>
<td>3.31</td>
<td>4.42</td>
<td>4.00</td>
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<tr>
<td>Department cooperation</td>
<td>4.14</td>
<td>4.41</td>
<td>4.11</td>
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<tr>
<td>Business strategy</td>
<td>4.00</td>
<td>4.43</td>
<td>4.04</td>
</tr>
<tr>
<td>Internal communication</td>
<td>3.94</td>
<td>4.26</td>
<td>3.92</td>
</tr>
<tr>
<td>Incentive mechanism</td>
<td>3.52</td>
<td>3.97</td>
<td>3.53</td>
</tr>
</tbody>
</table>

May 1 The survey company data biennially, so it is not be implemented in 2016 & 2020.
### Sustainable Development - Materiality Analysis

#### List of material topics

<table>
<thead>
<tr>
<th>TWSE/GTSM Chapter</th>
<th>Reporting practice</th>
</tr>
</thead>
<tbody>
<tr>
<td>2, 6</td>
<td></td>
</tr>
</tbody>
</table>

#### GRI Standard

- **102-21**: Consulting stakeholders on economic, environmental, and social topics
- **102-22**: Composition of the highest governance body and its committees
- **102-23**: Chair of the highest governance body
- **102-24**: Nominating and selecting the highest governance body
- **102-25**: Conflicts of interest
- **102-26**: Role of highest governance body in setting purpose, statements, and topic boundaries
- **102-27**: Collective knowledge of highest governance body
- **102-28**: Evaluating the highest governance body’s performance
- **102-29**: Complying with ethical, economic, environmental, and social impacts
- **102-30**: Effectiveness of risk management processes
- **102-31**: Review of economic, environmental, and social topics
- **102-32**: Highest governance body’s role in sustainability reporting
- **102-33**: Concerning communication
- **102-34**: Nature and total number of critical concerns
- **102-35**: Remuneration policies
- **102-36**: Process for determining remuneration
- **102-37**: Stakeholders involvement in remuneration
- **102-38**: Annual total compensation ratio
- **102-39**: Percentage increase in annual total compensation

#### Sustainability Performance Overview

- **102-40**: List of stakeholder groups
- **102-41**: Collective bargaining agreements
- **102-42**: Identifying and selecting stakeholders
- **102-43**: Approach to stakeholder engagement
- **102-44**: Key topics and concerns raised
- **102-45**: Reporting practice
- **102-46**: Defining report content and topic boundaries

#### Reporting practice

- **2020 Annual Report**: p. 6-45

### Topic-Specific Disclosures: Environmental

<table>
<thead>
<tr>
<th>GRI Standard</th>
<th>Disclosure</th>
<th>Page number(s)/URL(s)</th>
<th>Responding to International Standards</th>
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<tbody>
<tr>
<td>GRI 103: Management Approach 2016</td>
<td>103-1 Explanation of the material topic and its boundary</td>
<td>Environment - Management Approach p. 24, 25</td>
<td>Social(Internal)- Management Approach p. 34, 35, 41</td>
</tr>
<tr>
<td>GRI 103: Management Approach 2016</td>
<td>103-2 The management approach and its components</td>
<td>Environment - Management Approach p. 25, 32</td>
<td>Social(Internal)- Management Approach p. 35, 37</td>
</tr>
<tr>
<td>GRI 103: Management Approach 2016</td>
<td>103-3 Evaluation of the management approach</td>
<td>Environment - Management Approach p. 25, 32</td>
<td>Social(Internal)- Management Approach p. 36, 37</td>
</tr>
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<td>Social(Internal)- Management Approach p. 36, 37</td>
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<tr>
<td>GRI 403: Occupational Health and Safety 2018</td>
<td>403-2 Benefits provided to full-time employees of the risk provided to temporary or part-time employees</td>
<td>Social(Internal)- benefits and remuneration plans p. 43</td>
<td>Sinyi Sustainability Website <a href="http://csr.sinyi.com.tw/en/environment/water-resources.php">http://csr.sinyi.com.tw/en/environment/water-resources.php</a></td>
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<td>103-3 Evaluation of the management approach</td>
<td>Environment - Management Approach p. 25, 32</td>
<td>Social(Internal)- Management Approach p. 36, 37</td>
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<td>GRI 403: Occupational Health and Safety 2018</td>
<td>403-1 New employee hires and employee turnover</td>
<td>Social(Internal)- Labor-employer Relations p. 37</td>
<td>Appendix - Sustainability Performance Overview Note G - new hires and turnover structure p. 38</td>
</tr>
<tr>
<td>GRI 403: Occupational Health and Safety 2018</td>
<td>403-2 Benefits provided to full-time employees of the risk provided to temporary or part-time employees</td>
<td>Social(Internal)- benefits and remuneration plans p. 43</td>
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<tr>
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</tr>
<tr>
<td>GRI 103: Management Approach 2016</td>
<td>103-3 Evaluation of the management approach</td>
<td>Environment - Management Approach p. 25, 32</td>
<td>Social(Internal)- Management Approach p. 36, 37</td>
</tr>
</tbody>
</table>

