

2022

# Sustainability Report



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# 2022 Annual Highlights

Sinyi Realty achieved good performance in 2022, demonstrating our efforts towards sustainability goals and responses to various stakeholders.

**E** Environment **S** Society **G** Governance **SC** Supply chain

**E**

↓ **51.4 %**  
Carbon emissions per real estate transaction

↓ **96 %**  
Paper Usage per Service

**Service Carbon Footprint**  
compared with 2017

↓ **27.1 %**  
**Emission of Electricity Consumption per Capita**  
compared with 2017




Sinyi Realty  
**2030 Net Zero**

**TANZE**  
台灣淨零行動聯盟  
Taiwan Alliance for Net Zero Emission

Grade  
"Green"

**NET ZERO** 30 50

**1.5° C**  
**Science-based Target**  
TRIPs 1.5° C

**S**

**91.24 %**  
**Customer Satisfaction Rate**  
We surveyed 55,239 clients to provide exceptional customer service

**100 %**  
**Cumulative Proposal Coverage Rate**  
"We are ONE" project

**DocuHouse**  
**Innovation Service**  
Bring the documents required for the house sale process online

**20.4 %**  
**Percentage of Female Management**






**G**

**Outstanding Corporate Governance System Assessment**  
Obtained the highest level of CG6013 (2021) certification.

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

**Level 5+**  
**TCFD**  
The maturity model for the Climate-related Financial Disclosures is Level 5+: Excellence grade.





**SC**

**ISO 20400 Sustainable Supply Chain Management**  
obtained verification

**CDP**  
DISCLOSURE INSIGHT ACTION  
**SER report 2022**  
**A-**  
**Leadership level**

**100 %**  
**signed Procurement Ethics Standard**

**Green Procurement Award in Private Sector-Enterprise for**  
**15**  
consecutive years






# Awards and Recognition

Sinyi Realty has won important awards both domestically and internationally, and with great expectations we practice sustainable development for many years. We hope to bring out greater positive impact and help each person, each company, become a trustworthy kind, and then fulfill a trustworthy and sustainable society.

For more information, please visit Sinyi Sustainability website: Inspiring the world <https://csr.sinyi.com.tw/en/sd/world.php>

Awards and Recognition <https://csr.sinyi.com.tw/en/news/awards.php>

## Overseas Awards



### Asia Responsible Entrepreneurship Awards, AREA

- Green Leadership Award
- Social Empowerment Award



### Global Corporate Sustainability Awards, GCSA

- Sustainability Reporting: 5 consecutive years
- Best Practice (World Class)



### Carbon Disclosure Project (CDP)

- Climate Change – Management Level B
- Supplier Engagement Rating – A-



### Asia Sustainability Reporting Awards(ASRA)

- ASRA Governance (Silver)
- Asia's Best Workplace Reporting (Bronze)
- Asia's Best Diversity Reporting (Bronze)

## Domestic Awards

### Corporate Sustainability ESG

- **2022 Taiwan Corporate Sustainability Awards (TCSA) by Taiwan Institute for Sustainable Energy (TAISE):** "The Most Prestigious Sustainability Awards- Top Ten Domestic Corporates (service industry)," "Corporate Sustainability Report Awards- The Best of the Year," "Climate Leadership Award," "Innovation Leadership Award", "Transparency and Integrity Leadership Award."
- **Global Views Monthly Magazine:** 2022 ESG Integrated Performance – Honor Roll for 2 consecutive years, Excellent in Educational Support: Chief Business Ethics Officer Program.
- **CommonWealth Magazine:** "Excellence in Corporate Social Responsibility" 5th Place, Large Enterprises Category (16 consecutive years).
- **2022 CommonWealth Magazine Top 2000 Survey** – Sinyi has ranked No. 1 in the real estate brokerage industry for 28 consecutive years.
- Listed in **TAISE 2022 Taipei Golden Eagle Micro Movie Award**
- **Council of Agriculture, Executive Yuan:** joined in the Zero Hunger Response

### Governance G

- **Taiwan Stock Exchange's 9th Corporate Governance Evaluations:** Top 5% of Listed Companies (9 Consecutive Years).
- **Taiwan Corporate Governance Association:** Certificate of Corporate Governance System Assessment CG6013(2021) - Outstanding.

### Environment E

- **Taiwan Alliance for Net Zero Emission:** "Net Zero 2030x2050" green level
- **British Standards Institution (BSI Taiwan):** "Sustainable Resilience Navigator Award"
- **Business Weekly:** "Top 100 to Carbon Competitiveness"

### Social S

- **Reader's Digest:** Platinum Award in "2022 Reader's Digest Trusted Brand Survey" in the real estate brokerage category (15 times in first row)
- **Taiwan Digital Media and Marketing Association (DMA):** 2022 Digital Singularity Awards:"In Love We Trust" series won "Best Creativity" – Gold award, and "Best Content Entertainment" – Bronze award. Its series II won "Best Creativity" – Silver award.
- **DailyView 2022 Best Reviewed Online Awards:** Sinyi Realty won the "Excellent ESG Life Strategy Award".
- **Commercial Times:** "Taiwan Real Estate Sales Agency Review" – Golden Award
- **China Times 2022 REA Award:**  
Sinyi Realty – "Excellence in Sustainability," "Excellent Quality Service"  
Sinyi Rema – "Outstanding in Innovative Service"  
Sinyi Development – "Superb in Sustainability Development"
- **Times Awards 2022:** received "Best Advertiser of the Year" and with other 9 more awards.
- **1111 Job Bank:** 2022 Happy Enterprise Award- Gold, Construction and Architecture Group.
- **TWSE:** "TWSE RAFl® Taiwan High Compensation 100 Index" Constituents.
- **Annual outstanding blood donors (group):** Recognize by Taipei Blood Center.
- **Sports Administration, Ministry of Education:** "Taiwan iSports Label Certification."
- Received **"Excellent Breastfeeding Room Certification"** from Department of Health, Taipei City Government.
- Received **"Healthy Workplace Certification"** from Health Promotion Administration, Ministry of Health and Welfare.



# 2022 Goals and Achievements

## Service Carbon Footprint

2030 Goal ↓ 45% (base year:2017)

E

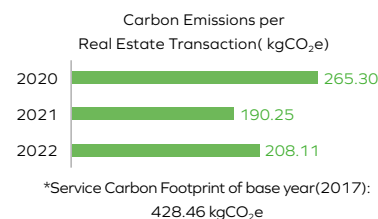
In 2022 the service carbon footprint increase by 9.4% compared to 2021, but still reduced by 51.4% compared to base year (2017), achieving our 2030 goal.

\*please refer to [Service Carbon Footprint p. 32](#) for details

### Our Actions

With an view to reduce the resources required during service process for marketing and legal documents, Sinyi has devoted to paperless work and digital transformation, changing the physical brokerage services to integrated online to offline (O2O) services. By using various digital tools, we have improved service efficiency, reduced service carbon footprint, and boosted service effectiveness. So to speak, we provide low-carbon brokerage services to the customers, in compliance with the trend of low-carbon transition.

2022 Goal	2022 Performance	Status
↓ 1%	↑ 9.4%	⊖



## GHG Emissions of Electricity Consumption per Capita

✓ Achieved ⚙ Ongoing ⊖ Not Achieved

2030 Goal ↓ 100% (base year:2017)

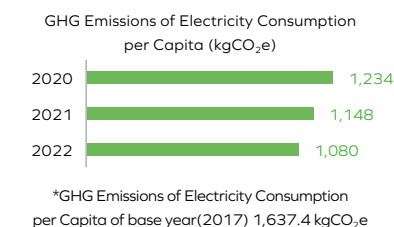
E

In 2022 the GHG emissions of electricity consumption per capita reduced by 5.9% and 27.1% compared to 2021 and base year (2017) respectively.

### Our Actions

The result of ISO 14064-1 Organizational GHG Inventory showed that our GHG emission of electricity (category 2) accounted for over 90% of category 1+2. Therefore Sinyi highlighted energy saving and low-carbon energy as the keys for carbon reduction. Non only ISO 50001 Energy Management System has been implemented to improve energy efficiency, but also the use of renewable energy has been increased since 2021 because we hope to reduce the negative impacts to the environment resulted from business operations and fulfill our commitment of net zero emission.

2022 Goal	2022 Performance	Status
↓ 4.2%	↓ 5.9%	✓



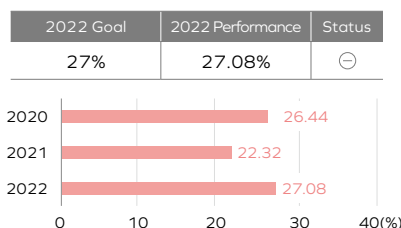
## Turnover Rate

2030 Goal &lt;25%

S

### Our Actions

We conduct employee engagement survey annually to find out opinions regarding the organization. We created a flexible benefit - Sinfu Coin to each employee, for they can choose what they care more. 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.



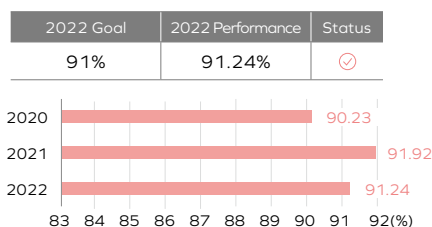
## Customer Satisfaction Rate

2030 Goal 92%

S

### Our Actions

Sinyi continues to lead the industry, to design "protecting customers' rights" and "innovation-centered" services. By holding up our core values, our colleagues make good use of digital tools, hoping to offer better experiences and precisely meet customers' needs. The quality of service has also been continuously improved to win satisfaction and trust of customers. Sinyi is a promoter of a better life.

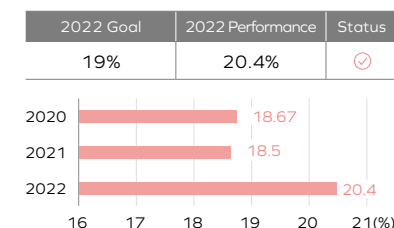


## Percentage of Female Management

S

### Our Actions

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. 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.

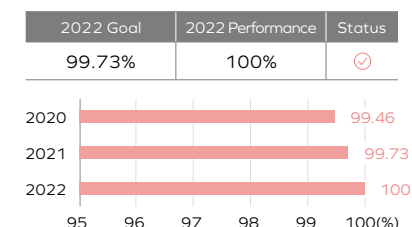


## Cumulative Coverage Rate of Community Capacity Building Project Proposals

S

### Our Actions

"We are ONE" Project is the longest-running and largest corporate-supported project for building communities, having been in place since 2004. Three community building sites were set up to cultivate local talents and form a network for mutual assistance. In 2022, we reached a coverage rate of 100%.



## Corporate Governance Evaluation

Since the TWSE Corporate Governance Evaluation began, we have received the highest recognition in them for nine consecutive years, ranking among the top 5% of listed companies.

Among the 928 listed companies evaluated this time, only 8 have continue to win this honor. Sinyi Realty is the only company among the real estate brokerage service industry.

### • Our Actions

In 2022, we completed the self-performance evaluation of the Board of Directors and functional committee members. In addition, we formulated the new Directors' training process. In accordance with the company's operating direction, we conducted two directors' advanced training courses for a total of 6 hours with the theme of hotel management and executive rewards to strengthen governance. Including other courses for Directors, 7 Directors have studied for a total of 66 hours.

Moreover, we passed Taiwan Corporate Governance Association's CG6013(2021) Corporate Governance System Assessment and received "Outstanding" - the highest level recognition (the certification is valid for 2 years).

2022 Goal	2022 Performance	Status
Top-level Rating (Top 5%)	Top-level Rating (Top 5%)	✓

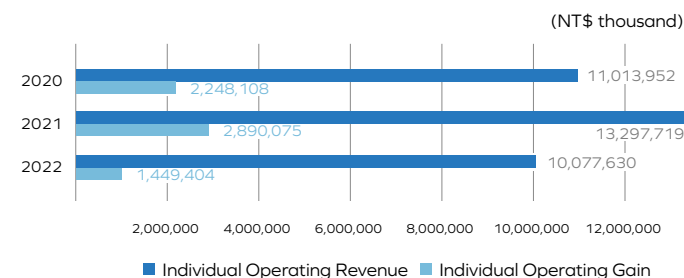


## Profitability

In 2022, we achieved an operating gain of NT\$1.45 billion and continued to make a profit.

### • Our Actions

In 2022, policies and economic conditions impact the real estate market. Although the willingness of sellers to sell their homes has declined, we will be more active in mining potential sellers through data, devoting ourselves to community services, and brewing future transaction opportunities. We expect growth in 2023 again.



## Key Suppliers Inspection Rate

In 2022 we have a total of 132 key suppliers (including existing and new), of which 127 were audited with an inspection rate of 96.2%, goal achieved.

2022 Goal	2022 Performance	Status
90%	96.2%	✓

### • Our Actions

We inspected suppliers whose annual spending exceeding NTD 1 million in 2022, and exchanged new trends and international polices on ESG, in order to raise suppliers' risk awareness. Due to Covid-19 and organization restructuring, we have fewer key suppliers than last year.



Year	2020	2021	2022
Key suppliers checked	261	152	127
Total key suppliers	279	159	132
Inspection rate	93.55%	95.60%	96.21%

## 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.

2022 Goal	2022 Performance	Status
100%	100%	✓

### • Our Actions

Still facing the impact of Covid-19 in 2022, most supplier quarterly meetings still use online communication to share information and innovative services with suppliers. In terms of classified management, our spot checks to our decoration suppliers were specially focused on their implementation of labor rights and occupational safety and health.

More details can be read in supply chain management chapter.



Achievement and Performance p.76

# Message from the Founder

2-22

The Founder of Sinyi Group, Mr. Chun-chi Chou, is responsible for the overall development of Sinyi Group.



Founder, Sinyi Group

C.C. Chou

By upholding Sinyi's philosophy of "People first" and the business goal of providing a world-class service while fulfilling corporate social responsibility (CSR), Sinyi Realty has aimed to achieve the ultimate goal of coexistence and co-prosperity with society. We have employed a broad global perspective to establish environmental, social, and governance (ESG) frameworks and to mediate stakeholder rights and interests. Additionally, Sinyi Realty has actively established future sustainable niches and employed the concepts of trust, rigor, and ethics within the Sinyi value chain to develop sustainable innovations, thereby meeting stakeholder demands and providing a fulfilling and happy life for associated parties.

## Sinyi ESG Business Policy and Vision, Performance and Management Process

### • Environment—Get to Net Zero

Net Zero is a precious consensus among all walks of life in Taiwan; not only the government announced the goal of net-zero emissions by 2050, but the industries and sectors have also developed various sustainability related innovations.

We keep making our efforts. From 2010 to 2022, our operating sites and the number of employees had increased by about 50%, but the emission of electricity consumption per capita had decreased by 60.7%. From 2015 to 2022, the service carbon footprint had reduced by 63%. While maintaining the existing certifications, we were in the first wave that obtained the "Net Zero Badge" recognized by Taiwan Alliance for Net Zero Emission in 2022, actively making contributions to net zero emissions. Furthermore, we started the renewable energy wheeling in 2022, hoping to expand the use of renewable energy from the headquarters building to all the branches across Taiwan year by year.

### • Society—Co-existence, Co-prosperity, and Co-creation

Social issues in the post-epidemic era have attracted much attention. Given that humans cannot survive alone, ensuring mutual benefits, coexistence, and co-creation between people is crucial to being prosperous in the future. Sinyi Realty has endeavored to mediate and pursue stakeholder rights and interests, with these stakeholders including customers, workers, communities and societies.

In 2022 we achieved the following:

- Held interviews with over 50,000 customers and achieved a customer satisfaction rate at 91.24%.
- Quickly respond to changes in the epidemic situation, and start the zero-touch service with AI immediately.
- Establish an exclusive learning map for workers, and empower female workers to strengthen gender equality. The ratio of female workers has increased for three consecutive years.
- Achieved a 100% coverage rate with the Community Capacity Building Project, and actively combine regional revitalization to create a sustainable development of Taiwan.

### • Governance—Creating a Sustainable Lifestyle

Corporate governance represents a company's promise to its shareholders. Sinyi Realty walks the talk, making sure we protect the rights and interests of all stakeholders, ensure the long-term profits of shareholders, and fulfill CSR to ensure the company's sustainable development.

In 2022, it is our honor that for 9 consecutive years we have been ranked in the top 5% of listed companies in the corporation governance evaluations conducted by the Taiwan Stock Exchange.

In addition, we have adopt Task Force on Climate-Related Financial Disclosure (TCFD) since 2020 to implement climate governance from top to bottom. Sinyi Realty released the first TCFD Report in 2022, being the first real estate company in the world to pass the verification by the British Standards Institution (BSI) and obtained the highest level—Level 5+ Excellence.

In the future, we will continue to work hard to meet challenges and write a new page in Taiwan's living industry.

### • Supply chain management—

#### Building an Ethical and Sustainable Supply Chain

To adhere to corporate ethics when providing services and implement Sinyi concepts in the supply chain culture, we introduced ISO 20400 for the first time in 2021 and being verified successfully again by BSI in 2022, in order to deepen sustainability into supply chain management norms and processes. Through resources sharing, we emphasis on the implementation of human rights, occupational health and safety, and low carbon service, etc. in daily operation. Together we work with suppliers to enhance sustainability:

- Received the Benchmarking Award for Green Procurement by Private Enterprises for 15 consecutive years.
- Conducted on-site audits to key suppliers for a total of 996 times.
- Key suppliers' inspection rate reached 96.2%
- Key suppliers 100% signed "Business Code of Conduct and Sustainability Term."

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

# Message from the Chairman

2-22

The Chairman executes important resolutions of the Board of Directors and leads the managers to make important company decisions.



Chairman, Sinyi Realty



With a focus on putting people first, Sinyi Realty has been committed to property technology and innovation in digitization tools. The Company has launched "AI Intelligent Matching" in 2022, which uses big data to understand consumer needs and utilizes AI intelligent algorithm model to makes offline services and digital tools to complement each other, making the overall service more meticulous and more efficient.

Running a business is not just about making a profit, rather it is a social movement to constantly improve this land. Sinyi Realty and its subsidiary companies view sustainable development as their responsibility and strive to enhance their internal management and governance abilities. We actively serve the community and meet the needs of residents, making the community and residents better. We are in line with the world, facing the challenges of global warming issues and sudden environmental crises together. We also have transformed the principle of "moving towards a sustainable net zero" into concrete actions, and set up goals to achieve zero emissions. The Company is fully implementing ESG, expecting not only to bring substantial returns to shareholders but also to bring values with significant impact to stakeholders.

## Sinyi Realty's Strategy and Goals

Sinyi Realty upholds the core values of trustworthiness and righteousness and promotes corporate ethics. From providing real estate services, and services related to the daily life of community residents, thereby we meet 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 (2050)

The long-term development framework of Sinyi Realty—namely the environmental, social, and governance (ESG) framework—was established by the Total Ethical Management Committee of Sinyi Realty by using Sinyi Sustainability Principle as strategy goals. In consideration of the current problems in global sustainable development, including climate change, we employ the core concerns of the ESG framework as the main approach in maintaining stakeholder rights and interests, continuing innovation, and establishing future suitable development goals.

#### 2050 ESG Management Policy Sinyi Sustainability Principles

- E** Environment—Get to Net Zero
- S** Society—Co-existence, Co-prosperity, and Co-creation
- G** Governance—Creating a Sustainable Lifestyle
- SC** Supply chain management—Building an Ethical and Sustainable Supply Chain

### Mid-term Strategies (2030)

Sinyi Realty takes 2030 as the mid-term goal. By analyzing the future environment and considering feasible actions, Sinyi Realty is fulfilling its obligations as a global citizen.

**E** Environment: To demonstrate the influence of green power. Sinyi Realty has committed to achieve Net Zero by 2030.

100%  
Renewable energy consumption

Sinyi Realty  
Net Zero 2030

**S** Social: To continue to pursue a business model that complies with corporate ethics; to adopt the concept of sustainable branches with regional features and achieve mutual benefits, coexistence, and co-creation with local communities; and to establish a comprehensive talent cultivation system to ingrain the Sinyi brand in the next generation of employees.

Community Capacity Building  
4,000  
dreams came true

Employee Turnover Rate  
lower than  
25%

Customer Satisfaction Rate  
92%

**G** Governance: To implement transparent and honest corporate governance policies and become the leading brand in the residential lifestyle services.

**SC** Supply Chain: To promote sustainable supply chains and to build an evaluation system, inviting all key suppliers join Sinyi's Net Zero 2030 initiative.

### Short-term Strategies (2023)

We set the goals for 2023 with the aim of collaborating with stakeholders:

**E** Environment: To enhance carbon emission management

Greenhouse gas emissions (category 1 and 2)  
reduced 4.2%

Service carbon footprint (carbon emission per transaction)  
reduced 1%

**S** Social: To promote diverse and flexible volunteer services and make greater social impact. To listen to our workers and offer flexibility of welfare. To ensure the comprehensive provision of services through Sinyi sustainable branches.

Community Capacity Building  
3,150  
dreams came true

Ration of Female Executive  
higher than  
21%

Customer Satisfaction Rate  
91%

**G** Governance: 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.

**SC** Supply Chain: Continue to be ISO 20400 verified, and co-create a good lifestyle through human-centered innovation and low-carbon transformation with our key suppliers.



# Message from the General Manager 2-22

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



General Manager, Sinyi Realty

LI-SHIN CHEN

## Overall Environment and Organizational Operations

Global pandemic conditions gradually improved in 2022, marking the transition to a post-pandemic era, and the normalcy of economic activities returned. The global real estate market experienced significant fluctuations due to various economic headwinds, including the Russo-Ukrainian war, global price increase in raw material, and interest rate hikes by many countries. During the first half year of 2022, the real estate market continued its bullish trend with active trading and high demand. In the second half of the year, the market confidence was affected and entered a corrective cycle due to continued interest rate hikes, stock market declines, tightening of liquidity as funds shifted, and market caution increased in response to economic fluctuations and regulatory policies. In 2022, the number of building transactions in Taiwan was 318,000, the first decline in nearly 6 years, a new record low in 3 years, an annual decrease of 8.6%, and a gap of 13.6% between the first and second half of the year. It was a certain degree of impact to the real estate industry.

Looking ahead to 2023, the real estate market is facing external challenges such as an economic downturn and inflationary pressures. In terms of policy, the government will continue to promote the improvement of transaction mechanisms in the market to regulate its long-term stable development. The amended Average Land Rights Act has been passed, and related regulatory policies and penalties will be defined. The overall environment is expected to weaken the support for the real estate market. Given factors such as recent weak economic performance, cooling expectations of inflation, and policy measures to curb speculative housing investment, the outlook for the real estate market is becoming more conservative. The focus is shifting towards primary demand for self-use properties.

Sinyi Realty upgrades its "Performance Guarantee Fund Trust system" in early 2023, with banks serving as guarantors, provides tighter protection for real estate transactions through the supervision of funds in the performance trust account. This system aims to enhance customer trust, as well as the industry's performance.

## Remain the Leading Benchmark of the Real Estate Industry and Demonstrate Leadership

In CommonWealth Magazine's year 2023 Top 2000 Survey, Sinyi was ranked No. 1 in the real estate brokerage industry for 29 consecutive years. By placing "business ethics" at the core, we continuously drive digital transformation, enhance organizational resilience, and provide our colleagues and customers not only with good jobs and transactions but also with a sustainable quality of life. By implementing cloud services, Sinyi strengthens internal data analysis and data governance capabilities. To leverage data insights to

drive business decisions and innovative services, to create new applications within the real estate technology ecosystem, all help accelerate Sinyi's transformation.

Sinyi adopts PropTech and tries to solve the troubles that customers often encounter during the housing transaction process. Our hope to provide a more diverse and user-friendly services for both buyers and sellers. We integrate AI technology into our products and service processes to make buying and selling information clearer. This allows us to serve customers more efficiently with higher quality.

## Expanding the Digital Talent Landscape, and Cultivating Transformation Enablers

With the significant advancement in technology, the ability to aggregate and present information has greatly improved. Optimized service experiences and transparent transaction processes have become the standard norms in the industry.

Providing customers with advisory services that embody human warmth and trust, which make our value go beyond mere real estate transactions and connect more aspects of residential living. The attitude, expertise, and market experience of our service personnel play a crucial role in delivering the new value proposition in the digital era, and are critical to our customers.

We continuously recruit digital talents and cultivating MA with project management skills and strategic thinking as the driving force behind our digital transformation. In the future, we will expand our talent pool and actively seek digital and technological elites, hoping to attract more digital talents to join us in co-creating better residential living services.

## Connecting with Residential Needs to Achieve a Better Quality of Life

Sinyi adopts a prudent business strategy, continuously enhancing area service and management efficiency. We empower every staff to become advocates and drivers of excellent service, work, and life. We commit to uphold the spirit of ESG, to create good life for all people. Our ultimate goal is to transform the concept of "good service" and "good work" into a truly rewarding and fulfilling life experience. Furthermore, we integrate Sinyi Group's resources, gradually develop comprehensive services that cater the needs of community, and tighten the relationship with community.

We firmly believe that Sinyi has walked on the right path over 40 years. With the spirit of "end for perfection", we will keep up with innovation, digitalization, and strive to fulfill the aspirations of better life for all.

# Corporate Profile

2-1

2-6

2-7

Sinyi Realty's high-quality services come from high-standard corporate governance, and strive to enhance the competitiveness of enterprises and industries, deepen ethical values, and establish honest real estate transactions.

## Industry Leader: Market Positioning of Sinyi Realty

E

### NET ZERO 30/50 Badge Grade GREEN

It was first obtained by 15 domestic companies committed to sustainability, and Sinyi is the only certified representative of the real estate brokerage industry.

S

### Cumulative Proposal Coverage Rate 100%

All the 368 townships in Taiwan has proposed the "We are ONE" project.

G

### Number 1 in Revenues for 29 Consecutive Years, a Steady Seat at the Top of the Industry

We adhere to the core values of integrity and ethics, actively establish brand divisions, continuously improve service quality, and develop steadily. Even after several changes in the housing market, we continue to sit firmly in the leading position in the industry.