### Occupational Health and Safety

<table>
<thead>
<tr>
<th>GRI Standard</th>
<th>Disclosure</th>
<th>Page number(s)/URL(s)</th>
<th>Responding to International Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>GRI 103: Management Approach 2016</td>
<td>103-1 Explanation of the material topic and its boundary</td>
<td>Environment - Management Approach p. 24, 25</td>
<td>Social(Internal)- Management Approach p. 34, 35, 41</td>
</tr>
<tr>
<td>GRI 103: Management Approach 2016</td>
<td>103-2 The management approach and its components</td>
<td>Environment - Management Approach p. 25, 32</td>
<td>Social(Internal)- Management Approach p. 35, 37</td>
</tr>
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<td>GRI 103: Management Approach 2016</td>
<td>103-3 Evaluation of the management approach</td>
<td>Environment - Management Approach p. 25, 32</td>
<td>Social(Internal)- Management Approach p. 36, 37</td>
</tr>
<tr>
<td>GRI 403: Occupational Health and Safety 2018</td>
<td>403-2 Benefits provided to full-time employees of the risk provided to temporary or part-time employees</td>
<td>Social(Internal)- benefits and remuneration plans p. 43</td>
<td>Sinyi Sustainability Website <a href="http://csr.sinyi.com.tw/en/environment/water-resources.php">http://csr.sinyi.com.tw/en/environment/water-resources.php</a></td>
</tr>
</tbody>
</table>

### Social–Internal

<table>
<thead>
<tr>
<th>GRI Standard</th>
<th>Disclosure</th>
<th>Page number(s)/URL(s)</th>
<th>Responding to International Standards</th>
</tr>
</thead>
<tbody>
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<td>Environment - Management Approach p. 24, 25</td>
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</tr>
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</tr>
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<td>103-3 Evaluation of the management approach</td>
<td>Environment - Management Approach p. 25, 32</td>
<td>Social(Internal)- Management Approach p. 36, 37</td>
</tr>
</tbody>
</table>
### Supplier Social Assessment

#### GRI 103: Management Approach 2016

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>103-1</td>
<td>Explanation of the material topic and its boundary</td>
</tr>
<tr>
<td>103-2</td>
<td>The management approach and its components</td>
</tr>
<tr>
<td>103-3</td>
<td>Evaluation of the management approach</td>
</tr>
</tbody>
</table>

#### GRI 414: Supplier Social Assessment 2016

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>414-1</td>
<td>New suppliers that were screened using social criteria</td>
</tr>
<tr>
<td>414-2</td>
<td>Negative social impacts in the supply chain and actions taken</td>
</tr>
</tbody>
</table>
### GRI Standard Disclosure