## Main Products and Services

### Leading Brand of Real Estate Brokerage Industry

We primarily provide real estate sales and rental brokerage services. Specific services include sales and leases for pre-sold, surplus and individual units, first-hand and second-hand units; including residential houses, offices, plants, land, and parking spaces.

### Sinyi Group's Global Headquarters

No. 100, Xinyi Road Section 5, Xinyi District, Taipei City 110, Taiwan.

Since Sinyi Realty Inc. established in 1987, we have been functioning in a fully-operated system. In 1999, we were listed on the counter. In 2001, we were listed on the market. <sup>[1]</sup>



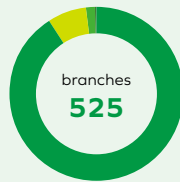
## Geographic Distribution and Employee Information (Group)

### Regional distribution of employees



Taiwan	5,635 <sup>[2]</sup>
China	339
Japan	104
<b>Total</b>	<b>6,078</b>

### Regional distribution of branches



Taiwan	495
China	22
Japan	7
Malaysia	1
<b>Total</b>	<b>525</b>



## Financial Performance



**Consolidated Revenue**  
**13.723 billion NTD**

**Proportion of Revenue**  
Taiwan: 84%  
China: 13%  
Overseas (Japan and Malaysia): 3%



**Individual Operating Revenue**  
**10.077 billion NTD**

**Individual Operating Gain**  
**1.449 billion NTD**



[1] The predecessor of Sinyi Realty was established in March 1981. Since the government has not yet approved the business of an agency company, the "Sinyi Agency" is used to provide housing sales services. "Sinyi Realty" was formally established in 1987.

[2] Scope of the Report and Note on the Numerical Data

**Organizations Covered:** Sinyi Group's geographical distribution, consolidated revenue, number of stores, and number of employees include information on Sinyi Realty and its consolidated subsidiaries.

Taiwan staff figures (5,635) include total staff of both Sinyi Realty (5,112) and the Taiwan-related enterprise group (523).

Malaysia Division, Japan Division, Tourism Division, Sinyi Real Estate Consulting Co., Ltd., First hand New House Selling Department are included in the 5,112 people of Sinyi Realty.

**Period Covered:** Fiscal year ending December 31, 2022 (January 1 to December 31)

# About This Report

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2-3

2-4

2-5

Sinyi Realty continues to publish our sustainability report every year, hoping that stakeholders who care about us can better understand our efforts and achievements in implementing corporate social responsibility. Thank you for reading Sinyi Realty's 14th Sustainability Report. This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards (2021) and SASB Standards. We will continue to issue new editions of this report each year. The most recent previous report was issued in June 2022. This report is issued on June 30, 2023.

## Guidelines and Standards

This report has been prepared in accordance with the GRI Standards (2021), while the information disclosed is in keeping with the international standards including the Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies, the UN Global Compact, and ISO 26000 Guidance on Social Responsibility. Refer to the Sustainability Accounting Standards Board (SASB) standards and the Task Force on Climate-related Financial Disclosures (TCFD) framework for disclosure, and signed support for TCFD.

## Reporting Period

The disclosures in this report are for the year 2022 (from 1/1/2022 through to 12/31/2022). The report presents our performance, responses, and actions concerning all material topics.

## Report Content and Topic Boundaries

The information disclosed in this report is focused on Sinyi Realty, with the scope of information and data covering financial, environmental, and social aspects. The financial information is primarily focused on Sinyi Realty (Individual), which is consistent with the information in our financial statements. Except for some data specifically marked as "consolidated" or "geographical regions outside Taiwan." Please refer to p. 6-40~6-43 of the annual report for the subsidiaries included in consolidated financial statements.

## Data Sources

The statistical data disclosed in this report are derived from our own statistics and the results of surveys we have conducted. If there are restatements of information, it will be explained in each chapter. Data relating to finance have undergone validation by our accountants prior to public disclosure and are presented in the usual form. Relevant information on carbon and water emissions has also been verified by third-party impartial units.

## Assessing and Strengthening the Credibility and Quality

We have commissioned BSI Taiwan to undertake assurance and have received a verification statement from them. After this assurance, this report was prepared in accordance with the AA1000AS v3 and in adherence to GRI Standards (2021) and SASB Standards.

The British Standards Institution is independent to Sinyi Realty 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.

## Key Entities Responsible for the Report: Corporate Sustainability Office

The contact point for questions regarding the report or its contents is:  
Mrs. Dan-ni Chen / Director

✉ [csr@sinyi.com.tw](mailto:csr@sinyi.com.tw)

☎ +886-2-2755-7666

☎ +886-2-2722-0515



Online Form

## Report Management Systems

### Internal Audit

- ✓ Environmental, Social, and Governance (ESG) performance and strategic goals have been reviewed by the Board of Directors.
- ✓ Total Ethical Management Committee (TEM committee) and all department heads help to verify data and ensure consistency over reporting.
- ✓ The audit unit reviews the reliability of relevant information and compliance with relevant regulations.

### External Assurance

The external verification process of the sustainability report conducts interviews with senior management, and regularly reports the verification results to the Board of Directors. In addition to the verification required by laws and regulations, Sinyi actively conducts various ISO verifications and refines relevant systems through external verifications.

- ✓ Financial Data 【Deloitte】
- ✓ Environmental Data: ISO 14001, ISO 14046, ISO 14064-1, ISO 14067, ISO 46001, ISO 50001, PAS 2060 【British Standards Institution (BSI) Taiwan】
- ✓ Sustainability Data and Event Sustainability: AA 1000 AS v3 with Addendum Type 1 and SASB standards, TCFD conformity check, ISO 45001, ISO 20400, ISO 20121, ISO 27001 【British Standards Institution (BSI) Taiwan】
- ISO 9001 【TÜV NORD】

 Verification Statement

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

Financial Information

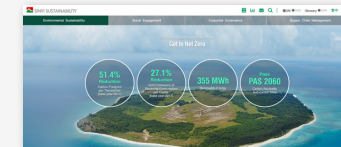


Annual Report


Financial Reports  
(Quarterly/year)

Sinyi Investor Website  
<https://www.sinyi.com.tw/investors/en>

Non-financial Information


Reports can be downloaded from  
<http://csr.sinyi.com.tw/en/report/index.php>

Corporate Sustainability Website  
<http://csr.sinyi.com.tw/en/>

Other Reports

 TCFD Report



# 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.



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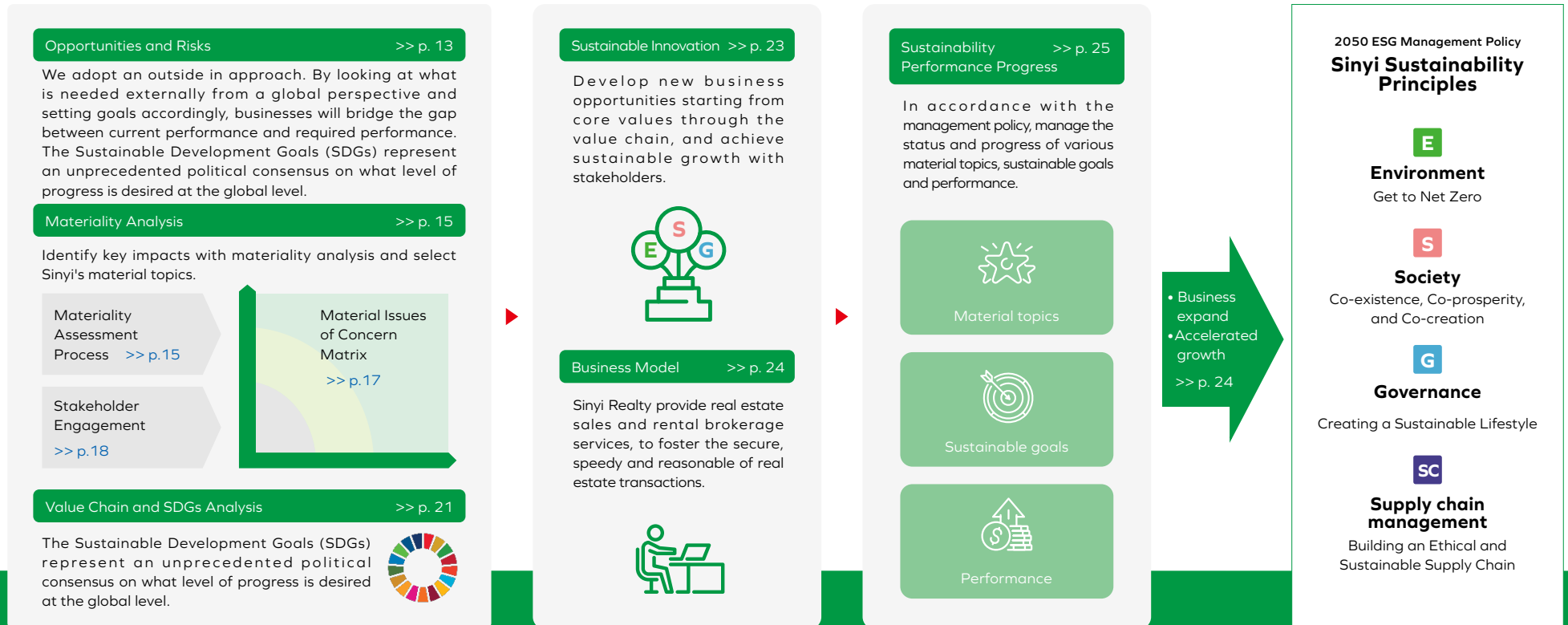
## In This Section

Value Creation Process	11
The Importance and Value of Sustainability	12
Opportunities and Risks	13
Materiality Analysis	15
Stakeholder Engagement	18
Corporate Sustainability Vision and SDGs	21
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Sustainability Performance Progress	25



## Value Creation Process

We insist on putting people first and considering our duties ahead of our profits. We also hope to spread the Sinyi spirit across the industry, the nation, and the globe. Following the Sinyi Sustainability Principles, we will continue to develop a more comprehensive business system that can fulfill the residential service needs of customers and ensure that customers, staff, and the company alike are satisfied. At the same time, our system will consider the long-term development strategies for the social, environmental, and supplier components to ensure that our business survives and thrives.



Core Philosophy and Competence of Creating Value: "Trustfulness, Righteousness, and Ethics." >> p. 12

Based on our Corporate Mission >> p. 12

# The Importance and Value of Sustainability to Sinyi Realty

In the business process, we uphold "doing what should be done (righteousness), and keeping our word to them (trustfulness)," thus creating value for stakeholders, and jointly enhancing the sustainable value of the company. Reviewing our efforts toward sustainable development from the value chain perspective, consider the impact of corporate decisions on all stakeholders, and then exert influence and make changes. Since Sinyi's establishment, our business purpose is to take into account all stakeholders. When making any decision, we must consider the impact of actions on various stakeholders, including employees, customers, society, environment, and suppliers.

## Sinyi Realty's Origin: Corporate Mission

The founder, Mr. Chun-chi Chou, wrote the corporate mission in 1980.

“

We are willing to serve the general public with expertise and teamwork; to foster the secure, speedy and reasonable of real estate transactions; to provide employees with a secure working environment in which to grow; to sustain the group's survival and development while generating reasonable profits.

”



## New Corporate Mission

By the end of 2008, the Sinyi staffs based on the original Corporate Mission made of 70 Chinese characters to develop new corporate mission. We have raised more than 700 ideas and held more than 200 meetings. In 2009, we have a new corporate mission which becomes a force to support Sinyi greater.

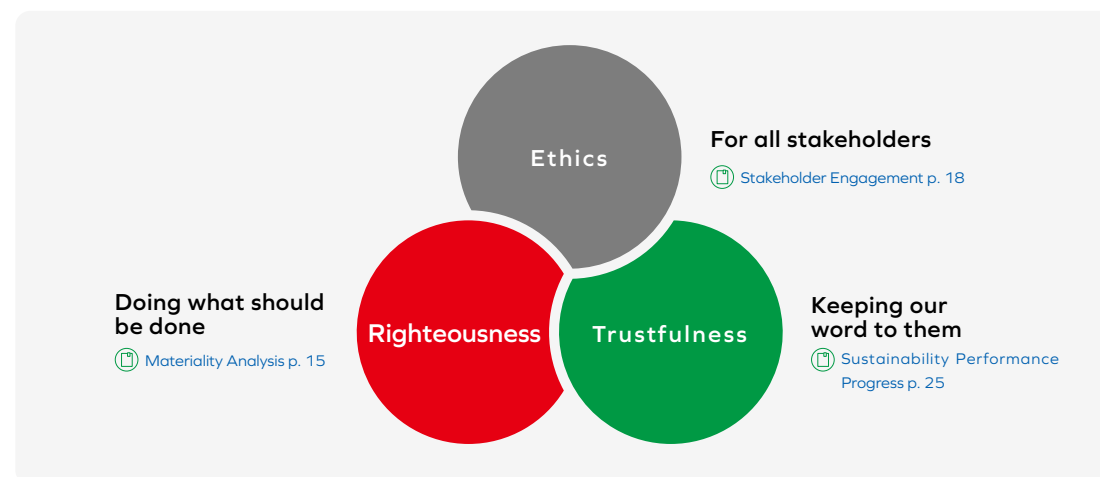
“

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.

”

## Core Competence of Creating Value: "Trustfulness, Righteousness, and Ethics."

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



It clearly describes the ethical relations with stakeholders, but also expresses our three major commitments to the stakeholders.

For customers

secure, speedy and reasonable of real estate transactions

For employees

a secure working environment in which to grow

For the company

to sustain the group's survival and development while generating reasonable profits.

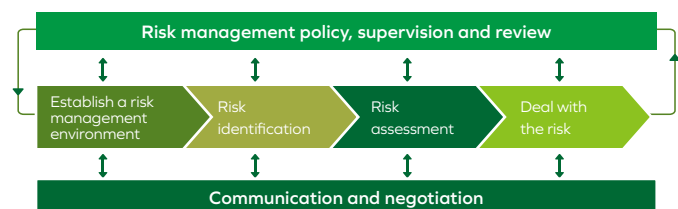
# Opportunities and Risks

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 policy](#) [Risk management p. 69](#)

## Management Process

Construct a proactive risk management mechanism so that relevant units can respond to risk events in a timely manner through risk management procedures, reduce or avoid the impact of risk events, and ensure sustainable operations. Through the establishment of risk management process, to identified the risks and opportunities, formulating strategies, and proposing action plans.



Risk Management Process Diagram

### 1. Establish risk/opportunity management environment

- **External risk/opportunity management environment:** Including general trends, natural disaster events, and changes at various levels of the industry, and assess the impact on the overall operation.
- **Internal risk/opportunity management environment:** Understand the business scope and various risks/opportunities in the future development of new ventures, and fully grasp the company's own strengths, weaknesses and capabilities.

**2. Risk/opportunity identification:** Identify the risks that affect the company's sustainable operation and the achievement of business performance goals.

**3. Risk/opportunity assessment:** Assess the impact level and possible probability of the risk/opportunity, and evaluate risk treatment options with reference to the risk tolerance of the project.

**4. Risk/opportunity response treatment:** Evaluate alternative treatment strategies, formulate and implement risk treatment action plans, and monitor and review the results of the plan.

**5. Continuous monitoring:** The oversight responsibility for risk/opportunity management rests with the risk management unit. The Board of Directors monitors key risk indicators (KRIs) by reviewing risk management reports and audit reports to confirm the effective implementation of risk management policies.

**6. Communication and negotiation:** Report and disclose in annual report, sustainability report, sustainability website every year.

## Global, Industry Trends and Impacts: Environment

	ESG mega trend (Impact on the overall environment)	Trends in the real estate service industry (Customer and market)	Impact on Sinyi (financial/non-financial)	
			Risks	Opportunities
Environment	• Increase in extreme weather events such as typhoons and floods	• Customers value residential resilience	• Operational disruption due to extreme weather events • Climate change mitigation and adjustment failure	• Review climate change mitigation and adjustment actions to improve operational resilience
	• Average temperature rise	• Increased demand for greening of the living environment	• Increase in electricity costs	• Develop innovative power-saving services
	• Limited energy resources and uneven distribution • Increased energy costs	• Increased customer acceptance of energy-saving housing • Increased customer demand for energy-saving facilities	• Stability of energy resources • Investment in renewable energy increases costs	• Measures to enhance energy resource management • Counseling the business opportunities of community energy saving
	• Energy saving, carbon reduction and net-zero • Disclosure of environmental performance • Carbon fees (taxes) and carbon markets	• Increased request for low-carbon services • Increased demand for (near) zero-carbon/ green buildings • Increased needs for carbon credits and offsets	• Increased costs of low-carbon transition • Increased costs of legal/regulations compliance • Increased resource inputs for carbon management	• Develop low-carbon innovative services • Use clean and low-carbon energy • Obtain carbon credits by energy saving or carbon sink projects
	• Preserve biodiversity	• Architectural planning considers the conservation of biodiversity	• Natural ecological changes affect living habits	• Promote biodiversity

## Global, Industry Trends and Impacts: Social, Governance, and Supply Chain

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

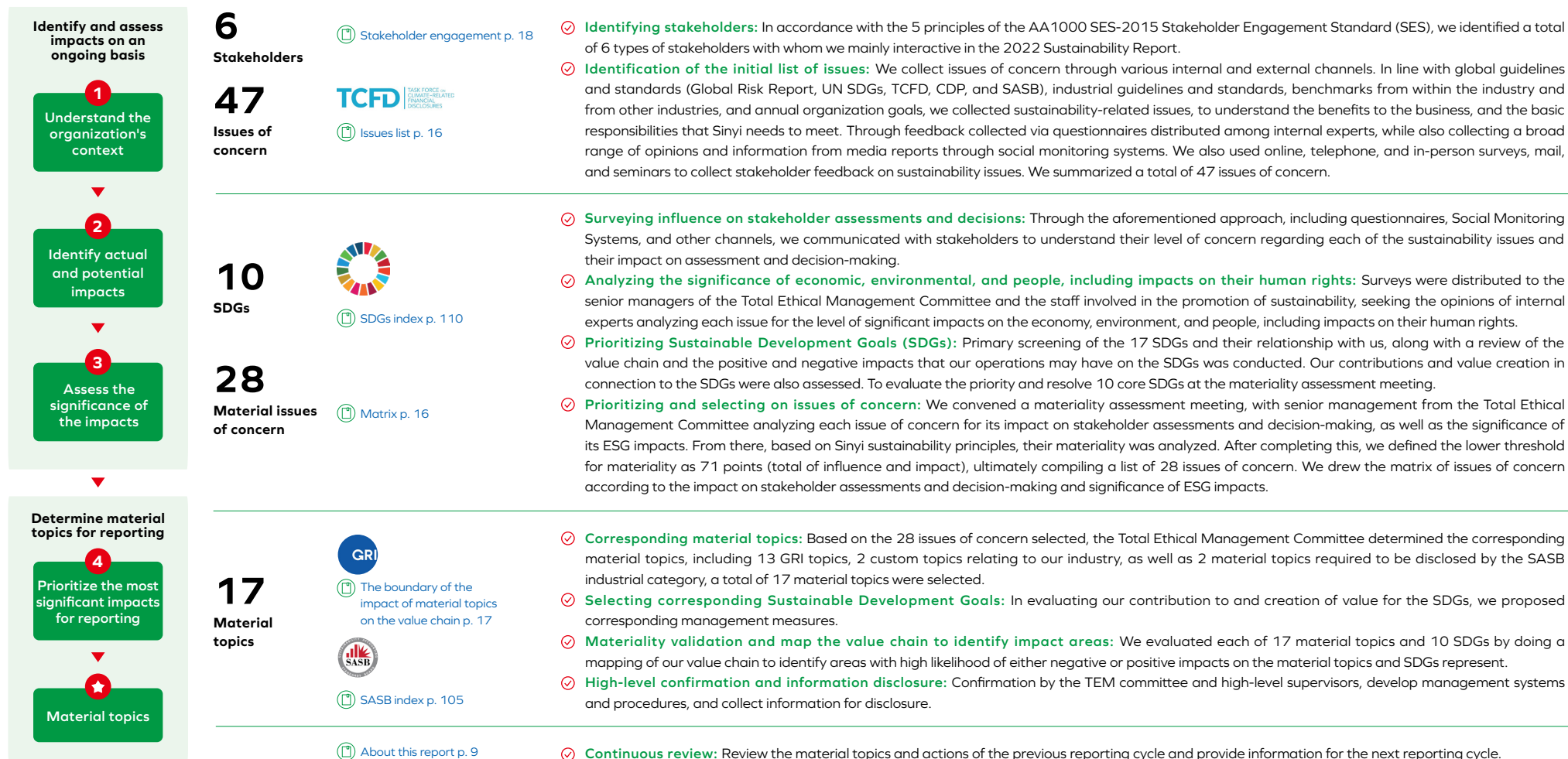


# Materiality Analysis

[2-20](#)
[2-29](#)
[3-1](#)
[3-2](#)

## Materiality Assessment Process

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



## Issues of Concern

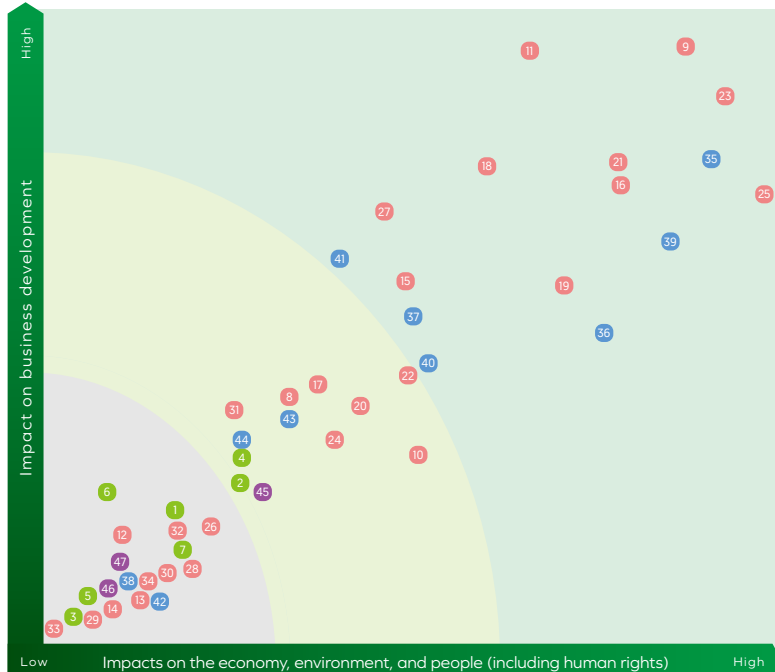
[3-1](#)
[3-2](#)

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	9 Talent Training and Development	17 Work-Life Balance	25 Corporate Image	33 Promotion of Culture and Creativity	41 Shareholder Equity
2 Management of Water	10 Organizational Climate	18 Customer Relations	26 Housing Justice	34 Industrial Development and Policy Communication	42 Audit Mechanisms
3 Biodiversity	11 Remuneration and Benefits	19 Service Innovation	27 Community Building	35 Operating Performance	43 Financial Transparency
4 Greenhouse Gas Emissions	12 Diversity and Equality Opportunities	20 Digital Resilience	28 Employment Opportunities	36 Governance Structure	44 Stakeholder Engagement and Grievance Mechanisms
5 Waste Disposal Method	13 Forced Labor	21 Transaction Security	29 Lifelong Learning	37 Legal Compliance	45 Supply Chain Management
6 Ecosystem Protection	14 Freedom of Association and Collective Bargaining	22 Marketing Communication	30 Anti-Competitive Behavior	38 Anti-Corruption	46 Fair Purchasing
7 Green Services	15 Occupational Health and Safety	23 Quality of Service and Customer Rights	31 Social Philanthropy and Donations	39 Ethics and Integrity	47 Supplier Social Assessment
8 Employment	16 Occupational Identity and Retention	24 Information Disclosure and Transparency	32 Changes in Population Structure	40 Risk Management	

## Material Issues of Concern Matrix

Sinyi Realty considers double-materiality, from the impact on business development, performance, position or value of the company, as well as the impact assessment of the company's activities on the economy, environment, and people, including impacts on their human rights. In 2022, the material issues for Sinyi are "Talent Training and Development," "Quality of Service and Customer Rights" and "Corporate Image." Sinyi Realty has always been "people-oriented" and regards employees and customers as the most important core. We continue to operate "trust" to ensure the safety of real estate transactions and protect the rights and interests of stakeholders.



### High: 271 or above

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

### Medium: 71 to 270

Responses are included in the text of this report or on our sustainability website

### Ordinary: 70 or below

Not responded to specifically in this report

- Environment
- Social
- Governance
- Supply Chain

### Material Issues

Sequence Original order Change

9	Talent Training and Development	1	13	↑
23	Quality of Service and Customer Rights	2	4	↑
25	Corporate Image	3	3	→
35	Operating Performance	4	2	↓
11	Remuneration and Benefits	5	19	↑
21	Transaction Security	6	5	↓
16	Occupational Identity and Retention	7	14	↑
39	Ethics and Integrity	8	1	↓
18	Customer Relations	9	10	↑
19	Service Innovation	10	9	↓
36	Governance Structure	11	8	↓
27	Community Building	12	15	↑
15	Occupational Health and Safety	13	23	↑
37	Legal Compliance	14	6	↓
41	Shareholder Equity	15	17	↑
40	Risk Management	16	11	↓
22	Marketing Communication	17	26	↑
10	Organizational Climate	18	21	↑
20	Digital Resilience	19	7	↓
17	Work-Life Balance	20	27	↑
8	Employment	21	20	↓
24	Information Disclosure and Transparency	22	12	↓
43	Financial Transparency	23	18	↓
31	Social Philanthropy and Donations	24	37	↑
44	Stakeholder Engagement and Grievance Mechanisms	25	25	→
4	Greenhouse Gas Emissions	26	35	↑
45	Supply Chain Management	27	33	↑
2	Management of Water	28	34	↑

## Determine the Corresponding SDGs and Material Topics

3-1

3-2

Since Sinyi's founding, we continue to pursue the motto "Sinyi begins with trust and ends with perfection," and "walk the talk," in order to let all stakeholders benefit. The core development of a company must be based on adherence to business ethics to achieve sustainable management. Based on the material issues of concern as identified by our stakeholders, we identified corresponding material topics and SDGs as set out in the table below.

Stakeholders	Environment	Employees	Customers	Community	Investors	Suppliers
Issues of Concern	2 4	8 9 10 11 15 16 17	18 19 20 21 22 23 24 25 37	27 31 39	35 36 37 39 40 41 43 44 20	45
GRI Material Topics (GRI)	303 305	401 403 404 405 409	416 417 418	203	201	414
Custom Topics			Digital Resilience	Promotion of Business Ethics	Digital Resilience	
SASB Industrial Topics			Product Design & Lifecycle Management		Business Ethics	
SDGs	7 12 13	3 4 5 8	4 10 11 12		4 8 12 13	8 12 13 17
Our Responses	<ul style="list-style-type: none"> <li>Green real estate services</li> <li>Low-carbon operations</li> <li>Expansion of Green Impacts</li> <li>Nature and biodiversity</li> </ul> <p>&gt;&gt;Environment p. 27</p>	<ul style="list-style-type: none"> <li>Positive Labor- Employer Relations</li> <li>Talent Cultivation and Development</li> <li>Occupational Health and Safety</li> <li>Benefits and Retirement Plans</li> <li>Diversity and Inclusion</li> <li>The Human Right and LOHAS</li> </ul> <p>&gt;&gt;Social – Internal Stakeholders p. 37</p>	<ul style="list-style-type: none"> <li>Protecting Customers' Rights</li> <li>Exceptional Service and Innovation</li> </ul> <p>&gt;&gt;Social – External Stakeholders p. 49</p>	<ul style="list-style-type: none"> <li>Community Building</li> <li>Business Ethics</li> <li>Industrial Promotion</li> <li>Other Social Engagement</li> <li>Social Investment</li> </ul> <p>&gt;&gt;Social – External Stakeholders p. 49</p>	<ul style="list-style-type: none"> <li>Sustainable Governance</li> <li>Board of Directors' Structure and Operation</li> <li>Information Disclosure and Transparency</li> <li>Ethics and Integrity</li> <li>Compliance Management</li> <li>Risk Management</li> <li>Information Security Management</li> </ul> <p>&gt;&gt;Corporate Governance p. 59</p>	<ul style="list-style-type: none"> <li>Management Policy and ESG Guidelines</li> <li>Management Process and Operation Mechanism</li> <li>Risk and Impact Assessment</li> <li>Achievement and Performance</li> </ul> <p>&gt;&gt;Supply Chain Management p. 71</p>

## The Boundary of the Impact of Material Topics on Sinyi's Value Chain

2-6

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

The boundary and the degree of impact are described as right:

- Positive actual impacts
- Positive potential impacts
- Negative actual impacts
- Negative potential impacts

Material Topics	Value Chain				
	Raw materials, consumables and supplies	Commission	Investigation, pairing up, house touring, and negotiating	Signing contracts	Community engagement, and after-sales service
201 Economic Performance	●	●	●	●	●
203 Indirect Economic Impacts					●
303 Water and Effluents	●				●
305 Emissions	●	●	●	●	●
401 Employment		●	●	●	●
403 Occupational Health and Safety		●	●	●	●
404 Training and Education		●	●	●	●
405 Diversity and Equal Opportunity		●	●	●	●
409 Forced or Compulsory Labor		●	●	●	
414 Supplier Social Assessment	●				●
416 Customer Health and Safety		●	●	●	●
417 Marketing and Labeling		●	●	●	●
418 Customer Privacy	●	●	●	●	●
Digital Resilience		●	●	●	●
Promotion of Business Ethics	●	●	●	●	●
Product Design & Lifecycle Management	●	●	●	●	●
Business Ethics	●	●	●	●	●

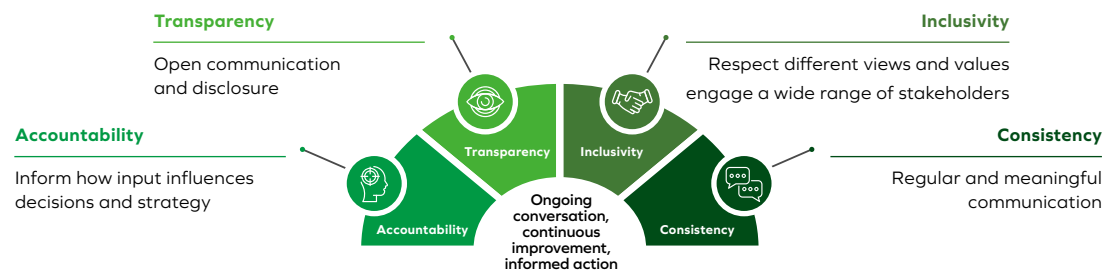
# Stakeholder Engagement

2-12 2-20 2-24 2-25 2-29

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

## Engagement Strategies and Goals

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



## 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>



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



## The Categories and Significance of Stakeholders

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

[The issues of concern p. 16](#)

Category and Significance	Environment	Corporates plays an important role in climate change mitigation and adaptation as well as net-zero and biodiversity convention. Only with the implementation of climate and environment governance can green transformation be realized, thus sustainably co-exists with the nature with harmony.
Engagement Means and Methods [Frequency]		Issues of Concern
<ul style="list-style-type: none"> <li>Sustainability Report [Annually]</li> <li>Sustainability website and mailbox [Timely]</li> <li>Annual General Meeting [May of each year]</li> </ul>	<ul style="list-style-type: none"> <li>Green procurement [Irregularly]</li> <li>Sinyi Lecture Hall [Regularly]</li> <li>Sinyi Volunteer [Regularly]</li> </ul>	<ul style="list-style-type: none"> <li>Carbon management disclosures [Annually]</li> <li>Water management disclosures [Annually]</li> <li>Renewable energy consumption [Regularly]</li> </ul>
Results of Consensus	Response Methods and Results	Responsive Feedback
Every year, the service carbon footprint and GHG emissions are audited for monitoring the effectiveness. Environmental issues are collected via channels such as CSR mailbox. 6,106 environmental responses were collected in 2022. Stakeholders indicated that not only GHG but other diverse environmental topics should be paid attention.	For climate governance and environmental management, we introduce TCFD, implement ISO management systems, conduct GHG inventory and water footprint, increase carbon neutral branches, and disclose our environmental performance to the public. We also join international initiatives, engage with communities and support circular economy.	<ul style="list-style-type: none"> <li>Green real estate services</li> <li>Low-carbon operations</li> <li>Expansion of Green Impacts</li> <li>Nature and biodiversity</li> </ul> <p>&gt;&gt;&gt;Environment p. 27</p>

“

### Environment- The 1.5° C Benchmark

"Temperature Rising Index for Pathways (TRIPs)" adopt the "Absolute Global Temperature Change Potential Model (AGTP)" proposed IPCC report. According to the companies' carbon reduction data, such as base year, target year, and reduction rate, following the five possible warming scenarios simulated in AR6, after linear prediction, the long-term carbon reduction path of each company is simulated and analyzed. By the calculation of climate models and parameter matrix, the temperature rise index of the company is obtained. After analyzing 725 Taiwan companies' sustainability reports, only 94 meet the goal of 1.5 °C. The 94 companies which are from 37 sectors, including Sinyi Realty, are the benchmarks of their sectors.

Yi Shi Shiung,  
Director of Common Wealth Survey Center and Common Wealth Sustainability Committee

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Category and Significance	Employees	Talent is the foundation of business. Employees are partners in business and not merely assets. A company must provide competitive levels of compensation and a comprehensive system of benefits, ensure a safe employment environment, which could attract outstanding talents, giving absolutely respects and cares, and grow together with the company.
Engagement Means and Methods [Frequency]		Issues of Concern
<ul style="list-style-type: none"> <li>Sustainability Report [Annually]</li> <li>Sustainability website and mailbox [Timely]</li> <li>Various internal meetings [Regularly]</li> <li>Internal communications platform [Timely]</li> </ul>		<ul style="list-style-type: none"> <li>Employees communications mailbox [Timely]</li> <li>Departmental service hotline [Timely]</li> <li>Labor-management meetings [Regularly]</li> <li>EAP assistance program [Timely]</li> </ul>
Results of Consensus		Responsive Feedback
Full communication with employees at any time, including collecting their feedback, enabling us to adjust policies and related guidelines or regulations. We collected 118,888 comments, most of which were recommendations for training and salary incentives.		<ul style="list-style-type: none"> <li>1234 sexual harassment prevention hotline [Timely]</li> <li>Course opinion surveys [Timely]</li> <li>Internal questionnaires [Annually]</li> <li>A-yi Chatbot [Timely]</li> </ul>
Response Methods and Results		Responsive Feedback
The implementation of Sinfu Coin - flexible benefits is carried out by employee satisfaction surveys, and rules are completed by multiple communication channels. With high-paying jobs, diverse career paths, and proper support, our policies encourage employees to pursue higher achievement. Our online training and lifelong learning allow employees at all levels to better use their fragment time to improve their professional knowledge, and to achieve a balance between life and work.		<ul style="list-style-type: none"> <li>Positive Labor- Employer Relations</li> <li>Talent Cultivation and Development</li> <li>Occupational Health and Safety</li> <li>Benefits and Retirement Plans</li> <li>Diversity and Inclusion</li> <li>The Human Right and LOHAS</li> </ul>

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### Good Job, Good Life, Good Service

Branch and the community collaborate in establishing a health protection system. This involves vaccinating pets against rabies, which helps mitigate the risks of contracting diseases such as rabies, fleas, and heartworms when they visit the nearby park, Yu Cheng Park, where many pet owners gather with their beloved pets on weekends.



Recognizing that some community residents, particularly the elderly, may find it inconvenient to travel long distances for pet vaccinations, we have established local vaccination stations within residential parks. This not only provides convenience for residents but also allows customers to experience our thoughtful services. Colleagues enthusiastically participate in these initiatives, experiencing the therapeutic benefits that pets bring. In fact, one of our colleagues has even incorporated "Responsible Pet Ownership" into their annual goal-setting framework, integrating work and personal life to achieve set objectives.

Zhongxiao Yucheng/ Branch manager James Lee

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Category and Significance	Community	As the main economic entities in society, in addition to creating profits, enterprises must upholding social responsibility. Corporate development with a focus on giving back to society and promoting a jointly beneficial relationship between corporate social responsibility and stakeholders can help further our positive influence on society.
Engagement Means and Methods [Frequency]		Issues of Concern
<ul style="list-style-type: none"> <li>Sustainability Report [Annually]</li> <li>Sustainability website and mailbox [Timely]</li> <li>Website and FB- Community capacity building project, Sinyi Lecture Hall, Sinyi Charity Foundation [Timely]</li> <li>Business ethics teacher camps [Every summer and winter]</li> <li>Community building project [Annually]</li> </ul>		<ul style="list-style-type: none"> <li>Taiwan Real Estate Almanac [Annually]</li> <li>Industry-academia-government conferences, public hearings on regulations, conferences on real estate taxation [Irregularly]</li> <li>Official Sinyi recruitment website/hotline and mailbox [Timely]</li> <li>Press releases, press conferences [Irregularly]</li> </ul>
Results of Consensus		Responsive Feedback
Through the Community capacity building project, various channels including industry, government, and academia seminars were held, and a total of 32,277 opinions were collected. Get to know what the public is concerned about, we can feedback accordingly.		<ul style="list-style-type: none"> <li>Community Building</li> <li>Business Ethics</li> <li>Industrial Promotion</li> <li>Other Social Engagement</li> <li>Social Investment</li> </ul>
Response Methods and Results		Responsive Feedback
Sinyi uses its core abilities to tackle social issues and expand impact. Enrich the community knowledge database, establish a community building history image library, and set up three base sites to encourage learning and cultivate local talents.		<ul style="list-style-type: none"> <li>Community Building</li> <li>Business Ethics</li> <li>Industrial Promotion</li> <li>Other Social Engagement</li> <li>Social Investment</li> </ul>

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### Creation and Diversity All in We Are ONE Project

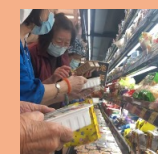


Compared to various community development projects undertaken by the public sector, the We are ONE project offers greater flexibility. It welcomes proposals from individuals or informal teams who wish to contribute to their

community and hometown.

We are ONE Lu si yue Jury

"Shared kitchen for elderly" recognizes the dietary challenges faced by the elderly in the community and utilizes technology and communication software to create a digital volunteer team that spans across different townships.



proposer / Lin zhi xuan

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Category and Significance	Customers	Customers are a company's major source of revenue, and we strive to serve the public with strength, knowledge, and professionalism, thus promoting safe, fast, and reasonable real estate transactions while also maintaining a level of profit appropriate for the ongoing survival and development of the company.
Engagement Means and Methods [Frequency]		Issues of Concern
<ul style="list-style-type: none"> <li>Sustainability Report [Annually]</li> <li>Sustainability website and mailbox [Timely]</li> <li>Official website and social media: Sinyi Realty and Sinyi Living [Timely]</li> </ul>		<ul style="list-style-type: none"> <li>Kinds business activities [Irregularly]</li> <li>Sinyi bi-monthly journal [Regularly]</li> <li>Phone-investigation [Regularly]</li> <li>Social media monitoring [Timely]</li> <li>Customers service hotline and mailbox [Timely]</li> </ul>
Results of Consensus	Response Methods and Results	Responsive Feedback
Actively collected customer feedback by social media, official websites, community engagement services, and satisfaction surveys. Among the 187,613 opinions, the main feedback focused on real estate sales and leasing protection, and the demand for community engagement services increased gradually.	Continuously launching innovative services is the key to improving customer satisfaction. In response to the increasing demand for property transactions, leasing, and community engagement services, Sinyi optimized mobile APP services and launched "DiNDON-Smart House Viewing service."	<ul style="list-style-type: none"> <li>Protecting Customers' Rights</li> <li>Exceptional Service and Innovation</li> </ul> <p>&gt;&gt;Social – External Stakeholders p. 49</p>

Category and Significance	Investors	Regardless of institutional, individual, or potential investors and shareholders, they are all who we value. No matter the size of the capital contributions, all stakeholders are funders of the company, and thus all deserve equal treatment so that the information is, as far as possible, consistent with that of the management.
Engagement Means and Methods [Frequency]		Issues of Concern
<ul style="list-style-type: none"> <li>Sustainability Report [Annually]</li> <li>Sustainability website and mailbox [Timely]</li> <li>Annual General Meeting [May of each year]</li> </ul>		<ul style="list-style-type: none"> <li>Online Conference [Quarterly]</li> <li>Annual report [Annually]</li> <li>Telephone calls with Spokesperson or Deputy Spokesperson [Timely]</li> <li>Mail or investor mailbox [Timely]</li> <li>Investor Relations website [Timely]</li> <li>Audit Committee complaints mailbox [Timely]</li> </ul>
Results of Consensus	Response Methods and Results	Responsive Feedback
We communicate the current status of the company to investors through a variety of methods and also collect feedback from the investors at any time and using that information we aim to improve our corporate governance. We received a total of 3,495 responses from credit rating agencies and through investor engagement; stockholders put forward their hopes that we would expand beyond Taiwan and create even greater value.	We responded to our commitments to our stakeholders and investors, receiving the best rating available in the Taiwan Stock Exchange's Corporate Governance Systems Evaluation System for the 9 consecutive year and ranking among the top 5% of listed companies in Taiwan with regard to corporate governance. We continue to strengthen the operation of the Board of Directors and other corporate governance practices to improve operating efficiency.	<ul style="list-style-type: none"> <li>Sustainable Governance</li> <li>Board of Directors' Structure and Operation</li> <li>Information Disclosure and Transparency</li> <li>Ethics and Integrity</li> <li>Compliance Management</li> <li>Risk Management</li> <li>Information Security Management</li> </ul> <p>&gt;&gt;Corporate Governance p. 59</p>

Category and Significance	Suppliers	Ensuring that all suppliers provide services in compliance with our commitment to good faith and that they satisfy customers is vital.
Engagement Means and Methods [Frequency]		Issues of Concern
<ul style="list-style-type: none"> <li>Sustainability Report [Annually]</li> <li>Sustainability website and mailbox [Timely]</li> <li>Suppliers meeting [Quarterly]</li> </ul>		<ul style="list-style-type: none"> <li>Suppliers impact assessment and risk survey [Annually]</li> <li>Suppliers management forms [Annually]</li> <li>Sinyi Lecture Hall [Regularly]</li> <li>We are One project [Irregularly]</li> </ul>
Results of Consensus	Response Methods and Results	Responsive Feedback
The Sustainability Terms and procurement ethics are integrated in suppliers management policies, supplemented by supplier self-assessment form to enhance the exchange of ideas. Regarding suppliers, we collected 5,912 responses. Sinyi continues to co-organize activities with suppliers to build a sense of common good and also contribute to a sustainable environment.	Our supply chain management efforts continue to involve sampling of nearly 90% of our suppliers, with our business philosophy securely at the heart of our supply chain management culture. We have introduced ISO 20121 helps to establish a unified management mechanism for event sustainability that will provide a means to mitigate the negative impacts and reinforce the positive ones with regard to sustainability. Based on the principle of sustainable procurement, we strive for sustainable supply chain management and mechanisms that are easy for suppliers to adhere to. More people will be willing to come together and commit themselves to our philosophy.	<ul style="list-style-type: none"> <li>Management Policy and ESG Guidelines</li> <li>Management Process and Operation Mechanism</li> <li>Risk and Impact Assessment</li> <li>Achievement and Performance</li> </ul> <p>&gt;&gt;Supply Chain Management p. 71</p>



### He is not just our property broker, but also our truly friend

Sinyi gentleman is not only dedicated to property management but also wholeheartedly address any issues, providing reassurance and genuine care. Their attentive approach allows me to promptly identify and address problems, and they are treated as family members.



Customer / Mrs. Lee



### Governance - Active Board operation, shaping a sustainable benchmark

Under the implementation of the mechanism of corporate governance, compliance and risk control, Sinyi operates stably in a changing industrial environment, stabilizes core business, gradually expands business areas, improves the company's integrated growth efficiency, continues to strive for excellence, and takes into account all stakeholders' rights. It is worthy of recognition.

Excerpted from the results report of Corporate Governance System Assessment CG6013(2021)



### Suppliers- Enhance sustainable performance through ESG risk evaluation and on-site visits

In recent years, companies around the world have been actively promoting ESG sustainable development, and as a contractor of Sinyi Realty, we are certainly not falling behind. The renovation, air conditioning, plumbing, and electrical installation industries have always been highly specialized and subject to strict government regulation. In addition to not neglecting employee insurance, project site maintenance, and occupational safety and health, we pay special attention to employee on-the-job training, encourage the acquisition of relevant certificates, and strive to create a work environment that allows employees to develop with peace of mind. We promote energy efficiency through our expertise in providing effective energy-saving measures for our clients. We are pleased to have the opportunity to gain a deeper understanding of the ESG-related risks and prevention measures through Sinyi and its consultants. We also look forward to continuing work together with Sinyi in the spirit of sustainable development.



Li-chin Chen, Special assistant, V-TEC



# Corporate Sustainability Vision and SDGs

## Sustainable Strategy: Integrating UN SDGs into Sinyi Sustainability Principle

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

## Review Process

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



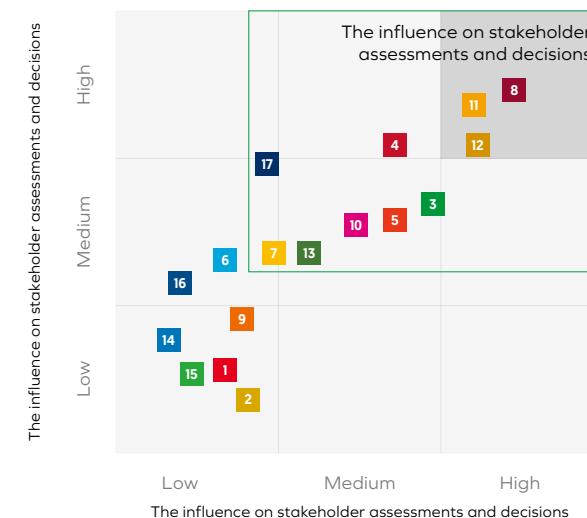
## Engagement Approach

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



## Review Criteria

We work to tie Sinyi Sustainability Principles, the SDGs, and our material topics together to ensure consistency in our strategic goals. To evaluate and review the degree of impact, taking into account the rights and interests of all stakeholders.



## Implement Performances

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

Performances p. 23~24

## Responses to the SDGs

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

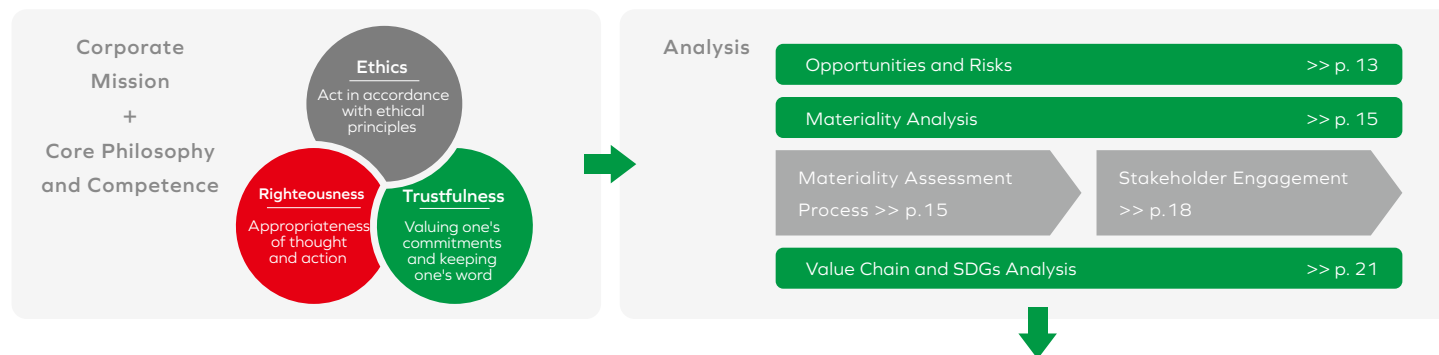
Sinyi draws up short-, medium- and long-term strategies, as well as the direction of effort, action plans, targets and performance for each SDGs. Sinyi combines SDGs with operating strategies, and considers all important stakeholders so that all of them can benefit together.