<table>
<thead>
<tr>
<th>GRI Standard</th>
<th>Disclosure</th>
<th>Page number(s)/URL(s)</th>
<th>Responding to International Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Digital Resilience</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GRI 103: Management Approach 2016</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>103-1 Explanation of the material topic and its Boundary</td>
<td>Social(External): Management Approach</td>
<td>p. 47, 48</td>
<td>Governance - Management Approach p. 60, 61</td>
</tr>
<tr>
<td>103-2 The management approach and its components</td>
<td>Sustainable Development - The Boundary of the Impact of Material Topics on the Value Chain</td>
<td>p. 54</td>
<td></td>
</tr>
<tr>
<td>103-3 Evaluation of the management approach</td>
<td></td>
<td></td>
<td>Governance - Management Approach p. 61</td>
</tr>
<tr>
<td><strong>Digital Resilience</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Promotion in Business Ethics</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>103-1 Explanation of the material topic and its Boundary</td>
<td>Social(External): Management Approach</td>
<td>p. 49, 50</td>
<td>Sustainable Development - The Boundary of the Impact of Material Topics on the Value Chain p. 54</td>
</tr>
<tr>
<td>103-2 The management approach and its components</td>
<td></td>
<td></td>
<td>Governance - Management Approach p. 49</td>
</tr>
<tr>
<td>103-3 Evaluation of the management approach</td>
<td></td>
<td></td>
<td>Social(External): Management Approach p. 52</td>
</tr>
<tr>
<td><strong>Promotion in Business Ethics</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Custom Promotion in Business Ethics</td>
<td></td>
<td></td>
<td>Input and Outcomes p. 50</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Promotion of Business Ethics p. 55</td>
</tr>
</tbody>
</table>

### Sustainability Accounting Standards Board (SASB) Content Index

Sinyi Realty selects applicable indicators from 11 sectors and 77 industries in the SASB Materiality Map of the SASB Standards:
- Sector Infrastructure
- Industry: Real Estate Services

### 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.

Sinyi Realty is a company operating with a focus on trust. Adhering to ethics and demonstrating integrity is the most important way to win trust, and even the only way in the long run. It is the first priority for Sinyi's sustainable operation.

#### Our Commitments

1. Pay attention to market changes and customer needs, and develop new service models accordingly.
2. Review the implementation of policies in accordance with the regularly held annual plan meetings and quarterly review meetings. Establish innovation management systems and methods.
3. The guiding principle is to integrate ethics and integrity in people’s everyday work.
4. 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.

Following our business philosophy of “Sinya begins with trust and ends with perfection,” Sinyi Realty 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.

#### Policy

- The main policy is to implement our mission of “Sinya People, Sinya Company, Sinya Society.”
- The guiding principle is to integrate ethics and integrity in daily customer service and management.
- Established the “Sinya Realty Inc. Ethical Corporate Management Best Practice Principles,” “Sinya Realty Inc. Corporate Social Responsibility Best Practice Principles,” and “Sinya Group Code of Conduct.”

#### Responsibility

- Total Ethical Management Committee - Customer Care Group
- Total Ethical Management Committee - Corporate Governance Group

#### Resources

- HR: Customer Service Department, Innovation and Integration
- Divisions: Digital Intelligence Center
- Funding: develop innovative services
- HR: Corporate Ethics Office, Audit Office
- Funding: risk management and internal control systems, and promoting business ethics and legal compliance

#### Grievance Mechanisms

1. Customer complaint hotline: 0800-211-922
2. 24-hour online customer service
3. Customer Service Email: sinyi@sinyi.com.tw
4. Stakeholder Engagement sector

- Founded Internal Email
- Corporate Ethics Office Email
- Corporate Ethics Office Hotline: 0800-211-922
- Contact the Audit Office in order to express the opinion or report inappropriate behavior of colleagues.

#### Evaluation Mechanisms and Results

1. Include service innovation as an important annual plan.
2. Customer satisfaction and opinion survey.
3. Chief Ethics Officer regularly reports on the integrity
4. management to the Board of Directors.
5. Compliance assessment.
6. All employees signed the “Sinya Group Code of Conduct” with a completion rate of 100%.