SDGs	Management Approach	Policies	Short-term Strategies (2023)	Mid-term Strategies (2030)	Long-term Strategies (2050)	Action Plan	Page
3	Sinyi sets a consolidated management to establish health and safety workplace.	<ul style="list-style-type: none"> <li>ISO verification management policies</li> <li>Program of preventing for traffic accidents</li> <li>Health plan in accordance with pandemic</li> </ul>	<ul style="list-style-type: none"> <li>Keeping workers' safety with rolling planning against pandemic</li> <li>Conduct annual verification for progress checking and further improvement</li> </ul>	<ul style="list-style-type: none"> <li>For Improving work and life balance of workers' by using digital tools</li> <li>To organize OHS management in supply chain</li> </ul>	<ul style="list-style-type: none"> <li>Integrating multi-function into health management platform</li> <li>To promote health management comprehensively</li> </ul>	<ul style="list-style-type: none"> <li>Subsidies for safety helmets</li> <li>Plans for anti pandemic</li> <li>Sinfu Coin</li> </ul>	<p>p. 44</p> <p>p. 43</p> <p>p. 45</p>
4	To promote business ethics value and social education, in order to fulfill the goal of improving citizen's literacy.	<ul style="list-style-type: none"> <li>Sinyi Realty Inc. Sustainable Development Best Practice Principles</li> </ul>	<ul style="list-style-type: none"> <li>Continue to train higher education teachers</li> <li>Use innovative ways to promote ethics</li> <li>On-line lectures to include more audience</li> </ul>	<ul style="list-style-type: none"> <li>Partnership for bigger impact</li> <li>Expanding business ethics learning platform</li> <li>Make greater impact through the platform</li> </ul>	<ul style="list-style-type: none"> <li>To reach out to younger generation</li> <li>To connect with international resources of ethics education</li> <li>To offer advice to the industry</li> </ul>	<ul style="list-style-type: none"> <li>School talents cultivation</li> <li>Podcast for ethics</li> <li>Industry-academia cooperation</li> </ul>	<p>p. 40</p> <p>p. 55</p> <p>p. 40</p>
5	Adhered to a diverse and inclusive talent strategy and striving for equality of opportunity across genders.	<ul style="list-style-type: none"> <li>Sexual harassment prevention act and the act of gender equality in employment</li> <li>Maternity protection regulation</li> </ul>	<ul style="list-style-type: none"> <li>Empower women, raise female management ratio</li> <li>Placing great importance on diversity in all aspects of hiring and development for genders</li> </ul>	<ul style="list-style-type: none"> <li>Embedding series gender equality into policies</li> <li>Providing parental support</li> </ul>	<ul style="list-style-type: none"> <li>Considering aspects for equality in policies</li> <li>Promoting gender equality</li> </ul>	<ul style="list-style-type: none"> <li>Second-Child Grants Program</li> </ul>	<p>p. 46</p>
7	To set renewable energy consumption target, formulate and implement plans.	<ul style="list-style-type: none"> <li>ISO verification management policies</li> <li>CDP initiative</li> <li>SBT initiative</li> <li>Sinyi Sustainable Development Policy</li> </ul>	<ul style="list-style-type: none"> <li>Promote renewable energy consumption</li> <li>Continuous equipment maintenance or replacement plan</li> <li>Conduct annual verification for progress checking and further improvement</li> </ul>	<ul style="list-style-type: none"> <li>Achieve net zero emissions</li> <li>Continuously increase renewable energy consumption</li> <li>Plan for mid- and long-term equipment maintenance or replacement</li> </ul>	<ul style="list-style-type: none"> <li>Achieve net zero emissions</li> <li>Promote the importance of clean energy usage</li> <li>Systematic upgrade of energy efficiency</li> </ul>	<ul style="list-style-type: none"> <li>Renewable energy</li> </ul>	<p>p. 33</p>
8	Creating diverse and inclusive workplace with stakeholders' engagement.	<ul style="list-style-type: none"> <li>Sinyi Realty employment act</li> <li>Sinyi Realty incentive regulation</li> <li>Sinyi mentoring program</li> <li>Sinyi Realty Promotion Act</li> </ul>	<ul style="list-style-type: none"> <li>Diverse employment for inclusive workplace and enlarge portion of female management</li> <li>Establish foundation of digital transformation</li> </ul>	<ul style="list-style-type: none"> <li>Creating a business culture with diversity and inclusion</li> <li>Implementing digital transformation to become efficiency</li> </ul>	<ul style="list-style-type: none"> <li>Providing more job opportunities overseas</li> <li>Establishing living brand ecosystem to create more job opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Hiring program</li> <li>Innovation program and digital resilience</li> <li>Suppliers ESG risk audit</li> </ul>	<p>p. 40</p> <p>p. 53</p> <p>p. 77</p>
10	Try to eliminate inequality and to promote the co-creation between generations, in order to reach co-prosperity.	<ul style="list-style-type: none"> <li>Charter of Sinyi Charity Foundation</li> </ul>	<ul style="list-style-type: none"> <li>Recruit creative and impactful proposals for elderly service</li> <li>Cooperate with innovative groups to perform various activities for elders</li> </ul>	<ul style="list-style-type: none"> <li>Enhance the independent ability of seniors</li> <li>Enhance inter-generational cooperation.</li> <li>Deepen cooperation with partners</li> </ul>	<ul style="list-style-type: none"> <li>Long-term support for the elders to be independent</li> <li>Promote innovative projects, and partner with various groups to respond to new social issues</li> </ul>	<ul style="list-style-type: none"> <li>Gung-Ho Project</li> <li>Sinyi Scholarship</li> </ul>	<p>p. 54</p> <p>p. 57</p>
11	Connect resources, promote community, and create uniqueness of the community.	<ul style="list-style-type: none"> <li>Sinyi Realty Inc. Sustainable Development Best Practice Principles</li> <li>Community Building Grants Guidelines</li> </ul>	<ul style="list-style-type: none"> <li>Integrate SDGs into projects</li> <li>Planting afforestation to restore the environment and ecology</li> <li>Combining local characteristics to activate local economy</li> </ul>	<ul style="list-style-type: none"> <li>Expand the levels of participation, and encourage more innovative proposals</li> <li>Combine with partners to expand impacts and cultivate local talents</li> </ul>	<ul style="list-style-type: none"> <li>Cultivate talents and establish a talent database</li> <li>Integrate local networks and establish a cross-community assistant system</li> <li>Build an information sharing platform</li> </ul>	<ul style="list-style-type: none"> <li>Community Building</li> </ul>	<p>p. 53</p>
12	Establish ethical innovation, promote the concept of sustainable consumption to the public.	<ul style="list-style-type: none"> <li>Customer Satisfaction management measures</li> <li>Sinyi Sustainable Development Policy</li> </ul>	<ul style="list-style-type: none"> <li>Optimize service quality management</li> <li>Innovate and develop low-carbon services to reduce paper usage</li> </ul>	<ul style="list-style-type: none"> <li>Promote sustainability awareness to more people</li> <li>Improve supplier sustainability management</li> <li>Promote green sustainable branches</li> </ul>	<ul style="list-style-type: none"> <li>Achieve the target of sustainable branches being carbon neutral and responding to SDGs</li> <li>Expand the efficiency of low-carbon services</li> </ul>	<ul style="list-style-type: none"> <li>Sustainability education</li> <li>ISO 20121</li> <li>Expansion of green impacts</li> <li>Innovative way to Green</li> </ul>	<p>p. 53</p> <p>p. 48</p> <p>p. 35</p> <p>p. 78</p>
13	Implement energy-saving and carbon-reduction measures, and develop green innovative services.	<ul style="list-style-type: none"> <li>Net Zero 2030 /2050 Initiative</li> <li>ISO verification management policies</li> <li>CDP Initiative, SBT initiative, TCFD</li> <li>Sinyi Sustainable Development Policy</li> </ul>	<ul style="list-style-type: none"> <li>Conduct annual GHG inventory verification</li> <li>Introduce TCFD to enhance climate resilience</li> <li>Promote green services</li> </ul>	<ul style="list-style-type: none"> <li>Greater support for renewable energy development</li> <li>Implement green transformation and continuously innovate green services</li> </ul>	<ul style="list-style-type: none"> <li>Achieve carbon neutral and net zero emissions</li> <li>Promote more low-carbon services to make the service as well as carbon reduction more efficient</li> </ul>	<ul style="list-style-type: none"> <li>Green real estate services</li> <li>Energy and carbon management</li> <li>GHG emissions of energy survey to key suppliers</li> <li>Climate governance and TCFD</li> </ul>	<p>p. 32</p> <p>p. 33</p> <p>p. 77</p> <p>p. 29,108</p>
17	Use Sinyi's core abilities of matching resources to bring out impact.	<ul style="list-style-type: none"> <li>Sinyi Realty Inc. Sustainable Development Best Practice Principles</li> <li>Sinyi Group Procurement Ethics Standards</li> </ul>	<ul style="list-style-type: none"> <li>Partner with government, NPO, and local groups</li> <li>Enhance supply chains ESG management</li> </ul>	<ul style="list-style-type: none"> <li>Cooperate with partners strategically</li> <li>Improve the sustainable management of the supplier, and go co-prosper together</li> </ul>	<ul style="list-style-type: none"> <li>Increase participation in international initiatives or cooperation with sustainable organizations</li> <li>Create sustainable values with suppliers</li> </ul>	<ul style="list-style-type: none"> <li>Promote a sustainable and better life for all</li> <li>Join associations and initiatives</li> </ul>	<p>p. 77</p> <p>Website</p>

# Sustainable Innovation 2-6

## Innovative Services: A Purpose-driven Sustainability Strategy

Enterprises that are "purpose-driven" gain public support by providing proper care to important stakeholders. A good "corporate purpose" can take into account both "profit creation" and "social influence." We response to SDGs, it is through our focus on innovative ability based on purpose-oriented that we have been able to maintain our place at the top of the industry and stand out among our peers.

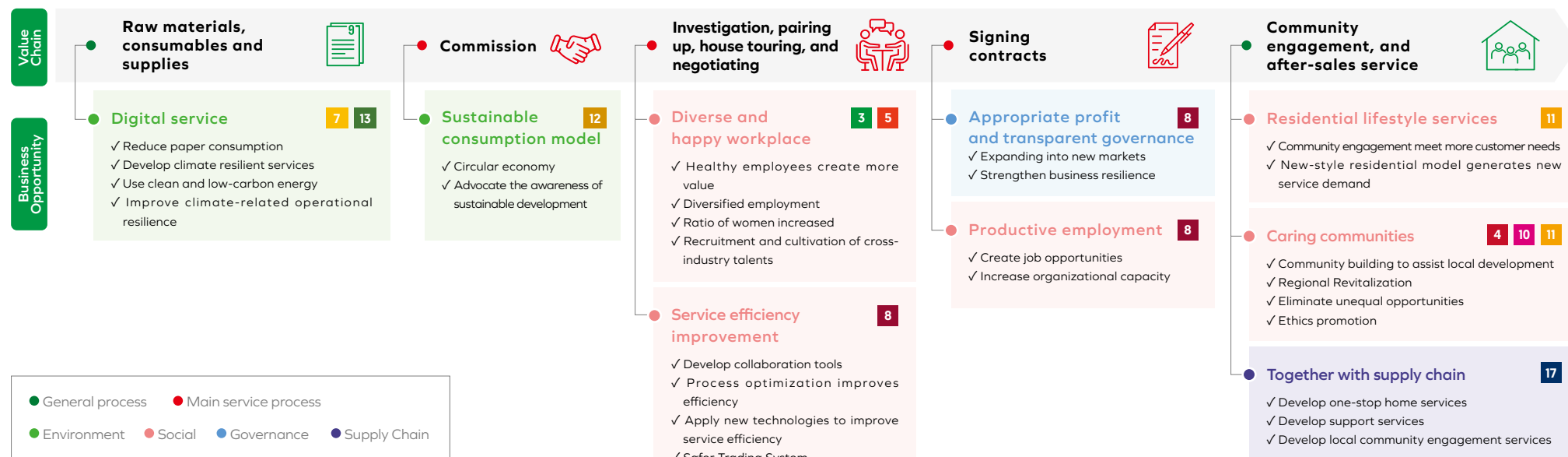


## Service Design Thinking for Sustainable Development

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

### • Response Mechanisms

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



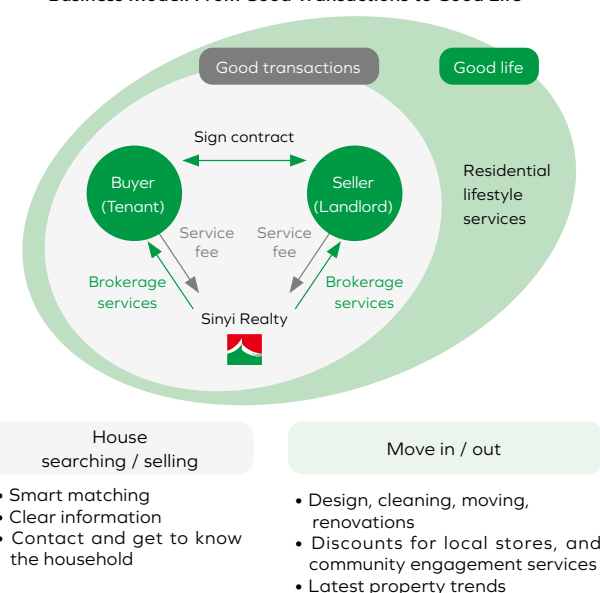
## Sustainable Innovation Goals and Achievements: Service Innovation that Takes into Account ESG

Opportunities	Category	Sinyi Sustainability Principles	2022 Sustainable Innovation Results	2023 Goals	Response to SDGs
<ul style="list-style-type: none"> <li>Digital service</li> <li>Sustainable consumption model</li> </ul>	E Environment	Get to Net Zero	<b>Green real estate service - Get to Net Zero</b> <ul style="list-style-type: none"> <li>Green real estate services p. 32</li> <li>Low-carbon operations p. 33</li> <li>Extension of green impacts p. 35</li> <li>Nature and biodiversity p. 36</li> </ul>	<ul style="list-style-type: none"> <li>Service carbon footprint ↓ 1%</li> <li>GHG emissions of electricity consumption per capita ↓ 4.2%</li> <li>GHG emissions (Category 1+2) ↓ 4.2%</li> </ul>	7 12 13
<ul style="list-style-type: none"> <li>Diverse and happy workplace</li> <li>Productive employment</li> </ul>	S Social	Co-existence, Co-prosperity, and Co-creation	<b>Establish a diverse and happy workplace</b> <ul style="list-style-type: none"> <li>Sinfu Coin - flexible benefits p. 45</li> </ul>	<ul style="list-style-type: none"> <li>Employees Satisfaction Score &gt; 4.0</li> </ul>	3 4 5 8
<ul style="list-style-type: none"> <li>Service efficiency improvement</li> <li>Residential lifestyle services</li> <li>Caring communities</li> </ul>			<b>Digital transformation, and caring communities</b> <ul style="list-style-type: none"> <li>Service process digitalized p. 52</li> <li>Community engagement services p. 52</li> <li>Flexible volunteer services p. 58</li> </ul>	<ul style="list-style-type: none"> <li>Customer Satisfaction Rate 91.24%</li> <li>3,150 proposals receive sponsorships</li> </ul>	4 10 11 12
<ul style="list-style-type: none"> <li>Appropriate profit and transparent governance</li> </ul>	G Governance	Creating a Sustainable Lifestyle	<b>Transparent governance, strengthen corporate resilience</b> <ul style="list-style-type: none"> <li>Performance evaluation strengthens ESG connection p. 64</li> <li>ISO 27001 p. 70</li> <li>Issue TCFD Report p. 108</li> </ul>	<ul style="list-style-type: none"> <li>Continue to maintain positive profit</li> <li>Corporate Governance Evaluation Top 5%</li> </ul>	4 8 12 13
<ul style="list-style-type: none"> <li>Together with supply chain</li> </ul>	SC Supply Chain	Building an Ethical and Sustainable Supply Chain	<b>Drive the supply chain to deepen sustainability momentum</b> <ul style="list-style-type: none"> <li>ESG performance p. 77</li> <li>Innovative way to Green p. 78</li> </ul>	<ul style="list-style-type: none"> <li>Key suppliers' inspection rate at 95%</li> <li>ISO 20400</li> </ul>	8 12 13 17

Extend the journey of buying and selling houses to the after-sales residential living services, build a growth engine for multiple services in the community, and create a sustainable lifestyle that takes into account ESG.

We have been carrying out various programs for a long time, maintain the momentum of innovation, and gather strength to drive the real estate industry and the overall society to become better.

### Business Model: From Good Transactions to Good Life



## Driving Revenues by Innovation: No. 1 in Revenue for 29 Consecutive Years

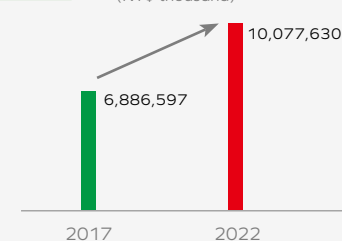
Sinyi Realty actively combines global sustainability issues with innovative practices which shows in our operating strategy and core capabilities, and specifically demonstrates the effectiveness of our positive financial and operational growth performance. Innovation with business ethics is the foundation of sustainable development. Sinyi Realty actively responds to the needs of stakeholders, our innovation not only creating the financial value, but also having positive impacts on the environment and society. We continue to promote various programs, and maintain the energy of innovation, bringing together the forces to drive the industry and the whole society to rise.

For 29 consecutive years, Sinyi Realty has ranked first in the real estate brokerage category in the "CommonWealth Magazine's Top 2000 Enterprises Survey." Its outstanding performance stems from the founding philosophy set over 40 years ago, which emphasizes earning reasonable profits while considering the rights and interests of stakeholders such as shareholders, employees, customers, and society. The goal is to ensure that both employees and customers have good jobs, good transactions, and a good life.

## Digital Net Zero Drives Sinyi's Growth

Sinyi Realty established the Digital Intelligence Center in 2018, and launch various innovative services to assist net zero digitally. At the same time, promote regional revitalization and enhance influence. Additionally, Sinyi actively cultivate digital talents. This not only strengthen organizational resilience, but also drive revenue growth.

Individual Operating Revenue (NT\$ thousand)





# Sustainability Performance Progress

This table reflects progress against our sustainability goals. We highlight the progress that has been made on our way towards 2050 goal. We achieve these goals by following our management policy, managing the key indicators of material topics, the status and progress of achievement of performance goals, and confirming the consistency of performance management indicators and sustainability principles.

☑ Achieved ☹ Ongoing ☐ Not Achieved

	Long-term	Stakeholders	Material Topics	SDGs	Management Indicators	Mid-term	Short-term	Management Progress(performances)			Achieved Status	Our Actions	Our Response
	2050 goals					2030 goals	2023 goals	2020	2021	2022 [Original goal]			
<b>E</b>	<b>Get to Net Zero</b>	Environment	<div>303</div> <div>305</div>	<div>7</div> <div>12</div> <div>13</div>	Service Carbon Footprint (kgCO <sub>2</sub> e per real estate transaction)	↓ 45% (base year 2017)	↓ 1%	265.03	190.25	208.11 ↑ 9.4% 【↓ 1%】	☐	Due to the recession of housing market, the transactions decreased in 2022, resulted in the increase of service carbon footprint. We will enhance service efficiency and effectiveness to reduce carbon emissions.	Environment p. 27
					GHG emissions of electricity consumption per capita (kgCO <sub>2</sub> e)	↓ 100%	↓ 4.2%	1,234	1,148	1,080 ↓ 5.9% 【↓ 4.2%】	☑	In 2022 the GHG emissions of electricity consumption per capita reduced by 5.9% and 27.1% compared to 2021 and base year (2017) respectively.	
					GHG emissions (category 1+2) (tonCO <sub>2</sub> e)	↓ 90% (base year 2017)	↓ 4.2%	6,771	6,348	5,974 ↓ 5.9% 【↓ 4.2%】	☑	In 2022 the GHG emissions (category 1+2) reduced by 5.9% and 8.2% compared to 2021 and base year (2017) respectively.	
<b>S</b>	<b>Co-existence, Co-prosperity, and Co-creation</b>	Employees	<div>401</div> <div>403</div> <div>404</div> <div>405</div> <div>409</div>	<div>3</div> <div>4</div> <div>5</div> <div>8</div>	Percentage of Female Management	22%	21%	18.76%	18.5%	20.4% 【19%】	☑	Sinyi Realty places great importance on diversity in hiring, training and promotion.	Social – Internal Stakeholders p. 37
					Employees Engagement Survey Score	4.0	4.0	4.05	3.86	3.9 【4.0】	☐	We put employees' opinions into decisions and focus on establishing mechanisms for lower scores.	
					Turnover Rate	25%	27%	28%	22.32%	27.08% 【27%】	☐	Sinyi set more diversified training and flexible benefits to meet the needs.	

	Long-term 2050 goals	Stakeholders	Material Topics	SDGs	Management Indicators	Mid-term	Short-term	Management Progress(performances)			Achieved Status	Our Actions	Our Response
						2030 goals	2023 goals	2020	2021	2022 [Original goal]			
S	Co-existence, Co-prosperity, and Co-creation	Customers	416 417 418 Digital Resilience Product Design & Lifecycle Management	4 10 11 12	Customer Satisfaction Rate	92%	91.2%	90.23%	91.62%	91.24% [91%]	✔	We surveyed 55,239 clients for understanding of our customers' experience with enhanced mapping.	Social – External Stakeholders p. 49
		Community	203 Business Ethics Promotion		Cumulative coverage rate of community building proposals (cumulative total of 368 townships)	4,000 proposals receive sponsorships	3,150 proposals receive sponsorships	99.46%	99.73%	100% [99.73%]	✔	368 townships all sent proposals. As a result, Sinyi sets new goals for 2023 and 2030.	
G	Creating a Sustainable Lifestyle	Investors	201 Digital Resilience Business Ethics	4 8 12 13	Corporate Governance Evaluation	Top 5%	Top 5%	Top 5%	Top 5%	Top 5% [Top 5%]	✔	Obtained the highest recognition of the top 5% of the listed group for the ninth consecutive year.	Corporate Governance p. 59
					Profitability (NT\$ billion)	positive profit	positive profit	2.248	2.89	1.45 [positive profit]	✔	Continue to maintain positive profit. Operating gain of NT\$ 1.45 billion.	
E	Building an Ethical and Sustainable Supply Chain	Suppliers	414	8 12 13 17	Total Audits	- Note	- Note	261/279	152/159	127/132 [N/A] Note	✔	In the process of suppliers selection, training, evaluation, and consultation, we integrate ESG standard. We grow with suppliers together with both new and existing suppliers.	Supply Chain Management p. 71
S													
G					Key suppliers check rate(%)	95%	95%	93.5%	95.6%	96.2% [90%]	✔		

[Note] 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.

Sinyi Realty turns the Sinyi Sustainability Principle of "Get to Net Zero" into concrete actions and commits to Net Zero emissions by 2030.

## Material Topics

- GRI 303 Water and Effluents
- 305 Emissions

## Corresponding to the Sustainable Development Goals (SDGs)



 SDGs Content Index [p.110](#)



- 7.2 Renewable Energy [p.33](#)
- 7.a



- 12.2 Water Stewardship [p.34](#)
- 12.5 Environmental Management Systems [p.34](#)
- 12.6 Green Real Estate Services [p.32](#)



- Climate Governance and TCFD [p.29](#)
- 13.3 Energy and Carbon Management [p.33](#)
- Expansion of Green Impacts [p.35](#)
- Nature and Biodiversity [p.36](#)

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# Sustainability Strategies and Goals

## Core Target and Vision

Sinyi Realty has long regarded sustainable development as our responsibility. Aligned with the 1.5 °C target of Paris Agreement, we commit to achieve net zero by 2030. To achieve the 2030 goals, we take both green transformation and digital transformation as keys for developing climate resilient services; we also implement environment management systems, support renewable energy, and participate in climate as well as biodiversity initiatives. As real estate brokerage services is Sinyi Realty's core business, we hope to build up a green value chain together with the suppliers, communities, and customers; thus realize people's dreams for family and career.

## Strategic Goals



## 2022 Performance Overview

In accordance with TCFD framework, Sinyi Realty has developed strategies and targets for climate governance. furthermore, Sinyi Realty participates in climate initiatives and carries out climate actions to achieve Net Zero goals.

✔ Achieved 
 ⚙️ Ongoing 
 ⊖ Not Achieved

2022 Goal	Service Carbon Footprint	Paper Usage per Service	GHG Emissions (category 1+2)	Renewable Energy Consumption	GHG Emissions of Electricity Consumption per Capita	Water Consumption per Capita	Net Zero
2022 Targets <small>*compared with previous year</small>	↓ 1%	↓ 1%	↓ 4.2%	10%	↓ 4.2%	↓ 1%	The target before 2030 is the same as "GHG emissions (category 1+2)". The residual emissions are expected to be offset by carbon sink or carbon credits to achieve net zero.
2022 Performance	↑ 9.4% ⊖	↓ 81.7% ✔	↓ 5.9% ✔	3.1% ⊖	↓ 5.9% ✔	↑ 2.3% ⊖	
Compared with Base Year	↓ 51.4% [2017]	↓ 96% [2017]	↓ 8.2% [2017]	-	↓ 27.1% [2017]	↓ 21.4% [2017]	
Note	Green Real Estate Services p. 32	Green Real Estate Services p. 32	Carbon Management p. 33	Energy Management p. 33	Energy Management p. 33	Water Stewardship p. 33	2022 new metric Net Zero Transition Plan p. 35

\*Category 2-indirect emissions from energy was counted with market-based approach

\*Scope 3-Emission of electricity consumption by key suppliers, please see [Supply Chain Management >p.76](#)



# Climate Governance & Action

201-2 303 305 SDG7 SDG12 SDG13

The global economy and civilization are in threat due to climate emergency. Sinyi Realty fights against climate crisis together with the world by implementing climate governance in compliance with the TCFD structure to enhance accountability, resilience and transparency.

## Adoption of Task Force on Climate-related Financial Disclosure (TCFD) Framework

### 01

#### Governance

##### Board of Directors

The Board of Director is the top-level monitoring unit of climate change management, being responsible for reviewing annual risk management report, execution report, and audit report to ensure the effectiveness of climate-related risk management system.

##### Total Ethical Management Committee (TEM Committee)

Management unit: Corporate Sustainability Office

Total Ethical Management Committee (TEM Committee) is the top-level ESG promotion unit in Sinyi Realty and is responsible for climate-related project management. The CFO reports to the Board on results of climate-related projects quarterly. The Board reviews ESG impacts, performance, and strategic goals; complies with the risk management procedures to reduce the threats caused by occasional climate events.

##### Corporate Ethics Sustainability Committee

Corporate Ethics Sustainability Committee is convened by Chief Ethics Officer and consisted of management level of different departments or business units in Sinyi Group. In the monthly meeting climate-related or ESG-related topics such as sustainable branches or energy convention projects are discussed and synergy is created because of resource integration.

##### ESG Working Groups

ESG Working Groups are lead by the manager of responsible departments to implement the sustainable or climate-related projects approved by the Corporate Ethics Sustainability Committee, the TEM committee and the Board. Meetings are held on demand by each working group.

[Sustainability Governance Structure p. 61](#)

[Sinyi Realty TCFD Report – Governance p. 4-6](#)

### 02

#### Strategy

- Define time horizons: short-term[ST]: within 1 year(~2022), medium-term[MT]: 1-10 years(~2030), long-term[LT]: 10-30 years (~2050).
- Analyze the financial and non-financial impacts and explore business opportunities, strategies and action plans.
- Apply scenario analysis of "NZE+NDCs and SSP5-8.5" to analyze physical- and transitional- risks.