#### 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, 69, 83, 98
**Sustainability Disclosure Topics & Accounting Metrics**

**SUSTAINABILITY SERVICES**

- **Revenues from energy and sustainability services**
  - Code: IF-RS-410a.1
  - The entity shall disclose its revenue from energy and sustainability services.
  - The entity shall provide a description of the energy and sustainability services it offers.
  - Not applicable. Sinyi Realty primarily provides real estate sales and rental agency services. Specific services include sales and leases for housing presales, surplus units, individual new units, used residential units, offices, plants, land, and parking spaces. Sinyi 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 (fire) 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 NTSB 84 billion.

- **Floor area and number of buildings under management that obtained an energy rating**
  - Code: IF-RS-410a.2
  - The entity shall disclose:
    1. The floor area under management for which it provided energy and sustainability-related services during the reporting period.
    2. The number of buildings for which it provided energy and sustainability-related services during the reporting period.
  - 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.

- **Floor area and number of buildings under management that obtained an energy rating**
  - Code: IF-RS-410a.3
  - 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.
  - 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.

**TRANSPARENT INFORMATION & MANAGEMENT OF CONFLICT OF INTEREST**

- **Brokerage revenue from dual agency transactions**
  - Code: IF-RS-510a.1
  - The entity shall disclose its revenue from real estate sales brokerage services that directly resulted from dual agency transactions.
  - The entity shall describe its policies and practices to assure the professional integrity and duty of care of its workforce in avoiding of conflicts of interest in dual agency transactions.
  - Taiwan’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 disclose in this disclosure category in 2020. Sinyi Realty’s real estate brokerage services directly derived income from dual agency transactions totaled NTSB 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 Inc. Ethical Corporate Management Best Practice Principles” and stated in the relevant code of practice what employees should abide by Code of conduct and ethical principles to ensure the professional integrity and obligations of employees and avoid conflicts of interest in dual agency. Please refer to the “Ethics and Integrity” (p. 68) to learn more about how Sinyi Realty ensures professional and business ethics.

- **Revenues from transactions associated with appraisal services**
  - Code: IF-RS-510a.2
  - The entity shall disclose the amount of revenue generated from transactions.
  - The entity shall describe its policies and practices to assure the professional integrity and duty of care of its workforce in avoiding of conflicts of interest in appraisal services.
  - 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 income from appraisal services.

**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-000A</td>
<td>Number of property management clients, categorized by ([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-000B</td>
<td>Floor area under management with owner operational control</td>
<td>Sinyi Realty’s own assets include 1 headquarters building and more than 10 self-owned stores. The total floor area of the Sinyi Realty headquarters building is 17,063.7 square meters.</td>
<td></td>
</tr>
<tr>
<td>IF-RS-000C</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. The total floor area of the Sinyi Realty headquarters building is 17,063.7 square meters.</td>
<td></td>
</tr>
<tr>
<td>IF-RS-000D</td>
<td>Number of leases transferred, categorized by ([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-000E</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). SAB Materiality Map: [www.sab.org]. For more information about SAB, please refer to [https://www.sab.org/].
Describe the organization’s oversight of climate-related risks and opportunities.

The Board recognizes climate change as a material risk and manages climate-related risks and opportunities. Based on the results of the identification and assessment of climate-related risks and opportunities for climate-related issues are formulated and managed in the Green Management Group. We manage climate-related issues systematically through ISO management system verification and carbon emission verification, so that we regularly report performance to the TEM committee and the Board.

1. Prioritizing climate-related risks: We identified the types of high impacts of climate-related risk as “transition risk-low carbon service,” “net zero commitment,” and “renewable energy consumption.”

Describe the targets and key metrics.

Sinyi has set the short-, medium-, and long-term goals and targets related to climate-related risks and opportunities in line with its strategy and risk management process.