[Sinyi Realty TCFD Report –Strategy p. 7-25](#)

Material Climate Opportunities	Potential Financial Impacts	Response Approaches	Resources Input
[ST] Physical <b>Increased severity and frequency of extreme weather events</b>	<ul style="list-style-type: none"> <li>Reduced revenue: transactions are affected by typhoons or rainfall and brokerage income might drop by 30%.</li> <li>Interrupted operation: equipment or assets loss caused by floods or strong winds is about NT\$ 3,430 K per year.</li> <li>Employee safety: the safety risks of commuting or checking customers' assets is about NT\$ 500 K per year.</li> </ul>	<ul style="list-style-type: none"> <li>Activate the natural disaster response mechanism to remind employees of various response plans in advance.</li> <li>Utilize digital tools for continuous customer services.</li> <li>Assist communities with prevention measures.</li> <li>Keep updated by weather reports and reviews the response mechanism regularly.</li> </ul>	<ul style="list-style-type: none"> <li>The maintenance fee of the uninterruptible power supply system and the emergency generator are about NT\$ 660 K per year.</li> <li>Disaster prevention drills and traffic safety lectures are about NT\$200 K per year.</li> <li>Annual investment in digital R&amp;D is about NT\$50 M.</li> </ul>
[ST] Transitional-Policy and Legal <b>Enhanced emissions-reporting obligations</b>	<ul style="list-style-type: none"> <li>Increased operating costs:                             <ul style="list-style-type: none"> <li>① Third-party verification of environmental performance costs about NT\$1.38 M per year.</li> <li>② The annual electricity expense is about to increase by NT\$30 M if using 100% renewable energy.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Proactively disclose environment-related information and performance.</li> <li>Implement ISO environmental-related systems.</li> <li>Join the Climate Initiatives.</li> </ul>	<ul style="list-style-type: none"> <li>CDP and sustainable reporting related costs is about NT\$ 1,450 K per year.</li> <li>Maintenance of ISO systems is about NT\$250 K per year.</li> <li>The membership fee of climate initiatives is about NT\$650 K per year.</li> </ul>
[ST]Transitional-Technology <b>Transition to lower emissions technology (low-carbon services)</b>	<ul style="list-style-type: none"> <li>Reduced revenue: in face of digitization and low-carbon economy, if our service is not adjusted, the revenue might drop by 10%.</li> </ul>	<ul style="list-style-type: none"> <li>Promote O2O services process.</li> <li>Promote low-carbon service and paperless processes to improve service efficiency and meet the needs of contactless services.</li> </ul>	<ul style="list-style-type: none"> <li>Annual investment in digital R&amp;D is about NT\$50 M.</li> </ul>
[ST]Transitional-Market <b>Increased costs of renewable energy</b>	<ul style="list-style-type: none"> <li>Increased operating costs: the energy transition has caused electricity prices to rise. The electricity expense is about to increase by NT\$ 20 M per year.</li> </ul>	<ul style="list-style-type: none"> <li>Increase the use of renewable energy.</li> <li>Purchase eco-labelled products or equipment.</li> </ul>	<ul style="list-style-type: none"> <li>Green procurement in 2022 was NT\$ 0.49 M.</li> </ul>

## 02

### Strategy

Material Climate Opportunities	Potential Financial Impacts	Response Approaches	Resources Input
[MT] Resource Efficiency <b>Paper usage reduction</b>	<ul style="list-style-type: none"> <li>Reduced direct costs: paperless service will result in lower paper consumption, reducing costs by NT\$3.87 M per year.</li> </ul>	<ul style="list-style-type: none"> <li>Devote to customer-driven innovation on process to enhance O2O services.</li> <li>Launched "DocuHouse" products that makes documents required in transactions online, meeting the needs of contactless service and carbon footprint reduction.</li> </ul>	<ul style="list-style-type: none"> <li>Annual investment in digital R&amp;D is about NT\$50 M.</li> </ul>
[MT] Products and Services <b>Development of low-carbon products and services</b>	<ul style="list-style-type: none"> <li>Increased revenue: innovated service solutions, improved service efficiency and quality are expect to increase revenue by 10%.</li> </ul>	<ul style="list-style-type: none"> <li>Promote O2O services process.</li> <li>Develop digital low-carbon services such as customer service Apps, Intelligent Recommendation/Matching to enhance service efficiency.</li> <li>Promote various housing services to meet the needs of one-stop shopping.</li> <li>Bring sustainability concepts to the communities by Sustainable/carbon neutral branches.</li> </ul>	<ul style="list-style-type: none"> <li>Annual investment in digital R&amp;D is about NT\$50 M.</li> <li>Sustainable events and carbon neutrality costs about NT\$ 220 K.</li> </ul>
[MT] Resilience <b>Renewable energy and natural carbon sink</b>	<ul style="list-style-type: none"> <li>Enhance corporate image and market value: net-zero transition would boost image and increase market value by 10%.</li> </ul>	<ul style="list-style-type: none"> <li>Increase renewable energy consumption in response to energy decarbonization and carbon reduction commitments.</li> <li>Join climate initiatives such as TCFD, SBTi, UN Race for Zero, CDP, and Taiwan Alliance for Net Zero Emission.</li> <li>Study natural-based solutions in Taiwan and Mengalum Island for achieving net zero.</li> </ul>	<ul style="list-style-type: none"> <li>The membership fee of climate initiatives is about NT\$650 K per year.</li> <li>To achieve net zero in 2030, the estimated cost of carbon credits is about NT\$540 K.</li> </ul>

#### Strategies

Based on the analysis of climate-related risks and opportunities, the following strategies are developed:

Climate Governance and Information Disclosure  
[p. 29](#)

Green Real Estate Services  
[p. 32](#)

Low-carbon Operations  
[p. 33](#)

Expansion of Green Impacts  
[p. 35](#)

Nature and biodiversity  
[p. 36](#)

## 03

### Risk Management

#### Climate-related risk identification, assessment, and management

[Risk Management Process p. 13, 69](#) [Sinyi Realty TCFD Report - Risk Management p. 27-30](#)

##### Identification and Assessment

- In response to possible climate-related physical- and transitional-risks, we reassess the climate-related impacts every year, explore business opportunities, strategies and action plans in a systematic way.

##### Managing mechanism

- The Board regards the impact of climate change as a material risk. TEM developed and managed climate-related strategies. Climate-related issues are managed systematically through ISO management systems and carbon emission verification. The performance is regularly reported to the Board.

##### Integration to overall risk management


- Sinyi Realty integrates climate-related and other operational risks into overall risk management system, and conducts regular identification, evaluation and management through standardized procedures.
- Each department identifies relevant risks which are reviewed at annual and quarterly plan-review meeting.
- The TEM committee determines material risks and regularly reports to the Board, which is the top management position supervising climate-related issues.
- The executive team appointed by the TEM committee serves as the risk owner of material risks and is responsible for setting risk management targets and related policies.



# 04

## Metrics & Targets

- In response to the opportunities arising from climate emergency, Sinyi Realty expects to influence its value chain to move towards a low-carbon economy.
- Sinyi Realty develops green management strategies and goals, launches short-, mid- and long-term management approaches, reviews the progress, and discloses environmental performance via channels such as sustainability report and Sinyi Sustainability website.

 [Sinyi Realty TCFD Report – Metrics and Targets p. 33-35](#)

Metrics	Base Year	2023	2030	2050	Short-term Management Approaches	Mid- to Long-term Management Approaches
<b>GHG Emissions (category 1+2)</b>	2017	annually ↓ 4.2%	↓ 90% vs. base year		<ul style="list-style-type: none"> <li>Implement energy and environmental management systems.</li> <li>Improve "green office" and use energy-saving equipment.</li> <li>Verify GHG inventory annually to track the results of carbon reduction.</li> </ul>	<ul style="list-style-type: none"> <li>Implement ISO management systems.</li> <li>Plan carbon reduction incentives such as internal carbon pricing.</li> <li>EVs as company cars.</li> </ul>
<b>GHG Emissions of Electricity Consumption by Key Suppliers</b> *2022 new metric	2020	annually ↓ 1.25%	↓ 12.5% vs. base year		<ul style="list-style-type: none"> <li>Introduce ISO 20400 Sustainable Procurement.</li> <li>Conduct GHG (category 2) inventory and reduction of key suppliers.</li> </ul>	<ul style="list-style-type: none"> <li>Expand the scope of supply chain engagement.</li> <li>Improve waste reduction and recycle; promote circular economy.</li> </ul>
<b>Water Consumption per Capita</b>	2017	annually ↓ 1%	↓ 30% vs. base year	↓ 40% vs. base year	<ul style="list-style-type: none"> <li>Implement ISO 46001 Water Efficiency Management System.</li> <li>Verify water footprint annually.</li> </ul>	<ul style="list-style-type: none"> <li>Implement ISO management systems.</li> <li>Evaluate investment in water-saving equipment.</li> </ul>
<b>Service Carbon Footprint -Carbon emissions per transaction</b>	2017	annually ↓ 1%	↓ 45% vs. base year	↓ 60% vs. base year	<ul style="list-style-type: none"> <li>Digitization of operation process.</li> <li>Improve service efficiency and reduce transportation emissions.</li> <li>Verify service carbon footprint annually.</li> </ul>	<ul style="list-style-type: none"> <li>Enhance digital applications to boost brokerage service efficiency.</li> </ul>
<b>Renewable Energy Consumption</b>	-	16%	Sinyi Realty 100%	Sinyi Group 100%	<ul style="list-style-type: none"> <li>2021 is Sinyi's First Year of Green Energy. The consumption of renewable energy will increase year by year.</li> </ul>	<ul style="list-style-type: none"> <li>Green investments, e.g. CCUS</li> <li>New energy, e.g. hydrogen energy</li> </ul>
<b>Paper Usage per Service</b>	2017	annually ↓ 1%	↓ 75% vs. base year	↓ 90% vs. base year	<ul style="list-style-type: none"> <li>Connect online and offline information flows; optimize customer service apps.</li> <li>Develop digital marketing tools and online documents to reduce resource consumption.</li> </ul>	<ul style="list-style-type: none"> <li>Enhance digital applications to boost brokerage service efficiency.</li> </ul>
<b>GHG Emissions of Electricity Consumption per Capita</b>	2017	annually ↓ 4.2%	↓ 100% vs. base year	↓ 100% vs. base year	<ul style="list-style-type: none"> <li>Implement energy-saving measures such as using LED lighting.</li> <li>Sign renewable energy contracts and provide solar energy to HQ building and branches.</li> </ul>	<ul style="list-style-type: none"> <li>Green investments, e.g. CCUS</li> <li>New energy, e.g. hydrogen energy</li> </ul>
<b>Net Zero</b> *2022 new metric	-	same as "GHG Emissions (category 1+2)"	Sinyi Realty Net Zero	Sinyi Group Net Zero	<ul style="list-style-type: none"> <li>Review the progress of GHG reduction.</li> <li>Evaluate Natural-based Solutions (NbS) in Taiwan.</li> </ul>	<ul style="list-style-type: none"> <li>GHG emissions (category 1+2) reduce by 90% compared with base year.</li> <li>Investing in NbS projects (approx. 651 tonCO<sub>2</sub>e of carbon credits are needed in 2030)</li> </ul>

# Green Real Estate Services

SDG7

SDG12

SDG13

Sinyi Realty sees the trend of low-carbon economy and climate resilience services. "Digital x Green transformation" is the key to provide low-carbon brokerage services. We create green TOUCH POINTS that embedded with sustainability and realize customers' housing dreams!

## Service Carbon Footprint

### Carbon emissions per real estate brokerage transaction pass ISO 14067 verification

Sinyi Realty is committed to reducing the service carbon footprint. We won the Special Award for Low-Carbon Products from the Environmental Protection Administration (EPA). In 2020 we obtained the extension of carbon label and carbon reduction label from EPA.

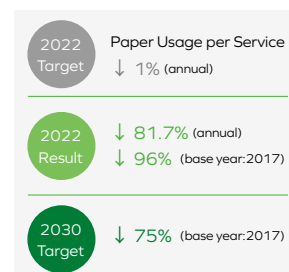


#### ACTION

#### Digital transformation facilitates service carbon footprint reduction

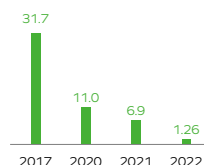
-Enhance the integration of O2O services and reduce the carbon emissions in material and transportation stages.

#### >> Paper Usage per Service Reduction



Sinyi Realty has found out that emissions from paper usage in transactions is the largest emission source in material input stage, thus we viewed the paper usage reduction in service as one of our green goals. Innovated digital services have been launched, such as Top Agent App, DiNDON Smart House Viewing Service, online instruction of real estate and commission. As a result, paper consumption has been declined since 2015. In 2022, paper usage per service was 1.26 kg, reduced by 96% compared to base year (2017).

Paper Usage per Service (kg)

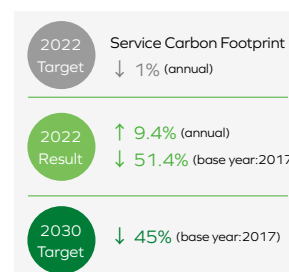


#### ACTION

#### Service carbon footprint reduction and verification

-Set carbon footprint reduction target and conduct audits annually.

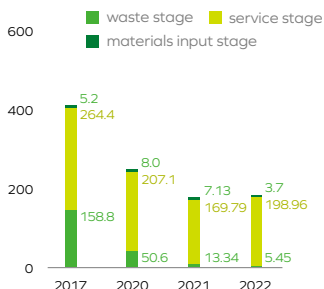
#### >>Service Carbon Footprint Reduction



The verified service carbon footprint in 2022 was 208.11 kgCO<sub>2</sub>e, among which 5.45 kgCO<sub>2</sub>e in materials input stage, 198.96 kgCO<sub>2</sub>e in service stage, and 3.7 kgCO<sub>2</sub>e in waste stage. Compared to base year (2017) the service carbon footprint was reduced by 51.4%.

The service carbon footprint in 2022 increased mainly in the service stage compared to last year. Due to the recession of housing market, the transactions decreased by 28%, resulted in the increase of service carbon footprint.

Carbon emissions in each stage (kgCO<sub>2</sub>e)



## Carbon Neutral Branches

### Pass PAS 2060 Carbon Neutrality verification

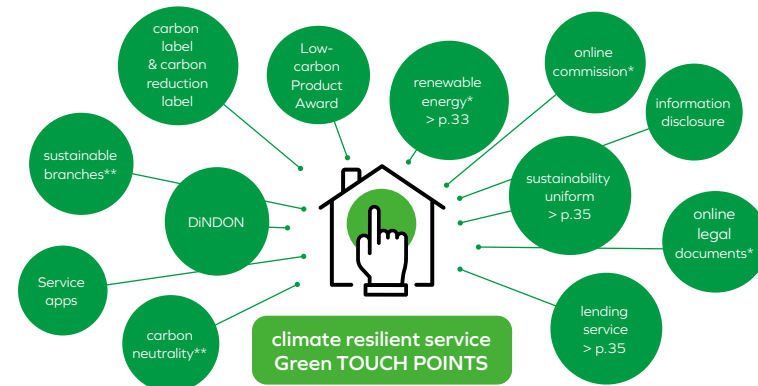
Sinyi Realty has long been deeply connecting to the communities. In order to raise the public awareness of sustainable development concepts, the carbon neutral branch project was launched.

#### ACTION

#### Branches use renewable energy and achieve carbon neutrality

-Enhance the integration of O2O services and reduce the carbon emissions in material and transportation stages.

Actions had been taken to reduce emissions, and the remaining emissions were offset by international verified carbon credits. Renewable energy has been wheeled to branches since 2022 to further reduce the emissions from energy. In 2022, 15 branches and 1 administrative center declared to be carbon neutral.



\* gradually introduce to branches across Taiwan \*\*for demonstration branches

### Responding to net zero policies

#### New Taipei City Energy-saving Buildings

Carbon reduction in the building sector is important for Taiwan 2050 net-zero transformation. Sinyi Realty works with the New Taipei City Government in the "energy efficiency rating label project", in the hope to facilitate the transition of private buildings to nearly zero carbon buildings.

Official website of the project <https://www.energy-e-house.com/>

# Low-carbon Operations: Energy and Carbon Management

303

SDG7

SDG13

ISO systems are implemented in daily operations to improve the efficiency of energy and resource usage. ISO 50001 Energy Management System and ISO 14064-1 GHG Inventory verifications are conducted every year to check the progress towards net zero.

## Energy Management

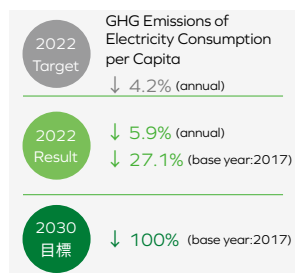
### ISO 50001 verification and renewable energy

As real estate brokerage service is Sinyi Realty's core business, the largest GHG emissions comes from electricity consumption. ISO 50001 energy management system has been introduced since 2016 to systematically improve energy efficiency. Renewable energy has been used since 2021 and its proportion will increase year by year.

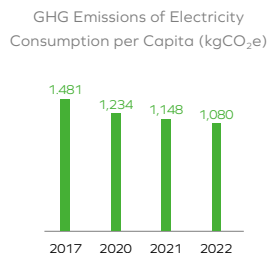
**ACTION** **Improve energy efficiency and encourage Carbon reduction activities (reduced 320.7 tonCO<sub>2</sub>e)**

- Enhance energy-saving approaches such as using energy-efficient air conditioners or eco-labeled equipment.
- Raised employees' awareness and encouraged low-carbon actions.

#### >> Energy Management Performance



Sinyi Realty reduces GHG scope 2 emissions by reducing energy consumption and using low-carbon or zero-carbon energy. In 2022, the GHG emissions of electricity consumption per capita was 1,080 kgCO<sub>2</sub>e, dropped by 5.9% and 27.1% compared to last year and the base year (2017) respectively.



**ACTION** **Low- or zero-carbon energy (reduced 175.7 tonCO<sub>2</sub>e)**

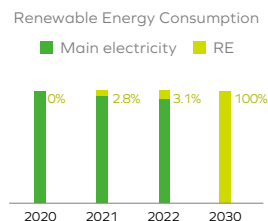
- Increase the usage of renewable energy in HQ and branches.

#### >> Renewable Energy (RE) Consumption



2021 is the first year of green electricity for Sinyi Realty. We have signed renewable energy purchase contracts and solar energy has been wheeled to HQ and branches, including the Sustainable Branches. In 2022, renewable energy was 354,967kWh, which increased by 4.4% from the previous year, accounting for 3.1% of total electricity consumed.

As the long lead-time for each branch to apply for RE wheeling, the renewable energy in 2022 did not meet the target.



## Carbon Management

- Approved science-based target of 1.5° C pathway
- 100% operating activities verified by ISO 14046-1 Greenhouse gases

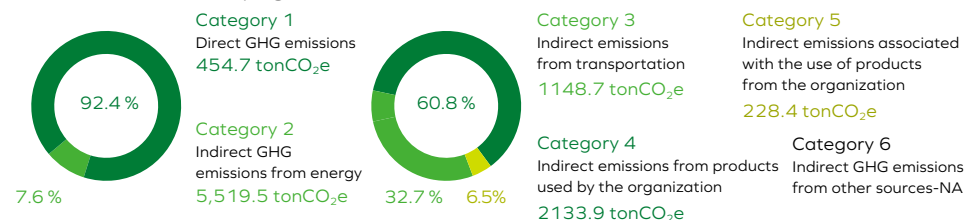
Sinyi Realty had set the carbon reduction targets in line with the Paris Agreement 1.5° C goal and has been approved by SBTi, and joined Taiwan Alliance for Net Zero Emission, committing Sinyi Realty Net Zero by 2030 and Sinyi Group Net Zero Net Zero by 2050.

**ACTION** **Set the carbon reduction targets in line with and approved by SBTi**

- Reduce absolute scope 1 and 2 GHG emissions 90% by 2030 from a 2017 base year.
- Reduce absolute scope 3 GHG emissions 12.5% by 2030 from a 2020 base year.
- Increase annual sourcing of renewable electricity to 100% by 2030.

**ACTION** **ISO 14046-1 Greenhouse gases Verification**

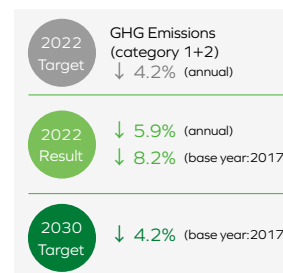
- Conduct ISO 14046-1 Greenhouse gases verification annually and disclose the emission reduction progress.



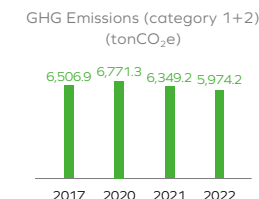
\*100% of emissions from Sinyi Realty's operating activities in the operational boundary were reported, including direct GHG emissions (category 1), indirect GHG emissions from energy (category 2) and other indirect GHG emissions (category 3~6).

GHG Inventory <http://csr.sinyi.com.tw/en/environment/greenhouse-gases.php>

#### >> Carbon Management Performance



According to the GHG inventory results, emissions from energy (category 2) accounted for 92.4% of category 1+2, which is the key to carbon reduction. Category 1+2 emissions in 2022 was 5,974.2 tonCO<sub>2</sub>e, a decrease of 5.9% and 8.2% compared to last year and the base year(2017) respectively.



\*Category 2-indirect emissions from energy was counted with market-based approach  
\*Scope 3-Emission of electricity consumption by key suppliers, please see [Supply Chain Management p.76](#)

# Low-carbon Operations: Water/Environment/Waste Management

305

SDG7

SDG13

ISO systems are implemented in daily operations. ISO 46001 Water Efficiency Management System, ISO 14001 Environment Management System, and ISO 14046 Water Footprint verifications are conducted every year to create a cycle of continuous improvement.

## Water Stewardship

### • Water Footprint and Water Efficiency Management System

Taiwan has suffered from water shortages in recent years, which poses a threat to industries and people's livelihood. Coping with the co-existence of drought and flood has become an unavoidable issue for companies. Although real estate service is not a high-water-consumption sector, Sinyi Realty still treats water resource management as a material topic in response to stakeholders' concerns. Various actions have been adopted to strengthen our resilience in the face of extreme weather.

 Water Stewardship <http://csr.sinyi.com.tw/en/environment/water-resources.php>

#### ACTION

#### ISO 46001 Water Efficiency Management System

- Establish leakage detection and monitoring systems, and find out water-saving opportunities to achieve "reduce, replace or reuse."
- Remind colleagues of water-saving measures in daily work to reduce per capita water consumption.

#### ACTION

#### ISO 14046 Water footprint Verification

- Conduct ISO 14046 Water footprint verification annually and track following performance.

## >> Water Management Performance

2022 Target

Water Consumption per Capita  
↓ 1% (annual)

2022 Result

↑ 2.3% (annual)  
↓ 21.4% (base year:2017)

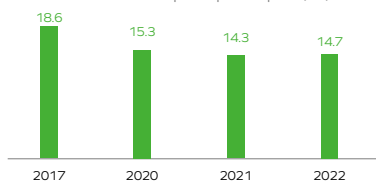
2030 Target

↓ 30% (base year:2017)

As Sinyi Realty's main service is real estate brokerage, our water consumption is mainly from employees' or customers' daily use; furthermore, we have no manufacturing process to produce pollutants in wastewater. In addition to strengthening internal water conservation measures, we set the target of reducing water consumption per capita as one of the climate metrics.

In 2022, the total water consumed was 74.964 ML, and the water consumption per capita was 14.7 kL, increased by 2.3% compared to last year; however it was a decrease of 21.4% compared to base year (2017).

Water Consumption per Capita (kL)



As the COVID-19 epidemic prevention measures had been loosen in 2022, the resumption of the flow of people in the HQ and branches raised the demand for water. As the result, the annual water consumption and per capita water consumption increased compared to the previous year.

\*boundary of Sinyi Realty: headquarters building, administrative centers, First hand New House Selling Department, and all the branches.

## Environment Management System

### • Environmental Management & Improvements

Implement ISO 14001 Environmental Management System, together with ISO 50001 and ISO 46001, Sinyi Realty reviews environmental policies and management procedures every year to find out the opportunities for improvement.

#### ACTION

#### Environmental improvements

- Use eco-friendly products and equipment, introduce energy monitoring systems in the HQ and branches, and replace old cooling towers, air conditioners and other equipment with energy-saving ones.

## Waste Management

### • Reduce waste during real estate service process

Sinyi Realty is a service company so its wastes are from daily waste and no toxic wastes from manufacturing process. The GHG inventory showed that emissions by solid and liquid waste disposal accounted for only 1% of indirect GHG emissions, so the waste issue was not listed as a material topic. The waste disposal complies with local government regulations.

#### ACTION

#### Environmental improvements Recycle and waste reduction

- Recycle and reduce the use of disposable products in HQ and branches.

#### ACTION

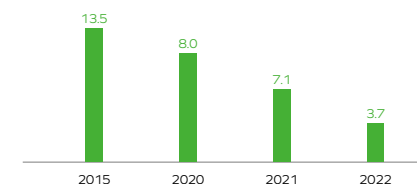
#### Make good use of digital tools to reduce waste

- Develop digital tools to reduce waste such as physical furnishings that cannot be recycled.

## >> Emission reduction in waste stage of service carbon footprint

Although waste is not a material topic, we still keep on developing green services and improve operating procedures to reduce emissions of waste disposal during our service process. Compared with 2015 baseline of carbon footprint, the carbon emissions in the waste stage in 2022 have been reduced by 72.5%, demonstrating our emphasis on waste management.

Emissions in waste stage (kgCO<sub>2</sub>e)



# Expansion of Green Impacts SDG12 SDG13

Sinyi Realty commits to achieve Net Zero by 2030. We devoted to expanding the green impacts by joining climate initiatives, delivering environmental lectures, and supporting circular economy. We always keep in mind to create happiness to all of our stakeholders.

## Net Zero Transition Plan

### • Accelerate green transformation, demonstrate climate resilience

Strategies • Climate governance and disclosure • Green real estate services • Low-carbon operations • Expansion of green impacts • Nature and biodiversity

#### Commitments

Sinyi Realty 2030 Net Zero  
Supply chain engagement

- Accountability and disclosure

#### 2030 Mid-term Goals

Scope 1+2 emissions ↓ 90%  
(base year: 2017)  
Scope 3 emissions ↓ 12.5%  
(base year: 2020)  
100% Renewable energy

#### GHG Coverage

Inclusion of 7 GHGs: CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, SF<sub>6</sub>, PFCs, HFCs, and NF<sub>3</sub>, in compliant with ISO 14064.

#### Scope Coverage

GHG emissions from 100% Sinyi Realty's operating activities in the operational boundary  
Scope 1 (category 1) Direct GHG emissions  
Scope 2 (category 2) Indirect GHG emissions from energy  
Scope 3 other indirect GHG emissions

#### Main Management Approaches

	Scope 1	Scope 2	Scope 3	Offset   offset residual emissions to achieve net zero
<b>Short-term (1 year)</b>	<ul style="list-style-type: none"> <li>• Green office</li> <li>-improve offiGreen officece environment</li> <li>• Process adjustment</li> <li>• Digitalize the work flow</li> </ul>	<ul style="list-style-type: none"> <li>• Enhance energy efficiency</li> <li>-intelligent EMS</li> <li>• Low-or zero-carbon energy</li> <li>-increase RE consumption</li> </ul>	<ul style="list-style-type: none"> <li>• Low-carbon value chain</li> <li>-green procurement</li> <li>-service efficiency and effectiveness</li> <li>• Carbon reduction of value chain</li> <li>-GHG inventory and reduction of suppliers</li> </ul>	<ul style="list-style-type: none"> <li>• Natural-based solutions</li> <li>-Taiwan and Mengalum Island</li> <li>• Carbon credits</li> <li>-Use verified carbon credits for carbon neutrality of Sinyi braches</li> </ul>
<b>Mid- to long-term (2-10 years above)</b>	<ul style="list-style-type: none"> <li>• EV100</li> <li>-EVs as company cars</li> </ul>	<ul style="list-style-type: none"> <li>• Carbon reduction incentives</li> <li>-internal carbon pricing mechanism</li> </ul>	<ul style="list-style-type: none"> <li>• Waste management</li> <li>-waste reduction and recycling</li> <li>• Promote circular economy</li> </ul>	<ul style="list-style-type: none"> <li>• CCUS investment</li> <li>-CCUS and new energy</li> <li>• Natural-based solutions</li> <li>-Taiwan and Mengalum Island</li> </ul>

## Environmental Sustainability Education

### • Expand green impacts, make a better society

#### >> Promote environmental sustainability awareness among employees

- ✓ Encouraged employees' fulfillment of environmental responsibilities through practical actions.
- ✓ HQ participated in the "Earth Hour" event in 2022.