1. Key metrics: Please refer to "Climate-related Risk Management Key Metrics and Targets." 

2. Climate-related performance metrics are incorporated into remuneration policies. The Long-term Value Contribution (LTC) for senior management is connected with their sustainability performance. The evaluation includes the performance of climate-related indicators. Please refer to "Board Member Compensation and Sustainability Performance."
### SDGs Goals and Targets

<table>
<thead>
<tr>
<th>SDGs Goal</th>
<th>Sinyi’s Major Contributions Toward the SDGs</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Goal 3</strong></td>
<td>Enhance healthy lives and promote well-being for all at all ages</td>
</tr>
<tr>
<td>3.4</td>
<td>By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.</td>
</tr>
<tr>
<td>3.5</td>
<td>By 2030, halve the number of global deaths and injuries from road traffic accidents.</td>
</tr>
<tr>
<td>3.8</td>
<td>Achieve universal health coverage, including financial risk protection, access to essential quality health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all.</td>
</tr>
<tr>
<td>3.9</td>
<td>Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks.</td>
</tr>
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<tbody>
<tr>
<td><strong>Goal 4</strong></td>
<td>Ensure inclusive and quality education and promote lifelong learning opportunities for all</td>
</tr>
<tr>
<td>4.3</td>
<td>By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university.</td>
</tr>
<tr>
<td>4.4</td>
<td>By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, further training, and entrepreneurship.</td>
</tr>
<tr>
<td>4.5</td>
<td>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.</td>
</tr>
<tr>
<td>4.7</td>
<td>By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainability.</td>
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</table>

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<tr>
<th>SDGs Goal</th>
<th>Sinyi’s Major Contributions Toward the SDGs</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Goal 5</strong></td>
<td>Achieve gender equality and empower all women</td>
</tr>
<tr>
<td>5.1</td>
<td>End all forms of discrimination against all women and girls everywhere.</td>
</tr>
<tr>
<td>5.2</td>
<td>Adopt and strengthen sound policies and enforced legislation for the promotion of gender equality and the empowerment of all women and girls at all levels.</td>
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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Goal 7</strong></td>
<td>Ensure access to affordable, reliable, sustainable and modern energy services</td>
</tr>
<tr>
<td>7.2</td>
<td>By 2030, increase substantially the share of renewable energy in the global energy mix.</td>
</tr>
<tr>
<td>7.3</td>
<td>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.</td>
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</tbody>
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<tr>
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</tr>
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<tbody>
<tr>
<td><strong>Goal 8</strong></td>
<td>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</td>
</tr>
<tr>
<td>8.2</td>
<td>Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour-intensive sectors.</td>
</tr>
<tr>
<td>8.3</td>
<td>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.</td>
</tr>
<tr>
<td>8.4</td>
<td>Improve progressively, through 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-year framework of programmes on sustainable development, with a mid-term review in 2015 and elaborate outcomes at the 2016 conference.</td>
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<tbody>
<tr>
<td><strong>Goal 10</strong></td>
<td>Reduce inequality within and among countries</td>
</tr>
<tr>
<td>10.2</td>
<td>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.</td>
</tr>
<tr>
<td>10.3</td>
<td>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.</td>
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<tr>
<td><strong>Goal 11</strong></td>
<td>Make cities and human settlements inclusive, safe, resilient and sustainable</td>
</tr>
<tr>
<td>11.4</td>
<td>Strengthen efforts to protect and safeguard the world’s cultural and natural heritage.</td>
</tr>
<tr>
<td>11.7</td>
<td>By 2030, provide universal access to safe, inclusive and accessible, green and public spaces in particular for women and children, older persons and persons with disabilities.</td>
</tr>
<tr>
<td>11.13</td>
<td>Support positive economic, social and environmental links between urban, peri-urban and rural areas by strengthening national and regional development planning.</td>
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<tbody>
<tr>
<td><strong>Goal 14</strong></td>
<td>Protect oceans, combat climate change and preserve marine life</td>
</tr>
<tr>
<td>14.a</td>
<td>Promote community capacity building and community centers in rural local, we act on culture heritage protection and local visility.</td>
</tr>
<tr>
<td>14.b</td>
<td>Mr. Hongxun Memorial Park p. 57</td>
</tr>
</tbody>
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<tbody>
<tr>
<td><strong>Goal 15</strong></td>
<td>Protect terrestrial and marine biodiversity and promote sustainable use of their ecosystems</td>
</tr>
<tr>
<td>15.4</td>
<td>Promote community capacity building and community centers in rural local, we act on culture heritage protection and local visility.</td>
</tr>
<tr>
<td>15.6</td>
<td>Mr. Hongxun Memorial Park p. 57</td>
</tr>
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<tr>
<td><strong>Goal 16</strong></td>
<td>Promote just, peaceful and resilient societies at the local level</td>
</tr>
<tr>
<td>16.1</td>
<td>Develop effective, accountable and inclusive institutions at all levels.</td>
</tr>
<tr>
<td>16.2</td>
<td>Fight corruption, increase transparency, strengthen legal and judicial institutions and promote the rule of law.</td>
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<tr>
<td><strong>Goal 17</strong></td>
<td>Promote partnerships for sustainable development</td>
</tr>
<tr>
<td>17.4</td>
<td>Promote the ‘Green Energy Public Welfare’ project to provide green electricity to the social welfare organisation-Ala Food Bank.</td>
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<tr>
<td><strong>Goal 18</strong></td>
<td>Promote the use of sustainable energy systems and promote energy efficiency and clean technology.</td>
</tr>
<tr>
<td>18.1</td>
<td>Support the development of renewable energy and set targets for the use of renewable energy.</td>
</tr>
<tr>
<td>18.2</td>
<td>Promote the ‘Green Energy Public Welfare’ project to provide green electricity to the social welfare organisation-Ala Food Bank.</td>
</tr>
</tbody>
</table>
Goal 12: Ensure sustainable consumption and production patterns

- By 2030, achieve the sustainable management and efficient use of natural resources.
- By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.
- Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.
- 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

- Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.
- Develop climate risk management and response actions.
- Integrate response measures into annual strategic planning.
- Strengthen carbon management and conduct annual environmental verification.
- GHG emissions of energy survey to upstream and downstream suppliers.
- Development of "circular economy" services.

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

- 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.
- Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships data, monitoring and accountability.

<table>
<thead>
<tr>
<th>SDGs Goals and Targets</th>
<th>Sinyi’s Major Contributions Toward the SDGs</th>
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</table>
| Goal 12: Ensure sustainable consumption and production patterns | - R&I in innovative low-carbon services.  
- Regularly publish sustainability reports to document sustainability practices.  
- Implement ISO 20121.  
- 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.  |
| Goal 13: Take urgent action to combat climate change and its impacts | - 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 20121) p. 57  
- Community engagement p. 58 |
| Goal 17: Strengthen the means of implementation and revitalise the global partnership for sustainable development | - Establish supply chain sustainability terms and guidelines, and enhance ESG performance.  
- Share resources and core values, and join charitable activities with suppliers.  
- Join the CURA, SEE Association, and other organizations.  
- Join associations |
INDEPENDENT ASSURANCE OPINION STATEMENT

Sinyi Realty 2020 Corporate Sustainability Report

The British Standards Institution is independent to 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 described in the Scope below. It was not prepared for any other purpose. The British Standards Institution will not in providing this independent assurance opinion statement, accept or assume responsibility, legal or otherwise, or accept liability for or in connection with any other purpose for which it may be used, or to any person by which 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 as the independent assurance body using GRI standards and the information disclosed in the report. Independent assurance is intended to provide reasonable assurance as to the integrity of the report. 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 adherence to AA1000 Accountability Principles (2014) and assessment of sustainability disclosure to be in conformance with the applicable SASB Industry Standards.

This report 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 programmes 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 the assurance. The information and data provided by the Sinyi Realty and the sample taken. We believe that the 2020 economic, social and environmental performances information are fairly presented. The CSR performance information disclosed in the report demonstrate Sinyi Realty’s efforts recognized by its stakeholders.