#### >> Expand sustainable impacts by collaboration

- ✓ The ESG and environmental series held by Sinyi Lecture Hall.
- ✓ Introduced Sustainable Branches for promoting SDGs.
- ✓ By ISO 20121 Sustainable Event Management System verification, we make sure that our activities can bring positive impacts to the society.

## Support Circular Economy

### • Build a more environmentally sustainable economy system

#### >> Lending service

- ✓ Sinyi Realty launched a local recycling economy of "lending service", which residents can borrow rarely used items or second-hand books from branches when needed.



Circular Economy  
<http://csr.sinyi.com.tw/en/environment/waste.php>

#### >> Sinyi sustainable uniform

- ✓ The Sinyi sustainability uniform, with the design of climate change stripes, is made from fabrics that can be recycled and reused. Sinyi people become ambassadors of sustainability when interacting with the communities and customers.



## Join the climate initiatives

- In line with international initiatives, improve the transparency of information

Task Force on Climate-related Financial Disclosures (TCFD)

Level 5+ Excellence 

CDP Climate Questionnaire  
Management Level



Science-based Targets initiative (SBTi)  
Pass 1.5° C pathway



United Nations Race to Zero initiative  
Business Ambition  
for 1.5° C



TRIPs

Temperature Rising Index  
for Pathway 1.5° C



Taiwan Alliance for Net Zero Emission  
Sinyi Realty  
2030 Net Zero



NET ZERO badge  
Grade GREEN





# Nature and Biodiversity

[SDG12](#)
[SDG13](#)
[SDG14](#)
[SDG15](#)

Our environment and economy are built upon ecosystem services. The role of "nature" is crucial to the net zero goal. In addition to species conservation, Sinyi will further investigate in the nature-based solutions(NbS) in order to achieve a win-win situation among biodiversity, local community development, and net zero.

## Corporate Commitment on Biodiversity

### • Sinyi Group Statement of Biodiversity Commitment

As we realized that biodiversity is the precious assets of all human beings and that protection or restoration of ecosystems can help mitigate the climate crisis, with positive significance to agricultural development, food and water issues, health and hygiene as well as sustainable economic development, we make public "Sinyi Group Statement of Biodiversity Commitment", demonstrating our determination to conservation of the nature. In addition, important biodiversity projects, such as Mengalum Island, have been reported to the Board.

#### Sinyi Group Statement of Biodiversity Commitment

Sinyi Group commits to:

- compliance of operational activities with international, national, and municipal biodiversity-related law and regulations.
- avoidance of negative impacts on threatened and protected species by the operational activities.
- not explore or develop in legally designed protected biodiversity areas.
- respect legally designated protected biodiversity areas.
- no conversion of High Convention Value (HCV) areas.
- no trade of operating-related services or goods relate to threatened or endangered species listed on the International Union for Conservation of Nature (IUCN) Red List or on the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES).
- knowingly no direct procurement from suppliers who involved in loss of biodiversity and illegal deforestation.
- support biodiversity convention activities or initiatives.
- seek the opportunities for natural carbon sinks, including forest, soil, and the ocean.
- introduce proper approach for biodiversity risks evaluation and management, such as mitigation hierarchy approach that includes avoidance, minimization, remediation, and offset; therefore to achieve Net Positive Gain or No Net Loss.
- secure Free, Prior and Informed Consent (FPIC) of Indigenous Peoples.
- encourage our suppliers to contribute to convention on biodiversity by making this commitment together.

## Nature and Biodiversity Initiatives

### • Pay close attention to the development of biodiversity topics

Sinyi Group joined the "Taiwan Nature Positive Initiative" that initiated by Business Council for Sustainable Development (BCSD) in 2022, in the hope to achieve the vision of harmonious coexistence with nature. Jointly in response to the goal of Net Positive by 2030 and Full recovery by 2050.



Sinyi Group is not only one of the founding members, but also the only member from the real estate sector. We aim to make more substantive contributions to Taiwan's biodiversity together with the partners:

- ✓ Actively participate in biodiversity events
- ✓ Make information transparent, and enhance corporate resilience.
- ✓ Cultivate relevant talents

## Biodiversity Actions

### • Participation in conservation and restoration actions



#### >> Conservation and restoration of endangered species

- ✓ Sinyi have been participating in "100 Species for Conservation Action" held by Dr. Cecilia Koo Botanic Conservation Center (KBCC). We have found appropriate communities for restoring five endangered plants.
- ✓ Sinyi Volunteers went to Changhua for a special event held by the Flower Tree Bank—the wild release of the world's largest moth "Emperor Moth", and the planting of Taiwan's native species of cinnamon laurel.



#### >> Conservation and restoration of Mengalum Island

- ✓ Sinyi have planned to make the Mengalum Island of Malaysia the first zero-carbon island with new form of tourism. Now we are doing the restoration on and around the island as well as investigating proper natural based solutions locally.



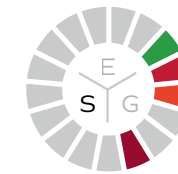
# Social - Internal Stakeholders

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

## Material Topics

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

## Corresponding to the Sustainable Development Goals (SDGs)



SDGs Content Index [p.110](#)



- 3.4 Obtained ISO 45001 verification [p.43](#)
- 3.8 Happy Health Management Center [p.44](#)



- 4.4 Industry-academia cooperation [p.40](#)



- 5.1 Equal hiring policy and diverse employment [p.46](#)
- 5.c Subsidy of childbirth [p.46](#)



- 8.5 Career development map [p.41](#)
- 8.8 The human rights and LOHAS [p.47](#)

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# Sustainability Strategies and Goals

## 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 and personal growth according to our core concept- putting people first.

## Strategic Goals



## 2022 Performance Overview

### Attracting great talents

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

### Creating a friendly workplace

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

✓ Achieved    ⚙ Ongoing    ✗ Not Achieved

2022 Goal	Turnover rate lower than < 27%	Average hours of training more than 45 hours	Percentage of female management above > 19%
2022 Performance	27.08% We strive to assemble the right mix by fully integrating benefits to best serve our employees.	43.63 hours Sinyi set action plans such as career development plan, credit based system, and diverse learning programs.	20.4% Regulations of recruitment and promotion in Sinyi are not evaluated by genders. We will develop more assistance projects and digital training to achieve equality.
Achieved	✗	✗	✓



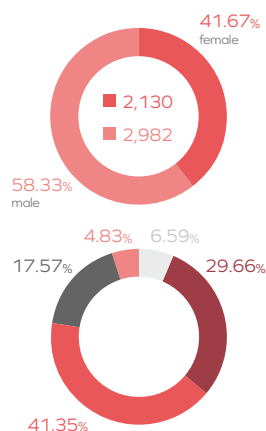
# Labor-employer Relations

Sinyi formulates internal regulations to provide equal job opportunities. In addition, we set principles for positive labor-management relations such as fair salary, evaluation, promotion and benefits. With transparent communication channels, Sinyi would receive opinions from stakeholders to set appropriate strategies.

## Employment Overview

### Diversity of employees

Total amount of Sinyi employees is 5,112 persons in 2022



	Female	Male
Top-level management	2	13
Executive management	10	62
Supervisory management	121	444
Employees	1,997	2,463

Age	Percentage
Under 25 years old (incl.)	6.59%
26-30 years old	29.66%
31-40 years old	41.35%
41-50 years old	17.57%
Over 51 years old (incl.)	4.83%

### New employee hires and employee turnover

For new employees, Sinyi Realty has established a comprehensive onboarding process. This includes a clear introduction to the company, complete training programs, regular feedback and evaluations, and a supportive team environment. Employees are assigned by branch managers to provide one-on-one assistance to new hires, helping them improve their job skills and explore their career needs in order to adapt to the workplace environment. Additionally, supervisors or HR managers conduct exit interviews with departing employees to understand the reasons for their departure. Statistical analysis of the reasons for resignation is carried out, and improvements are made in response to the issues raised by employees. In 2022, Sinyi Realty's overall employee turnover rate was 27.08%, an slight increase from previous years. Sinyi will continue to enhance communication channels to listen to the opinions of employees, assess the competencies required for job tasks, and establish a comprehensive career development roadmap. The company will also enrich its welfare system to create a work environment that meets employees' expectations.

 Sustainability Performance Overview -  
New Hires and Turnover Structure, Turnover Rate by Year p. 91

## Communication Policy

### Employee engagement survey

To obtain employee feedback in a more timely manner and improve stakeholder engagement, Sinyi Realty has gradually adjusted the frequency of surveys. In 2022, the number of respondents was 5,516, with a survey response rate of 75% and an effective response rate of 62%. This represents a 9-percentage-point increase in the effective response rate compared to 2021. Sinyi Realty listens to the opinions of its employees and uses them as the foundation for welfare and policy guidelines. Furthermore, the company conducts year-over-year comparative analysis of the implementation of related initiatives to continuously improve actions that meet the needs of its employees.

### Grievance mechanisms and communication channels

To understand the views from employees with regard to organizational development and to provide an inclusive workplace we have established a range of channels for communications and continually promote their use. In 2022, there is a labor complaint. Although the case was not substantiated by a third-party entity, based on the principle of caring for our employees, an agreement was reached with the employee involved.

#### Grievance Mechanisms

##### Quarterly Labor-management meetings

We set equal representatives of employers and employees as total 16 persons who are elected by all staff.

##### Labor issues and complaints

A complaint which is primarily due to differing interpretations of the labor contract. Eventually, a mutually agreed-upon solution was reached between the employer and employee.

##### Employees' welfare committee

The Committee is set up with a total 28 persons. This figure includes a female members as 16 workers.

#### Communication Channels

##### Founder's mailbox

A total of comments was 162 cases submitted, the issues most related to HR or IT. 100% were resolved with relevant policies being adjusted accordingly in light of workers opinions.

##### Platform for sales and administration communication

#### Internal Creative Communication

##### Ask A-yi Chatbot

To promptly address employees' queries regarding job tasks or organizational policies, Sinyi has developed a dedicated AI assistant called "Ask A-yi Chatbot " an internal service that provides immediate responses to inquiries, saving time and reducing manpower costs. The automated process not only accelerates information processing but also reduces error rates. As the database expands in the future, it will comprehensively cater to employees' needs. In terms of usage, in 2022, A-yi Chatbot answered over 80,000 questions, providing employees with a technological helper that streamlines their workload.



# Talent Cultivation and Development

401

404

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SDG4

SDG5

SDG8

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

## Talent Recruitment

### • Policies

- For salesperson, they receive a guaranteed monthly salary of NT\$50,000 in first six months. Also, Sinyi provided one extra month salary for outgoing employees. A plan for giving them a chance to learn the ropes without worry.
- Diverse Development Opportunities: Sinyi operates worldwide that employees can choose appropriate career path respectively.
- Innovative recruitment: Sinyi holds live broadcast work briefings and focuses on target audiences through various digital channels.

### Campus ambassador project attracted diverse talents

Sinyi recruits students from universities across Taiwan, aiming to familiarize them with Sinyi's corporate culture through quarterly gatherings and relevant training. Simultaneously, the organization engages in actual exchanges to listen to potential talents' perspectives on their careers and proactively align their aspirations. Additionally, students can learn the skills required for the future, and accumulate practical experience in community management.



### • Industry-academia cooperation

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

#### Industry-academia cooperation

Sinyi provides experience in workplace to be a instructor for TOP talent course in universities. To help students realizing what they will meet after graduation. Let them acquire the cross-disciplinary skills needed in the future as soon as possible in the school.



#### 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.

## Training Program

### • New employees orientation

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, mentorships, management orientation, EAP workers assistance, and on-the-job training. With conducting regular surveys and interviews we could implement any adjustment they need. Each newcomer would acquire 43 hours from the coursework, 48 hours of in-branch practical training (including online and offline courses), and an interview with district supervisors for 1 hour (excluding accompanying and observing hours) in total 92 hours.



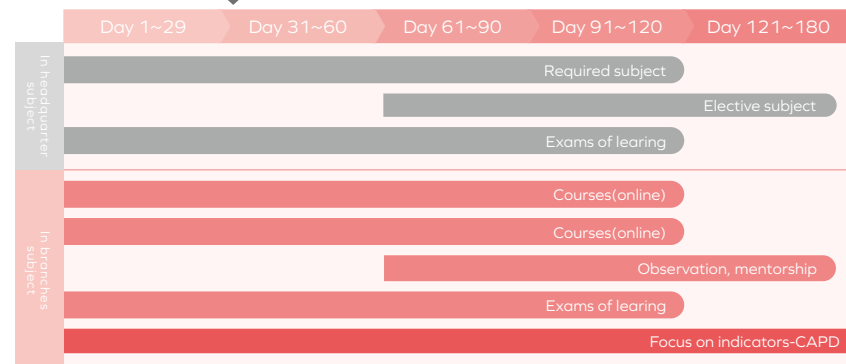
#### From internship to career

While studying at Songshan Vocational High School, I often pondered about my future career path. Through a fortunate opportunity, I learned about a collaborative project between Yunlin University of Science and Technology and Sinyi Real Estate. Joining this program, I entered the world of Real Estate as an intern. The company provided an excellent environment for fresh graduates. Working in sales is allowing me to meet diverse people and encounter various things in different fields. Internship proved to be an excellent way to discover my potential and interests. Each day is filled with challenges, making my life fulfilling.

Tsai Yun Rong | Yun Tech



#### Career Identity (Day 30)





## • 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 2022, there is 43.63 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.

## • 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 enhances social tolerance, enhances self-sustainability, and competitiveness. Sinyi integrates this spirit into the implementation of Sinfu Coin and the additional gains in the implementation of community engagement for getting more job rotation.

## • Training projects

401-1

404-2

405

SDG4

SDG5

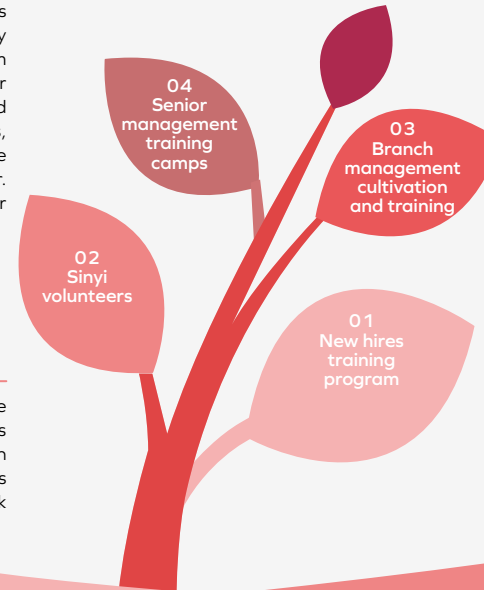
SDG8

### 04 Senior management training camps

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

### 02 Sinyi volunteers-re-learning empathy in service

Volunteer service is one of the alternative training methods Sinyi employs, employees are able to re-familiarize themselves with what service really means. This also gives each member opportunities to learn to look at community affairs with empathy.



### 03 Branch management cultivation and training

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.

### 01 New hires training program

New hires training runs through the business of Sinyi in full, covering business concepts, professional reality knowledge, 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.

## Sinyi training roadmap

Sinyi has been running digital courses for an extended period. In 2022, over a hundred courses were consolidated into an online learning map. Based on the depth of each course, mandatory and elective courses were categorized according to different job levels, following the model of university course selection. The learning map enhances employees' professional capabilities and cultivates a habit of continuous learning. By tailoring the learning content according to job levels, it ensures that business colleagues can serve customers while continuously enriching their professional skills.

Learning is organized in a hierarchical manner, and Sinyi provides corresponding training resources, including hundreds of online and offline courses each year, empowering every employee. For instance, during the probation period and after being promoted to a specialist role, mandatory courses cover topics such as delivering an engaging self-introduction and knowledge related to loans. For managerial positions, there are courses on online community management, land consignment, and knowledge about foreclosure properties. As for project managers, more in-depth courses are offered, such as real estate market analysis. In terms of general courses, all employees can select elective courses based on their own needs and interests. These courses include valuation, urban renewal and revitalization, business presentations, stress management, and oral communication. Upon completion of the courses, employees not only receive credit badges but also have the opportunity to participate in lucky draws, adding a sense of learning enjoyment alongside skill development.



## Reasonable Remuneration and Promotion System

### • Salary and incentives system



#### Sharing the fruits

One-third of Net Profits Shared with Employees.

01



#### Reasonable remuneration

Our full-time employees are 4,590 persons increased 55 employees, and the average salary is NT\$ 1,105 thousand and 12.5% lower than that of 2021. Another data is that our salary median is NT\$ 801 thousand which is 15.13% decreased compared to 2021.

02



#### 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.

03



#### Administrative employees

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

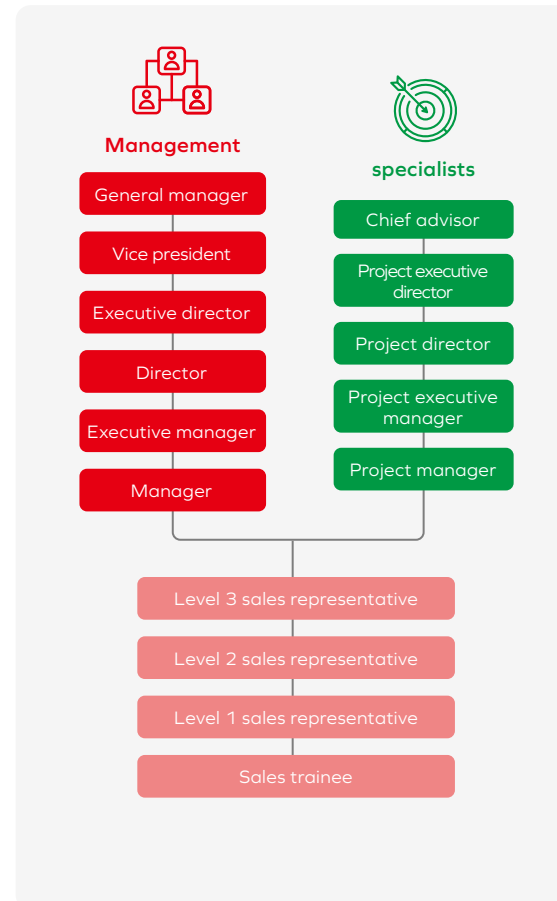
04

### • Performance management

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

### • Promotion system

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



#### Sinyi Gentlepeople

**You don't have to be great to start, but you have to start to be great.**

Sinyi Gentlepeople is a special honor in Sinyi Realty. They are a group of people and representatives of Sinyi's philosophy. They have all three core mindset, so they compose unique and moving stories in their service and life. It can also be said to be a personal representative who has achieved an ESG orientation. In terms of governance, their performance is above average; in terms of society, they have obtained extremely high customer satisfaction externally, and at the same time, they won unanimous praise from colleagues and supervisors in branches; in terms of environment, they actively participate in community engagement service and focus on various sustainability goals. In the future, she will continue to achieve outstanding results in her professional field while also exerting a positive influence on others.

Zhongli Senior High Branch Yeh Hsin-Yu project manager



# Occupational Health and Safety 403 SDG3

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 safety and health management system covers 100%.

## • Occupational health services 403-3 403-6

### Dedicated Happy Health Management Center


Sinyi firmly believes that the key to the health sustainability of a company is the happiness of workers, and that happiness is above all physical and mental health. We hire full-time occupational health nurses to strengthen the existing management platform, and we also broadcast health messages on mobile devices from time to time. Existing suppliers and all workers in Sinyi building enjoy its services. By providing employees with health check-up that go beyond the legal requirements, as well as health consultations, tracking of improvement, vaccinations, and an EAP assistance, we have laid out a plan to practically prevent against illness and to promote healthy living. We also provide health consultation during working hours by a doctor which is also open to suppliers. In addition, Sinyi also uses flexible benefits to increase family health check-up subsidies to encourage workers to pay attention to their physical and mental health. Other services such as vaccination and EAP (In 2022, a total of 260 persons used EAP assistance) are included for workers and their families, so that workers could choose health promotion projects by their needs. We strengthen the management of workers health data under their approval, we deal with these data meticulously especially the privacy of those participating in the project. Employees can inquire more information in the health management system and online health check-up data description, so that the number of users of the system has been greatly increased.

 Dedicated Happy Health Management Center  
<https://csr.sinyi.com.tw/en/employee/workplace.php>

#### Health promotion: Sleep quality improving


To take care of the physical and mental well-being of our employees, Sinyi not only provides health check benefits surpassing legal requirements but also conducts assessments of potential health issues and devises corresponding health promotion programs. In recent years, there has been an increase in the occurrence of sleep problems. To understand the needs of employees and proactively develop strategies, we conducted an assessment of their lifestyle conditions. This will facilitate the provision of tailored programs for their needs, in order to attain our objective of improving sleep quality for our workforce.

#### Supporting healthy plan at workplace post-pandemic




#### 1 Keep sanitary safety policy implementation

- 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.
- Distributing face masks for preventing infection.
- Flexible benefit -Sinfu Coin adds subsidies for sports at home, anti-epidemic supplies, and other related items to continue to care for the needs of employees.
- Vaccination leave provided.



#### 2 Mental health supporting

- Sinyi organized health promotion activities, such as fitness courses, nutrition consultation to encourage workers to actively participate in sports and healthy diet



#### 3 Swiftly changes in work leave measures

- 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.

## • Workplace safety analytics 403-9 403-10

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. Additionally, recognizing the key areas of occupational safety risks as traffic accidents and three-hyper series diseases, Sinyi places greater emphasis on control measures. This includes promoting traffic safety awareness among employees and providing subsidies for safety helmets. Moreover, the Health Management Center closely monitors employees identified as high-risk individuals and implements health programs tailored to their needs. In 2022, there is a total of 2,477 injury days in accordance with numbers of Bureau of Labor Insurance.

 Sustainability Performance Overview: [Accident Statistic](#), [Injury Rate](#), [Lost Day Rate](#), [Absentee Rate](#) p. 93

## Occupational Health and Safety Management System

403-1

403-2

403-4

403-5

403-8

SDG3

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.

 Occupational Safety and Health Committee <https://csr.sinyi.com.tw/en/employee/workplace.php>

### Worker participation, consultation, and communication

#### Occupational Health and Safety Committee

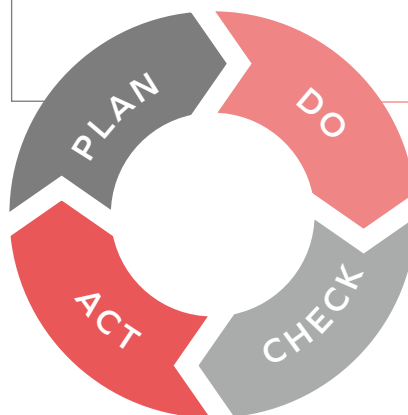
The committee is made up of 7 people, with 4 employee representatives, 57% of the total. The committee meets once every three months.

#### Management and labor council

is a formal meeting for non-management labors always reflect truly needs included occupational health and safety opinions.

#### Mr.Chou's Mailbox & Platform for Workers Communication

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 fire safety awareness and protecting the safety of individuals and groups. We continue to hold training seminars for understanding the correct usage of AEDs and other equipment to look out for.



### Risk assessment and management

To establish an occupational safety risk map, Sinyi follows the Occupational Safety and Health Act, ISO 45001 management system's risk identification, and relevant labor regulations. Through various questionnaires, self-inspections, and multi-directional communication channels, Sinyi evaluates the main risks as three-hyper series disease and traffic accidents. This is primarily due to employees' dietary habits and lack of exercise. Additionally, as 90% of employees work outside the office, the incidence of traffic accidents is higher.

If employees determine that executing a task immediately poses a hazard, they have the right to cease the operation and move to a safe place. They are also encouraged to report the hazardous situation to their supervisor, assisting other workers in avoiding harm. Sinyi's regulations ensure that workers will not face disciplinary action for taking such measures. Sinyi identifies high-risk workers through data analysis and implements tiered actions accordingly as following:

Identification	Risks	Reason	Targets	Specific Actions for prevention	Specific Actions for support	2021 Performance
identified by ISO45001 questionnaires, independent inspections and multiple communication channel.	Three-hyper series disease	Habits and lack of exercise of workers	Health check-up rate above 90%	<ul style="list-style-type: none"> <li>Larger ratio for workout options in flexible benefits</li> <li>Employee-comprised workout clubs, such as baseball teams, basketball teams, and yoga course</li> <li>Providing employees with health check-up that go beyond the legal requirements</li> <li>Set up dedicated happy health management center</li> </ul>	<ul style="list-style-type: none"> <li>Regularly remind employees to take care for their health conditions with their permission.</li> <li>Health consultation during working hours by Taipei Medical University Hospital doctor</li> <li>Coordinating and arranging appropriate duty transfers</li> </ul>	Health check-up rate was 92.8%
	Traffic accidents	our field operation workers is above 90%	Scooter accidents rate decreases 20%	<ul style="list-style-type: none"> <li>Compulsory traffic safety training</li> <li>Disseminating traffic safety in every lesson and announcements</li> <li>Providing field employees with insurance for scooters</li> <li>Subsidies for traffic safety equipment in flexible benefits</li> </ul>	<ul style="list-style-type: none"> <li>Caring for injured workers on a regular basis</li> <li>Coordinating and arranging appropriate duty transfers</li> <li>Providing subsidies for supporting worker's family</li> </ul>	Scooter accidents decreased 13.42%

# Benefits and Retirement Plans

201-3

401-2

401-3

SDG8

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-up, and more.

## Employees and dependents care benefits

■ Legally Required Benefits

■ Benefits provided to full-time employees

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

### Mental

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



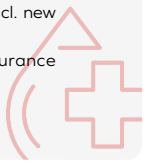
### Financial

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



### Physical

- labor Insurance
- National Health Insurance
- Various types of leave: personal leave, sick leave, maternity leave, paternity leave, menstrual leave, family care leave, marriage leave, bereavement leave, injury leave, special leave, unpaid parental leave, etc.
- Dedicates Happy Health Management Center
- Full-time health management professionals
- Professional masseurs to provide stress-relieving massage
- Group Insurance
- Company-funded Health Check-up (Incl. new hires)
- 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.

Sinyi regards employees as family members and encourages employees have life-work balance. The needs of physical and mental health, family care, lifelong learning, and environment protection are different for individual. Some projects have enlarged the exchange rate to increase the motivation for use, as a result, our fitness item has increased usage compared to 2021.

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



### Employees engagement feedback

Sinfu Coin as a flexible welfare benefit has proven to be truly helpful. It empowers employees with autonomy to utilize the benefits. This not only takes care of the employees themselves but also extends to their family members. It is crucial for their families to feel the thoughtfulness from company, as their support contributes to a stronger sense of identification with the company.

Now, with the "Ensuring the Elderly" program, we can all continue striving with peace of mind alongside the company.

My mother benefits from the daytime care program. It provides a variety of activities every day, creating purpose in her life and fostering more interactions with others. It also helps slow down the process of aging and makes her retirement life more vibrant, similar to attending school. These programs assist employees in taking care of their families, allowing them to contribute to the company without worries, and ultimately create a happy workplace!

Activities from adult day care centers  
Administration Kaohsiung Zheng xiao feng



## 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.
- Labor Standards Act Retirement System: Company pays 6% of each individual's wage into individual pension accounts set up by the Bureau of Labor Insurance. Those who wish to voluntarily pay into their pension accounts can also have a specified amount deducted each month from their pay, which will then be paid into their individual pension accounts with the Bureau of Labor Insurance.
- Labor Pension Act: We planned to have the senior-most managers in each unit show their appreciation to the retiring employees for their service and contribution through the presentation of a souvenir under the Retiring Employees Appreciation Plan.

Retirement Plan <https://csr.sinyi.com.tw/en/employee/diversity-2.php>



# Diversity and Inclusion

405

SDG5

SDG8

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

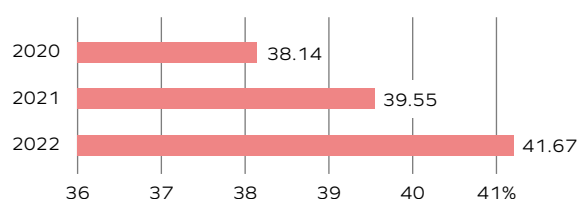
## Diverse Employment

### • Women empowerment 405-1

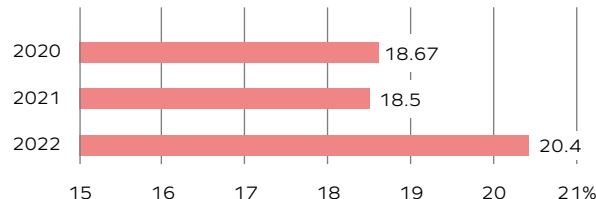
The majority of employees are male because of character of real estate brokers. However, in recent years, the innovative influence brought by female power in interdepartmental communication and diversified thinking has gradually increased. The proportion of female employees and supervisors has continued to grow, and recruitment and promotion are not based by genders.

[Sinyi Stories https://www.youtube.com/channel/UCZFVEvU3Z2F6a7vfDw0CuBA](https://www.youtube.com/channel/UCZFVEvU3Z2F6a7vfDw0CuBA)

The percentage of female employees



The percentage of female management



### • Hiring with disabilities with disabilities 405-1

We strive to provide people with physical or mental disabilities job tasks that suit their capabilities and enable them to make the most of their potential. We also cooperate with Taiwan Lighthouse that works with the visually impaired for massage service. In addition to providing more job opportunities, also their services serve as a way for employees to relieve stress while doing a social good.



### • Post-retirement re-employment 401-3 404-1 405-2 SDG5 SDG8

Sinyi endeavors to create a corporate structure for retired employees who have the will and the ability to continue to work. In our Guidelines for the Rehiring of Retired Employees, we have laid out a system aimed at helping those who have retired but wish to return, providing a mechanism for their rehiring. In this way, even after retirement employees can make the most of their knowledge and skills, helping the company prosper and promoting the re-entry of retired employees into the workplace.

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

## Gender-friendliness

### • 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.

Ratio of basic salary and remuneration of women and men

Types	Total Salary	Basic Salary	Remuneration
Top-level Management (Vice Presidents and Higher)	1 : 1.01	1 : 0.94	1 : 1.08
Executory and Supervisory Management	1 : 1.15	1 : 1.2	1 : 0.95
Employees	1 : 1.23	1 : 1.15	1 : 1.47

[Note] Statistics for those employed for as least one full year as of Dec. 31, 2022

### • Childbirth grants and parental leave

We put in place our Second-Child Grants Program which offers 120 thousand dollars to stimulate the birth rate. From 2013 As of the last day of 2022, a total of 740 employees had applied for these grants. Including first-born children, Sinyi has seen a total of 2,047 new faces join Sinyi family. In line with the Act of Gender Equality in Employment, we provide employees with levels of leave and assistance for pregnancy, childbirth, and parenting as needed. Such parental leave is available for all employees, and applicants can retain their job without pay for a set period and apply for reinstatement above 75%.

<https://csr.sinyi.com.tw/en/employee/diversity.php>

### • 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 2022, the committee received a complaint that did not substantiated. Sinyi identified risks and to avoid similar situations from happening again.

# The Human Rights and LOHAS

2-23

2-24

Sinyi insists on substantive equality and makes it diversified and flexible in the formulation of employment, development, training and other policies, taking care of colleagues of different identities, making Sinyi to be more inclusive and be a strong backing for employees, taking into account the balance between work and family.

## • Human rights risk mitigation

Since the establishment of Sinyi, we has always upheld our "people-oriented" spirit of trustworthiness, recognizing and voluntarily following the "United Nations World Human Rights Declaration", the "United Nations Global Covenant", the "United Nations Guiding Principles on Enterprise and Human Rights", the "United Nations International Labour Organization" and other international human rights protection standards to prevent any violations of human rights. Sinyi treats all workers with dignity and respect by the "Sinyi Realty Human Rights Commitment". There were no grievances reported in 2022.

## • Sinyi human rights protection policies



### Job training included their rights and regulation for new hires

We implemented sexual harassment prevention training, business philosophy camp, lectures on prevention of illegal violence in the workplace, occupational safety series and 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 50,000 persons in 2022.



### Preventing discrimination in recruitment, training, and promotion

To prevent discrimination in our workplace we ask HR department to make sure the workplace policy is properly enforced, workers would be treated equally; moreover, new hires of sales representatives have equal pay. As to promotion, Sinyi promises there is transparent promotion policy.



### Compulsory occupational health and safety training

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



### Keeping workers being physical and mental health and prohibiting forced labor

- Providing EAP program
- Superior health check-up than required
- Health promotion program
- Flexible benefit – Sinfu Coin
- Having flexible working hours to encourage workers get work and life balanced



### The human rights of suppliers

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

Indication	2021	2022
Suppliers Signed sustainability Terms	100%	100%



Sinyi Realty human rights commitment:

[https://res.sinyi.com.tw/investors/uploads/majorinternalpolicies/Human\\_Rights\\_Commitment\\_of\\_Sinyi\\_Realty\\_Inc-en.pdf](https://res.sinyi.com.tw/investors/uploads/majorinternalpolicies/Human_Rights_Commitment_of_Sinyi_Realty_Inc-en.pdf)

## • 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.

## • Shortened working hours for improving work / life balance

### Working overtime management mechanism

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

### Adjusting Attendance Time

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

### Optimizing the Leave System

Major Holidays: Employees are given leave for Chinese New Year, Dragon Boat Festival and Mid-Autumn Festival which are important 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

Sinyi has established the "Employee Club Organization Regulations" and provides subsidies for activity expenses. The Welfare Committee also offers departmental social gathering funds, travel expense subsidies, and club activity expense subsidies, encouraging employees to organize or participate in various leisure, travel, and club activities. Currently, we have formed 125 diverse recreational clubs, allowing every employee to engage in activities that promote physical and mental well-being, cultivate multiple interests, and facilitate peer interaction. Sinyi has been awarded the "Sports Enterprise" certification emblem by the Ministry of Education's Sports Administration for three consecutive times. In addition to numerous sports clubs, including badminton, basketball, hiking, softball, volleyball, yoga, survival games, and core muscle training, all these clubs are voluntarily initiated by employees.



Sinyi Basketball League brings together basketball enthusiasts within company, aiming to provide formal and high-quality basketball events to safely enjoy the pleasure of sports and enhance camaraderie among teams.



Badminton and slow-pitch softball teams are formed by various departments, allowing participants to relax both physically and mentally through the matches. These activities foster teamwork, cooperation, and team spirit. The Welfare Committee also provides quarterly subsidies for club activities, encouraging employees from our company and subsidiaries to engage in legitimate and healthy recreational activities, thereby reducing work and family-related stress.



## Social - Internal 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.

### Material Topics

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

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



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- 4 QUALITY EDUCATION** 4.3 4.4 Sinyi Culture Foundation [p.55](#)  
4.5 4.7 Sinyi School at NCCU [p.56](#)
- 10 REDUCED INEQUALITIES** 10.2 Scholarships [p.57](#)  
10.3 Gung-Ho Project [p.54](#)
- 11 SUSTAINABLE CITIES AND COMMUNITIES** 11.4 Community Building Project  
11.a 11.7 [p.53](#)
- 12 RESPONSIBLE CONSUMPTION AND PRODUCTION** 12.8 ISO 20121 sustainable events [p.52](#)  
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Other Social Engagement	57
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# Sustainability Strategies and Goals

## Core Target and Vision

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

## Strategic Goals






## 2022 Performance Overview

### Integrate internal and external resources and promote together with partners

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

Internal and external resources	We Are ONE / Sinyi Volunteer	Sinyi School	Sinyi Lecture Hall	Gung-Ho Project
Employees engaging	●			
Interdepartmental collaboration	●	●	●	
External partners	●	●	●	●
Capital investment	●	●	●	●

✓ Achieved    ⚙ Ongoing    ○ Not Achieved

2022 Goal	<p>Error rate on Instruction of Real Estate</p> <p><b>0%</b></p> <p>We illustrate Instruction of Real Estate for every client.</p> 	<p>Customer satisfaction rate</p> <p><b>&gt; 91%</b></p> <p>For striving to improve service quality and experience, we only take full marks into counting.</p> 	<p>Cumulative proposal coverage</p> <p><b>&gt; 99.83%</b></p> <p>We are One project</p> 
2022 Performance	<p>Error rate on Instruction of Real Estate</p> <p><b>0.001%</b></p> <p>In the future, if encountering objects with unclear allocation of shares, it is necessary to inform the parties involved in the real estate disclosure document about the situation of uncertain allocation of shares and remind both the buyer and seller to reach an agreement on the land share allocation during the contract signing.</p>	<p>Customer satisfaction rate</p> <p><b>&gt; 91.24%</b></p> <p>representatives leverage digital tools to efficiently help customers fulfill their dreams of homeownership.</p>	<p>Cumulative proposal coverage</p> <p><b>100%</b></p> <p>With Dongyin township in Matsu applied in 2022</p>
Achieved	○	✓	✓



## Protecting Customers' Rights 416 417 418

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.

Action	Target audience	Method	2022 performance
Protection of Personal Identification Discussion	All employees	All employees conduct regular case studies in the first and second half of the year.	A total of 100 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 96%.
Anti-Money Laundering/Combating the Financing of Terrorism Training	Sales representatives and land administration agents	Guide workers of the branch to learn online by means of publicity announcements.	100% complete the online course on advertising compliance.

### • 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. In 2022, a total of 202 cases of non-compliance with operational regulations were identified through internal reviews. One case resulted in a penalty where a real estate agent failed to indicate the brokerage name in an advertisement posted on another website, which violated local government regulations. A fine of 100,000 NT dollars was imposed. Sinyi will enhance training and promotion regarding advertising labeling standards to minimize the recurrence of similar incidents.

### • Guarantee service



Sinyi provided escrow accounts in real estate transactions, guarantee against high radioactive, exposure guarantee against high-chloride concrete, no-leak warranty system for protecting customers' right.



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

### Trusted-based escrow system

In high-value real estate transactions, both buyers and sellers face different financial risks. The concerns over monetary disputes arise after the completion of the property transaction. To address this, Sinyi Real Estate and An Sin Real Estate Management pioneered the 'Trusted-based escrow system' service, which ensures the security of transaction funds. This ensures comprehensive and secure fund transaction management, providing customers with the confidence and security of their deposits. With over 25 years of experience in performance guarantee services, An Sin fully safeguards the security of real estate transaction funds, protecting the happiness and well-being of families.



## Exceptional Service and Innovation

[416](#)
[417](#)
[418](#)

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.

### • Customer satisfaction rate

Sinyi upholds the belief in leading the industry, and continues to explore customer needs. We utilized digital tools for hoping to enable customers to fulfill their property dreams more accurately. In 2022, Sinyi Real Estate conducted telephone surveys with 55,239 customers. We are proud to report that a remarkable 91.24% of the surveyed customers gave us a perfect satisfaction score. This high percentage reflects our ongoing commitment to enhancing service quality and ensuring that our customers can achieve their homeownership dreams with precision.



91.24%  
Customer  
Satisfaction Rate

### • 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.

### • Community engagement echoes the UN Sustainable Development Goals

Sinyi would like to create a positive force that embodies the spirit of benevolence. We have long focused on and deeply cultivated community issues. This initiative is built on Sinyi's long-term systematic strategy and the foundation of building social harmony. The Community Engagement program is a modular community support system, with its activities aligned with the Sustainable Development Goals, contributing to the global pursuit of a united world. We organized activities that align with specific themes, enabling our long-standing community service efforts to resonate in an international language. Through these efforts, Sinyi strives to make a positive impact on the community and shape a society that embodies benevolence. We believe that by actively engaging, we can contribute to the well-being and sustainable development of our society.



### Digitizing our service process

Sinyi has digitalized the documentation process required for buying and selling properties, while also supporting remote signing capabilities. This not only effectively improves the overall efficiency of the property transaction process but also meets the needs for contactless services, carbon reduction, and minimizing paper usage. Through the establishment of a data platform, we integrate service data with historical industry resources and develop AI models to introduce 'AI Intelligent Matching', making the property transaction process more efficient. Additionally, on our website, we have launched a 'One-stop-shop for finding houses/finding mortgages' feature, allowing property buyers to find suitable mortgage banks and search for properties based on their own funds, enabling them to find the right property.



Digital Signature



AI Intelligent Matching



One-stop-shop For  
Finding Houses/  
Finding Mortgages

# Community Building

203-2

SDG3

SDG4

SDG8

SDG11

As a happy group with "people-oriented" spirit, Sinyi is committed to innovative social participation, advocator for sustainability. We gather wisdom from various partners, connect with local community and organizations, and through learning and capacity building with each other, we create greater shared value.

## Community Building Project

2022 marked the 18th year of Community Building Project. With the inclusion of proposals from Dongyin Township this year, we achieved a milestone of 100% proposal rate in all 368 towns and cities across Taiwan. This milestone signifies that the ideals and spirit promoted by the Community Building Project have reached every corner of Taiwan. As a result, Sinyi has redefined its short, medium, and long-term goals to assist more communities in realizing their dreams. In 2022, we received a total of 3,013 proposals received sponsorships. In this year's proposals, we observed that participants deeply felt the importance of linking community transformation with the United Nations Sustainable Development Goals. Nearly 90% of the proposals were able to find connections with the 17 goals and 169 targets, demonstrating their commitment to contributing to global sustainability. We also witnessed the influx of new blood into community initiatives, bringing a greater diversity of concerns and creative proposals. Among the five groups and individuals who received the "First Prize" this year, three of them participated for the first time.



**100%**  
Cumulative proposal coverage rate  
(Goal in 2022 was 99.73%)



**1,000**  
Received more than 1,000 proposals per year for three consecutive years



**4**  
communities bases have been set up across Taiwan to cultivate local talents and form ecological parks

Community Building Project <https://csr.sinyi.com.tw/en/society/community.php>

## Sinyi Real Estate's sustainable actions: saving the earth, grounded in reality

Sinyi's "Community Building Project" joins numerous enterprises dedicated to sustainability. In 2022, we participated in the Sustainable Action Carnival. At the event, we not only showcased the spirit and honored past community sustainability heroes but also invited visitors to align with global initiatives by making immediate action commitments. Together, we strive for a sustainable Earth. Our community partners have deeply felt the importance of SDGs. Their commitment to sustainability extends from communities to society, as they make valuable contributions in areas such as circular economy, cultural sustainability, ecological conservation, and agricultural waste utilization. We have inspiring community cases to share with the public. To make sustainability actions more relatable and engage with the public, we have designed interactive games that demonstrate how small changes in our daily lives can turn individuals into sustainability heroes. Let's embrace sustainability in a down-to-earth way and make a difference together.



## • Taiwan Regional Revitalization Foundation

SDG8.3

In order to make a greater impact, Sinyi Realty formed TWRR, a public-private partnership aiming to revitalize regional economy through job creation in the rural area of Taiwan. We strive to create a comprehensive gateway for inspired entrepreneurs and young business owners in the countryside to access the cutting edge toolkit to develop and manage sustainable and profitable businesses.



For more information: TWRR <https://twrr.org.tw/en>

## • Gung-Ho Project SDG10.3

Sinyi Charity Foundation launched the 'Active Ageing – Gung Ho Project' since 2016 to respond to the challenges of aging society and declining birthrates. We committed to long-term care and support for the elders through creating shared value, empowering elders with their own abilities to innovate and to realize the independence in their life. We encourage the new model of co-creation and cross-generation cooperation, therefore, successfully collected 6,336 ideas as of 2022.



Cumulated creative ideas

6,636

Increased over 1,000 ideas in one year



684

Cumulated number of proposals implemented

### Interview with the winner of Gung-Ho Project

We recruit college students and seniors to participate together in an aesthetics program. During the course, the collaboration between the youth and seniors has sparked unexpected connections.

Participant Sister Yuru has learned how to apply makeup in simple ways. First-year student Baiyun from Taipei Medical University was also drawn to the project because of his grandmother.



### Senior Dreams Project

At the end of 2022, as the pandemic situation eased, we organized a special event for the elderly residents from the Yuanli community in Miaoli and the Wuci community in Taichung. Among the attendees was Grandma Yang, a 79-year-old resident from the Caonan community in Wuci, Taichung. Full of curiosity, she showed a focused and attentive expression during the guided tour. She didn't miss a single detail in the explanations provided by the tour guide and delighted in acquiring new knowledge.





## Business Ethics

[SDG4](#)
[SDG10](#)
[Business Ethics](#)

Sinyi believes that through the investment and promotion of cultural and social education, and collaborate with like-minded partner, we can not only put business ethics and the UN 2030 SDGs into our daily practices, but also can make positive impact and perform corporate citizenship responsibilities.

### Promote Business Ethics Together

Besides the Business Ethics Education Rooted Program initiated by Sinyi Cultural Foundation since 2004, we also partner with the Chinese Business Ethics Education Association from 2009 to make greater impact. We have been holding summer and winter training camps for teachers since 2013, and due to Covid-19, the 2022 summer camp was held virtually.

Using the emerging media - podcast to advocate for business ethics and sustainability. Co-hosted by the chairman of CBEEA, Mr. Shih-Chun Hsu, and the professor Hsiu-Hwa Hu of Ming-Chuan University, we have implemented two seasons for 22 episodes showed the variety of business ethics and sustainability through experts and leaders from different areas. As of 2022, we have received 15,000 persons listened our shows.



#### Business Ethics Podcast

- Apple podcast <https://reurl.cc/EnVedk>
- Spotify <https://reurl.cc/XWYME>

### Business ethics officer for micro enterprises

Sinyi Realty firstly offered 'BEO for micro enterprises', a free, 3-year capacity building program with Sinyi Culture Foundation and SE Insights. Gathering experts from industry and academia to form a group of lecturers to help small enterprises and young people aspiring to start a business to strengthen organizational operations and ethics.

The first year course will teach how to write business code of conduct, articles of associations law compliance, etc. The second year course will share accountability, staff development and pay roll, energy efficiency. And the third year course will share some international regulations such as ISO, financial accountability, and how to write an impact report etc.

For more information: CBEEA <https://csr.sinyi.com.tw/en/society/businessethics.php>

### Business Ethics involved in daily life [SDG4.7](#)

Opened in 2011, Sinyi Lecture Hall promotes business ethics, culture and lifestyle, environmental protection, community care, and stylish living spaces etc., through speeches and volunteers engagement.

The topic of the online sessions adheres to the spirit of sustainability, with the theme of 'online education, art promotion, food viewpoint, architectural design, grass root of Taiwan'. Continue to deepen along the axis of the six series, we uninterruptedly pass along the passion for knowledge. Facing the epidemic, we turned to real-time online sessions. Sinyi Lecture Hall will embrace the uncertainty and constraints posed by the challenging environment, and will demonstrate sustainable resilience via various ways.





#### 環境關懷系列

我要報名

眼到、手到、心到的植物繪畫

植物繪畫是一種兼具科學與藝術的繪畫風格，它的起源與植物學密不可分，古代的植物學書籍...

開課日期：03/17 (五) 19:30 ~ 21:00



#### 幸福家庭系列

我要報名

這招四季常備香料，做出健康美味的養生湯品

女區阿嬌高聲地問到：「你是怎麼做出那些香料的！」殊不知這要從醬子裡，除了精油、糖...

開課日期：02/21 (二) 19:30 ~ 21:00



#### 社區關懷系列

我要報名

酪梨、白千層、豬腳木 怪怪滋味蜂蜜大集合

台灣蜂蜜園，這得著一件趣事，一位非常強調食安與原味的美食家，某日來到一位蜂蜜農家說...

開課日期：03/03 (五) 19:30 ~ 21:00



#### 企業倫理系列

我要報名

企業因應氣候變遷的挑戰

國家面對二氧化碳排放量，不該視為為空氣污染來管理，應該將排碳作為國家對外的大轉型...

開課日期：03/10 (五) 19:30 ~ 21:00



#### 人文生活系列

我要報名

歷史的無限宇宙：從時間、空間與人間，談認識歷史的新方法與新觀點

歷史不是一堆零碎的資料，而是帶著講述者的角度、觀點與詮釋，所以歷史總是隨著時代，不...

開課日期：03/07 (二) 19:30 ~ 21:00



#### 居住空間系列

我要報名

這些空間為什麼會得獎？從國際金獎看設計趨勢

每年國際權威性空間設計獎項都會收到成千上萬件報名作品，在海量作品中，為什麼金獎作品...

開課日期：06/09 (五) 19:30 ~ 21:00

# Industrial Promotion

SDG4

SDG8

SDG10

SDG11

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

Sinyi Realty has published Taiwan Real Estate Almanac since 1996, and published the 27th almanac in 2022. More than 100 copies were freely given to universities, libraries, government official and experts for research purpose.

### 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.

### Digitalization of service process creates efficiency

Sinyi is committed to digital transformation and strives to become the leading brand in the "Residential Lifestyle Industry." Even before the pandemic, Sinyi had proactively embraced digitization by introducing "DiNDON Smart Home Viewing," allowing users to visualize their ideal home through one-click decoration simulation. Following the pandemic, Sinyi continued to promote contactless services and pioneered the "AI Home Talk" feature, providing viewers with more information through an audio-based experience.

In 2022, Sinyi leveraged big data to match housing characteristics with customers' online behaviors, enhancing the accuracy of their recommendation system. This enabled them to precisely identify homes that align with customers' desired price range and location, presenting them with one-click convenience. The upgrade to intelligent recommendations further enhances the buyer's service journey.

For more information <https://www.ncscre.nccu.edu.tw/annual>

## Deepening Industry-Academia Cooperation and professionalism



政大商學院信義不動產研究發展中心  
CNCCU - SINYI Research Center For Real Estate

### Sinyi School at NCCU

In 2012, Sinyi Realty and the NCCU College of Commerce joined forces to launch the business ethics focused Sinyi School. It also manages forward-looking research on real estate, and serves as a reference for policy formulation and a driving force for the healthy growth of the industry. In order to enrich the content of the almanac, we entrust NCCU to be responsible for the compilation work.

### Industry-Academia Cooperation

Sinyi works with a number of schools, setting up internship programs, designing real estate courses, providing speakers, and offering corporate visits. Through this effective integration of resources, we can promote the study and the development in this area. For example, Sinyi School offers both scholarship and intern opportunity for students, who can rotate at different unit within Sinyi Group in 1st year after graduation. Build personal career development through hands-on experience.

### Information Hub

In addition to regularly maintaining and updating policy laws, research reports, market news and related seminars, we issue 'Realty Watch' weekly to provide subscribers with better information and knowledge.

### CNCCU – Sinyi research center for real estate

CNCCU was founded with the initial goal of continuously promoting the development of the real estate industry in Taiwan. With a focus on enhancing the quality of living, the center works in three main areas as following:

1. The center also establishes a research paper incentive program, following the practice of research incentives in universities and business schools, to attract faculty and students to engage in real estate research.
2. Cultivating professionals in real estate and financial management. The center plans to organize practical seminars on real estate and finance topics.
3. Strengthening communication between industry, government, and academia. The center organizes regular professional forums, providing an important platform for industry, government, and academia to exchange ideas.



## Other Social Engagement

203-1

SDG3

SDG4

SDG10

SDG12

CSR is also "seeing the needs in society". With the power of the company, we work together to deliver care to those in need or in trouble. We will continue to connect like-minded groups and to take necessary steps to extend the power of charity, and face new social issues together.

### Care for disadvantaged

#### Dr. Red Nose Program



Sinyi Charity Foundation cares not only about the elderly, but also about the future masters of the country. We support Dr. Red Nose Program since 2016, hoping to bring strength to encouragement through

magic performance to sick children, their families, and the hard-working medical staff. The program begins to expand services to nursing home seniors. In 2022, we operated 49 video interaction and two face-to-face vaccine injection.



people benefitted

5,725



#### Sinyi Scholarship

Since the 921 earthquake, 1999, we have launched Sinyi Scholarship to support earthquake-affected middle schools in Nantou county. Till today, the program continues help disadvantaged students there. Accumulatively, total of 5,637 students, 20 schools were benefitted as of 2022.