Methodology

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

1. A review of issues related to corporate social responsibility (CSR) identified in the Sinyi Realty 2020 Corporate Sustainability Report.
2. Discussions with managers on approach to stakeholder engagement. However, we had no direct contact with external stakeholders.
3. Interviews with staffs involved in sustainability management, report preparation and provision of report information were carried out.
5. Review of the findings of internal audit.
6. Review of supporting evidence for claims made in the report.

Verifications were performed by a team of CSR report reviewers in accordance with the AA1000:2014. We planned and performed this part of our work to obtain the necessary information and explanations to consider the following points:

- Materiality and Relevance as described in the AA1000:2014.
- An assessment of the organizations use of metrics or targets of SASB 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.

- Customers
- Employee in Sinyi Group
- Investor
- Community or Local Group
- Non-profit Organization
- Social Enterprise
- Supplier
- Government/Academic Unit
- Media
- Others

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

1. Environmental
   - Green Procurement
   - Management of Water
   - Biodiversity
   - Greenhouse Gas Emissions
   - Waste Disposal Method
   - Ecosystem Protection
   - Green Services

2. Social
   - Employment
   - Talent Training and Development
   - Organizational Climate
   - Remuneration and Benefits
   - Diversity and Equality Opportunities
   - Forced Labor
   - Freedom of Association and Collective Bargaining
   - Occupational Health and Safety
   - Organizational Identity and Retention
   - Work-Life Balance
   - Customer Relations
   - Service Innovation
   - Digital Resilience
   - Transaction Security
   - Marketing Communication
   - Quality of Service and Customer Rights
   - Information Disclosure and Transparency
   - Corporate Image

Independent assurance opinion statement (in accordance with GRI and SASB)

Conclusions
A detailed review against the inclusivity, materiality, responsiveness and impact of A123457 (2018). GRI Standards and SASB Standards is set out below.

Inclusivity
This report has reflected a list of key stakeholders and their expectations, as well as the information that stakeholders have provided to us in response to our engagement. The information is provided in a clear and concise manner, and is rounded off with the interested stakeholders in the context of the company's activities.

Materiality
Sinyi Realty's operations and results are significantly affected by changes in the economic, environmental, social, and regulatory environment. The sustainability information disclosed enables stakeholders to make informed decisions about the company's activities.

Responsiveness
Sinyi Realty has implemented the following measures to respond to the expectations and perceptions of its stakeholders. An ethical policy for Sinyi Realty is developed and continuously provides opportunities to further enhance Sinyi Realty's responsiveness to stakeholder concerns. Topics that stakeholders consider important are discussed in the report. In our professional opinion the report covers the company's sustainability initiatives.

Impact
Sinyi Realty has identified and fully represented impacts that are measured and disclosed in a timely and effective manner. Sinyi Realty has established processes to monitor, measure, evaluate, and manage impacts that best to most effectively identifying and reporting related issues.

GRI Sustainability Reporting Standards (GRI Standards)
Sinyi Realty provides us with their self-statement on in accordance with GRI Standards. Comprehensive options (For each topic covered by a topic-specific GRI Standard, comply with all reporting requirements for all topic-specific standards). Based on our review, we conclude that the company's disclosures are in line with the GRI Standards.

SASB Standards
Sinyi Realty provided us with their self-statement of inclusion in accordance with SASB Standards. SASB Standards (Real Estate Services Sustainability Accounting Standards). Based on our review, we conclude that the company's disclosures are in line with the SASB Standards.

Assurance level
The next level assurance provided is in accordance with A123456-7 in our review, as defined by the scope and methodology described in this statement.

Responsibility
The CSR report is the responsibility of the Sinyi Realty's chairman as described 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 professionals with relevant experience and knowledge of sustainability and sustainability-related standards, including environmental, social, and accountability. The assurance team was independent of the company's management and was engaged in the assurance engagement.

A123456
General Assurance Provider
2021
Statement No:
SRA-TW-202119
2021-06-27
For and on behalf of BSI:
Peter Po, Managing Director BSI Taiwan

Verification Statement and Policy
2. Social

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

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

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:
2020
Corporate Sustainability Report

In response to the spirit of global sustainable forestry, this report uses paper-friendly printing of forest resources.