#### Environmental Education and Adaptation Strategy to Climate Change

The latest UN report pointed out that protecting biodiversity is one of the indispensable and necessary measures to build climate resilience and ensure that the ecology can support human life. Sinyi echoed the mission of 'The Dr. Cecilia Koo Botanic Conservation Center', and supported 5 species of its '100 Species for Conservation Action'. Besides, we support an ecological rehabilitation park in Changhua 'Hwa-hu bank'. The bank maximizes the benefits of the park, offers ecological education courses from nearby schools and invites the community elders to joint care. Visitors can also learn about the relationship between humans and the environment from the growth of endangered plants, and jointly protect the natural ecology.



#### Planting trees plan

In Taiwan, there are many traditional rural communities where the elders have worked hard to cultivate the land and raise their families. However, as time passes, a large amount of agricultural land remains unused, and these communities are in need of revitalization. To address this issue, Xinyi Philanthropic Foundation, led by Chairman Lin Shin-Ho, selflessly provided the land left by his father to create the "Mr. Hong Crab Memorial Park" and "Mr. Hong Crab Memorial Tree Park" in the Guye community of Tainan. These parks feature extensive tree planting and the development of recreational facilities for the elderly, injecting new vitality into the rural areas. This initiative serves as a starting point, with the hope that the model for rural revitalization can be promoted throughout communities in Taiwan.



In recent years, the issues of an aging population and global warming have received increasing attention. Recognizing the urgency of these challenges, Chairman Lin Shin-Ho decided to dedicate a piece of land for tree planting, aiming to contribute to slowing down the pace of global warming. Although it may be just a small piece of land on Earth, every effort counts. Thus, the "Mr. Hong Crab Memorial Park" and "Mr. Hong Crab Memorial Tree Park" were established, not only caring for the environment but also actively developing the community and creating more job opportunities. In the face of an aging society, the community aims to provide residents with a sense of security, a place to retire with peace of mind, and opportunities for active aging.





## • Sinyi Volunteers

By participating in volunteer activities, employees promote engagement and team cohesion, fostering stronger team relationships and enhancing cooperation and communication skills. This contributes to creating a positive work environment and boosting employee morale. During these activities, employees have the opportunity to learn leadership, problem-solving, and interpersonal skills. These skills not only benefit their roles within the company but also have a positive impact on their personal growth and professional development. The community receives valuable support through these activities, and employees gain a sense of achievement beyond their work, while also increasing public recognition and identification with the company. Although the COVID-19 pandemic has limited the number of activities, we believe that as the situation improves, employees will actively engage. In 2022, a total of 210 Sinyi volunteers participated, providing 1,750 hours of service.

### Volunteer activities

In response to climate change and sustainable initiatives, Sinyi Real Estate not only continuously introduces green innovative services to reduce carbon emissions but also collaborates with Changhua Tree Bank to create a green ecological base and protect endangered species. Internally, the company encourages employees to engage in environmental conservation and serve as ecological sustainability volunteers. Sinyi Real Estate mobilized 40 elite sales colleagues, including members of the Sinyi Gentlemen and outstanding store managers. They visited Changhua Tree Bank to participate in the release of the world's largest moth species, the Atlas Moth, and the planting of Taiwan's native species, the Cinnamomum kanehirae. From a barren orchard, Changhua Tree Bank has now become home to over 400 diverse species. It is not only the only tree bank in Taiwan but also the first private organization to assist in plant conservation through collaboration with the Guanyin Plant Conservation Center. Currently, the park not only conserves five endangered plant species but also actively restores Taiwan's native tree species such as Cinnamomum kanehirae and the Atlas Moth.



## Social Investment

[203-1](#)
[SDG3](#)
[SDG4](#)
[SDG10](#)
[SDG12](#)

Corporate social responsibility is also "seeing the needs of society". With the power of the enterprise, we will work together to deliver care to those in need or in distress. In 2022, all parts of the world will continue to be impacted by the new crown pneumonia epidemic and the intensification of climate change. We will continue to connect like-minded public welfare groups around the world and take necessary actions to extend the power of public welfare without interruption and jointly face social issues.

• We referred to the structure and calculation method of LBG to get our social input and output in 2022.



NT\$  
**78.75M**  
cash invested



more than  
**10,000**  
communities or  
organizations contacted



more than  
**20,000**  
Person times of  
employees joined



more than  
**80,000**  
person times  
benefitted



About NT\$  
**10.24M**  
human capital  
invested



# 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 sustainable development.



## Material Topics

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

## Corresponding to the Sustainable Development Goals (SDGs)



 SDGs Content Index [p.110](#)



4.3 Director training [p.64](#)



8.2 Digital resilience [p.69](#)  
8.4 TCFD [p.69](#)



12.6 Management of the Sustainability Report [p.62, 65](#)  
12.8 Sustainability promotion [p.62](#)



13.3 Climate-related risk [p.69](#)

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# Sustainability Strategies and Goals

## Core Target and Vision

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

## Strategic Goals



## 2022 Performance Overview

✓ Achieved
⦿ Ongoing
✗ Not Achieved

	Optimizing Corporate Governance Practices	Transparency, Integrity and Compliance
2022 Goals	Refining the Board performance evaluation Regular performance reviews	Refining corporate governance Implement information transparency
2022 Performance	Complete the Board performance evaluation 2022 Self-performance evaluation by the Board of Directors and functional committees	Strengthen governance measure Strengthen information transparency
Achieved	✓	✓

# Sustainable Governance

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

## Corporate Vision: "Be the leading brand in the residential lifestyle services."

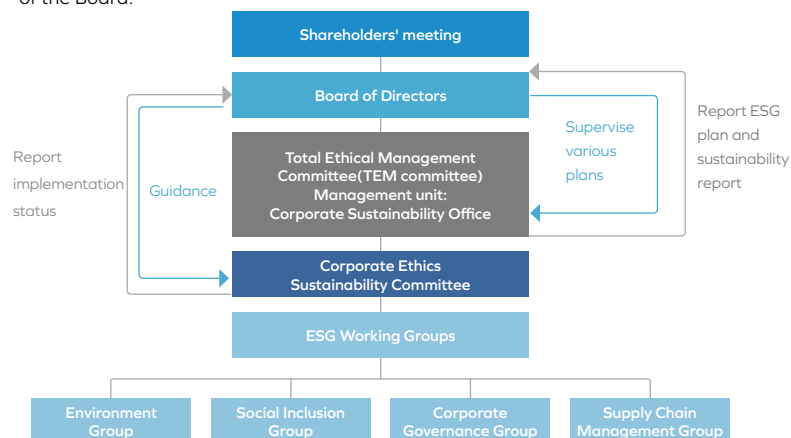
2-11 2-12 2-14

Each year, the Board of Directors sets out a grand strategy for the coordination of the various interests of our stakeholders, provides important guidelines for all aspects of sustainability management. The long-term direction toward sustainable development pursued by this company, as set down by Founder Mr. Chun-chi 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 senior management jointly set the corporate vision: "Be the leading brand in the residential lifestyle services."** Then, the Total Ethical Management Committee (TEM committee) has worked to transform this vision into long-term and mid-term 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

2-9 2-11

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



The complete company organization chart, and the committee membership list, please refer to "Governance Structure" of Sinyi sustainability website.

## Responsible Unit for Sustainable Affairs: Total Ethical Management Committee

2-12 2-14

### Regularly Review ESG Strategy and Performance

**The Total Ethical Management (TEM) Committee is the highest ESG promotion unit in Sinyi Realty**, it is convened by the Directors and the Chairman, with the members drawn from senior management, including the General Manager, C-Suites, the Vice General Manager of staff, and the Vice General Manager of sales. Its goal is primarily to coordinate and review the company's ESG and SDGs performance and progress. 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 at least once every half year and whenever otherwise convened, to discuss material issues. The TEM committee is managed by Corporate Sustainability 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/manage ESG impacts, risks, and opportunities.
4. Hold ESG performance and goal fulfillment reviews **every half year**.
5. Compile CS reports and provide it 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 senior management who is responsible for identifying risk issues, discussing then, and undertaking 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.

## Corporate Ethics Sustainability Committee

In 2021, the Corporate Ethics Sustainability Committee has been established, mainly to propose the action pillar and direction of operation and social creation that can lead the direction of resource investment and have a consensus. The purpose is to unify and connect Sinyi's efforts in business ethics, corporate social responsibility, and sustainability development. It will create and form the synergy of the integration of organizational resources, and implement the practice of Sinyi's business mission "Sinyi people → Sinyi company → Sinyi society."

Regular meetings are held **every month** to discuss the development and implementation of ESG projects.

A total of 11 meetings have been held in 2022.

## Committee Functional Working Group

Under the Corporate Ethics Sustainability Committee, we set up functional working groups. The manager of responsible departments takes up leader of each working group, and implements the sustainable projects approved by the TEM Committee, Corporate Ethics Sustainability Committee, and the Board of Directors. Each group will hold meetings or carry out projects irregularly according to different topics.

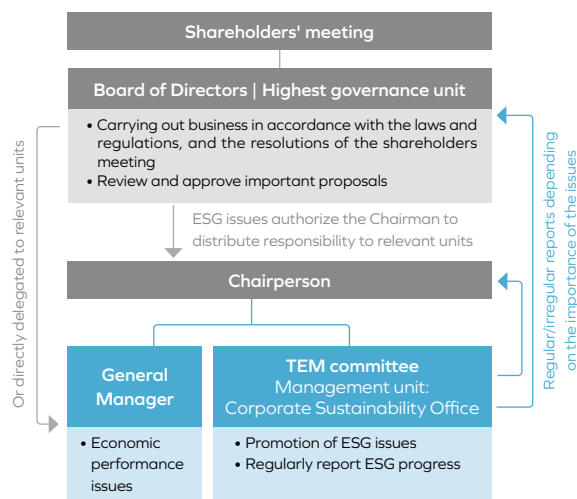
## Sustainability Assessment, ESG Performance and Management

[2-9](#)
[2-12](#)
[2-13](#)

The Board of Directors is the highest governance unit of the company. In addition to carrying out business in accordance with the laws and regulations and the resolutions of the shareholders' meeting, the company's strategic plans, annual financial reports and quarterly financial reports, evaluation of the effectiveness of the internal control system, the appointment (dismissal) of accountants, and the appointment and removal of managers, etc., must be approved by the Board of Directors.

Through multiple regular and irregular meetings over the course of the year, the Board of Directors entrusts the Chairman with the duty to distribute responsibility for economic, environmental, 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 and supply chain management issues, 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.

**The TEM Committee reported to the Board on Sinyi's ESG situation including the implementation of the company's ESG with regard to all stakeholders in 2022 and putting forward a plan for 2023.**



## Management of the Sustainability Report

[SDG12.6](#)

The TEM committee coordinates the direction of the sustainability report, and the Corporate Sustainability 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 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.

### 01 Prepare the content of the report

- Each operating unit writes quarterly and annual plans, proposing its strategic goals and achievement status
- The Corporate Sustainability Office consolidates and decides on the report method and content

### 02 Review and finalized report

- TEM committee working group
- Heads of units

### 03 Internal audit

- Board of Directors review performance and strategic goals
- The audit unit reviews the reliability of relevant information and compliance with relevant regulations.

### 04 Verify

- External independent third-party unit

[About This Report p. 9](#) [Verification statement](#)

## Sustainability Promotion

[SDG12.8](#)

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

Item	Sustainable Activities	Purposes
Sustainable promotion speech	<ul style="list-style-type: none"> <li>Founder's speech</li> <li>Monthly meeting sharing</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable philosophy sharing</li> </ul>
Sustainability training and meetings for managers at all levels	<ul style="list-style-type: none"> <li>Committee meeting</li> <li>Manager training course</li> </ul>	<ul style="list-style-type: none"> <li>Formulate sustainable development direction and goals</li> </ul>
ESG team knowledge advancement	<ul style="list-style-type: none"> <li>ESG course / seminar / forum</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable development experience sharing</li> </ul>
Employee sustainability training	<ul style="list-style-type: none"> <li>Internal courses / volunteer events</li> <li>Lecture or workshop</li> </ul>	<ul style="list-style-type: none"> <li>Promote corporate culture and basic knowledge of sustainability</li> </ul>
Social influence	<ul style="list-style-type: none"> <li>Host / Co-organizer by Sinyi: Visit / Lecture/ Seminar speech / Workshop</li> <li>Sustainability Interaction between academic-industry-government</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder engagement</li> <li>Influence policy</li> </ul>

### C.R.E.A.T.E. workshop

Arranging regular customized training courses, using design thinking methodology, and assisting colleagues to develop ideas across domains, which will effectively combine the advantages of the group and take into account the expectations of various stakeholders, so as to produce sustainable solutions that lead the industry in creativity and feasibility.





# Board of Directors' Structure and Operation

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## Board of Directors' Operations

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We convene meetings of the Board of Directors **on average once every months, to review business performance, discuss important strategic issues and critical concerns, including economic, environmental, and people impacts, risks, and opportunities.** After decisions taken at meetings to identify the appropriate unit to be tasked with handling the issue at hand, a follow-up report on progress made is presented to the Board at the next meeting. Reportable and resolution matters regulated by laws and regulations, such as important financial business reports, audit reports, business plans, financial reports, etc., are submitted to the Board of Directors each time in accordance with regulations.

**The conference unit of the Board:** Provides information and reports on motions to each member of the Board for reviews ahead of meetings to facilitate understanding of whether said motions touch on stakeholder interests and to remind those involved to recuse themselves where appropriate.

**The Chief Corporate Governance Officer:** Be established and approved by the Board of Directors, responsible for the arrangement of the schedule and agenda of the Board of Directors meetings, the planning of Directors' training, the provision of information during or outside the Board of Directors meetings, and the regular and irregular information notifications to Directors, etc., regarding the operation of the Board of Directors and corporate governance related issues, the Chief Corporate Governance Officer are all be able to appropriately assume the due responsibilities.

**Communication of critical concerns:** According to the materiality of financial or topics, report to the Board critical concerns that have a significant impact on operations. The Board will supervise management measures and performance, and indicate strategies and directions for critical concerns, so as to assist the company in creating long-term value.

**(1) Financial materiality:** The company and its subsidiaries have submitted proposals to the Board for resolutions on securities or real estate investments exceeding NT\$50 million. In 2022, there are a total of 4 cases.

**(2) Significance of the topic:** The results of the greenhouse gas inventory are reported to the board of directors on a quarterly basis, with a total of 3 times in 2022. In addition, the audit office also reports the results of major risk assessments on a quarterly basis, 3 times in 2022. Regarding key issues such as sustainable development, honest management, information security, intellectual property management, investor relations, and major litigation cases, they reported to the Board of Directors before the end of the year, with a total of 6 cases. In addition, in 2023, a report of whistleblowers reporting misconduct will be added to establish a correct corporate ethics culture, prevent malpractices from daily operations, and implement corporate governance to ensure the company's sustainable development.

### Board of Directors

- Review business performance
- Discuss important strategic issues and critical concerns

#### The conference unit of the Board

- Follow-up the progress of proposals
- Avoidance from conflict of interests by the Directors

#### The Chief Corporate Governance Officer

- Arrange Board meetings
- Plan Directors's training
- Update information to the Board of Directors

#### 2022 Board Meetings

- Convene meetings on average at least once every month
- A total of 14 Board meetings have been held in 2022**
- Average attendance rate: 97%
- More than half of the Independent Directors are present

- Resolutions of Board of Directors Meetings: [2022 Annual Report p. 3-139~3-149](#)
- Implementation of the avoidance from conflict of interests by the Directors: [2022 Annual Report p. 3-27~3-28](#)

## Board Structure and Mechanisms

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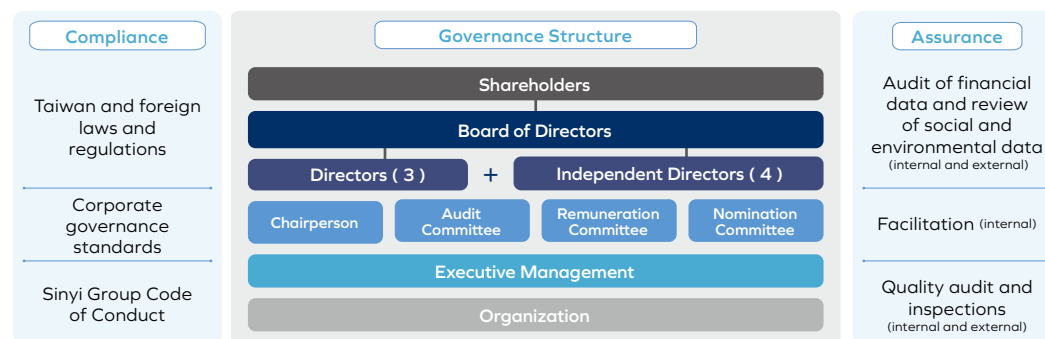
2-15

The current 14th Board of Directors has a total of seven seats (term of office: 2022/5/19-2025/5/18), which are composed of three general Directors and four Independent Directors; Independent Directors make up over half of all seats. In addition to the various Directors having their own particular specialties, over half the Board, that is, the Independent Directors, ensure that the proceedings remain objective and independent. Furthermore, standards are set for the professional knowledge, skills, experience, diversity of backgrounds including gender, and independency required for board members and senior executives. In addition, An-Sin Real Estate Management Ltd. (An-Sin) is responsible for handling Sinyi's escrow services and collects intermediary service fees from clients on behalf of the company. Upon completion of the transaction, the service fees are transferred to Sinyi. The company's natural person directors hold a 3% equity of An-Sin, and is at no risk of concentrated conflicts of interest.

Among the 7 Directors, there is one female Independent Director, accounting for 14%. The current Independent Director, Ms. Yi-Li Lee, who is under the age of 50, will provide us more innovative and fresh ideas, and is able to provide suggestions for rigorous risk management from her experience working in foreign bank, thus contributing to the diversity of the Board. In addition, the company selected Mr. Chih-Wei Wu, who has experience in real estate development, as an independent director in 2022. With his high supervision standards and practical experience in the construction industry, he will benefit the growth of Sinyi's subsidiary of real estate development. Sinyi fully trusts and respects the participation of Independent Directors, thus forming a positive Board operation culture.

Having been served in the sales and staff divisions of the Company with complete qualifications, Director Ken-Yu Chou is familiar with real estate brokerage business, data application, etc., and has also devoted himself to the Company's digital transformation plan in recent years. He was elected as the Vice Chairperson by the Directors in 2022.

Vice Chairperson Ken-Yu Chou and Director Chun-Chi Chou are also the top ten shareholders of the Company.



List of the Directors of the company's 14th Board and concurrently hold positions in other companies, please refer to [2022 Annual Report p. 3-5~3-6](#)

List of key shareholders (The top shareholders in terms of shareholding ratios), please refer to [2022 Annual Report p. 4-2](#)

## Functional Committees

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The functional committees such as the Audit Committee, the Remuneration Committee and the Nomination Committee jointly participate in relevant decision-making on issues related to economic, environmental and social impact. The major proposals for the Board of Directors must be reviewed and checked in advance by the functional committees, and the quality of the Board's resolutions has also been strengthened by this initiative.

For a detailed introduction of the committees, please see the "Functional Committee" of Sinyi sustainability website.

The annual material information, please refer to [Market Observation Post System](#) (stock code: 9940)

Advanced study for the Chief Corporate Governance Officer

# Board Member Compensation and Sustainability Performance

## Compensation and Sustainability Performance: "Long-term Value Contribution Rewards"

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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 of business and staff. In addition to their fixed salaries, senior sales managers are also eligible for performance bonuses calculated based on performance indicators. To align the performance of senior executives with the company's sustainability vision and strategic objectives, the sustainable operation goals are flexibly incorporated into the KPIs and considered as an integral part of the evaluation criteria. This ensures that changes in compensation have a tangible impact on driving sustainable outcomes.

**Remuneration norm:** To encourage them to work toward sustainable corporate development, not only are senior managers rewarded for their short-term performance, but we also **place an even greater emphasis on their long-term contribution of value** through things such as cultivation 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 accomplishments. Interactions on this report will help the Board gain a deeper understanding of the operating strategy as employed by the manager, their particular skillsets, and the results of implementations of their strategies, in order to facilitate effective feedback and to accomplish the goal of cultivating leaders.

### Dimensions of Evaluations:

Value creation dimensions	Continuous talent development	Improve service quality	Improve processes and systems	Take corporate responsibility
Presentation oriented	<ul style="list-style-type: none"> <li>Attitude</li> <li>Implementation</li> <li>Achievement</li> </ul>	<ul style="list-style-type: none"> <li>Attitude</li> <li>Implementation</li> <li>Achievement</li> </ul>	<ul style="list-style-type: none"> <li>Improvement</li> <li>Innovation</li> <li>Achievement</li> </ul>	<ul style="list-style-type: none"> <li>Corporate governance</li> <li>Business commitment</li> <li>Social inclusion</li> <li>Environmental protection</li> </ul>

### Structure of Performance-linked Remuneration

	2020	2021	2022
Fixed Salary (Monthly)	41%	37%	50%
Variable Compensation (Including long-term contribution of value bonuses)	59%	63%	50%

The Remuneration for Senior management, please refer to appendix "Sustainability Performance Overview" p. 88

For further details, please refer to 2022 Annual Report p. 3-20~3-22, 3-24~3-26

## Remuneration Mechanism for the Board of Directors

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Our **disclosure of Individual Director's remuneration in the annual report and reported in Annual General Shareholder Meeting**, which goes well beyond the requirements of the law. The director compensation is comprised of salaries, director remunerations, and allowances, etc. To ensure the effective implementation of sustainable management, our company incorporates "ESG action" as a key consideration in the board's performance evaluation criteria. This is to reinforce the linkage between sustainable performance and director remuneration.

**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 participation and value of contribution to the company's operations; the value of such remuneration is to be authorized by the Board of Directors." Non-Independent Directors did not receive salary.

**Director remuneration:** Link with the company's profit and operating performance, the Director remuneration are variable. In accordance with Article 20 of the charter, as not more than 1% of annual profits shall be set aside for their remuneration. Among them, Director Chun-chi Chou did not receive director remuneration.

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

The Directors' remuneration please see appendix "Sustainability Performance Overview" p. 86~87

For a detailed description of Directors' remuneration, please refer to 2022 Annual Report p. 3-17~3-19, 3-23~3-24

Sinyi sustainability website: [Process for Determining Remuneration and Stakeholders' Involvement](#)

## Performance Evaluations of the Board of Directors and Functional Committees

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We have set out the "Regulations on Performance Evaluation of the Board of Directors" and disclosed them in the Investor Relations website.

**Internal self-evaluation:** We conduct 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 conference unit of the Board conducts 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, conduct on-site 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 2022, 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."

The performance evaluation results please see "Board Members" of IR website.

## Director Training

2-9

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SDG4.3

We organize courses on economic, environmental, and social issues relevant to our operations to boost our Directors' professional capabilities. We have also joined the Taiwan Corporate Governance Association's Association of Directors and Supervisors, using the TCGA's publications and courses to gather relevant knowledge. The company also issues regular announcements to Independent Directors on revenues and other industry information. It also provides as occasional notices on economic, environmental, and social issues pertaining to the company to help ensure that our Independent Directors are up-to-date. Self-evaluations of Independent Directors are gathered annually to reinforce company system according to their feedback. In order to arrange the Director training courses, we will first understand Independent Directors' needs, and arrange relevant courses in line with the annual strategic development directions.

The Director training status please refer to "Board of Directors" of Sinyi sustainability website.

# Information Disclosure and Transparency

## Protecting Shareholders' Interests, Promote Shareholder Activism

The primary principles of sound corporate governance mechanisms are the protection of shareholders' interests and the fair and equal treatment of all shareholders. Protecting the interests of our shareholders has always been one of the company's greatest concerns, and while the company's equity is relatively concentrated, in addition to maintaining close contact with major shareholders, we spare no effort in protecting the interests of shareholders as well.

 The 10 major shareholders, please see [2022 Annual Report p. 4-2](#)

### The Rights that Our Shareholders Enjoy

✓ The right to make proposals at and convene provisional shareholder meetings

✓ Rights of share disposition and application

✓ The right to nominate Directors and veto Board decisions

✓ The right to knowledge of the company's situation

### Disclosure of Information Beyond Legal Requirements

Shorten the timeline of financial information announcement. The shareholders' meeting was held in advance to stagger the time, and the shareholders' meeting notice and the Meeting Handbook were released in advance to let external shareholders know about the relevant issues as soon as possible.

Sinyi's practices	Regulatory / legal requirements
Revenue announcement completed before 10th of each month	Announced within 10 days
Quarterly Reports completed within 30 days	Completed within 45 days
Annual Reports completed within 2 months	Completed within 3 months
Shareholder meetings held by end of May	Held by the end of June
Disclosure of Directors' individual salaries	Disclosed pay grade only
Upload the Annual Report and Meeting Handbook to the Market Observation Post System 18 days and 21 days before the shareholders' meeting	Upload the Annual Report 7 days before the shareholders meeting, and upload Meeting Handbook before 21 days

### Strengthen ESG Disclosure SDG12.6

TCFD

Disclosed climate-related response, and passed conformity check process, the maturity model is Level 5+: Excellence grade.

SASB

Disclosure of financial materiality and usefulness of investment decisions, and passed third-party verification.

GRI

Early adoption of GRI Universal Standards 2021.

Renamed Sustainability Report

Third party verification

### Strengthen Transparency

We continue to improve our information disclosure communication channels so that external shareholders can learn important information of the company in real time or in advance, so as to protect shareholders' rights and enhance transparency.

**Optimize the user experience of the investor relations website:** Continue to adjust the friendliness of the webpage to improve the convenience of investors' browsing and use.

**Increasing the rate of information disclosure in English:** Material information is published in both Chinese and English, and stakeholders can obtain instant information through the Market Observation Post System, investor relations websites, and sustainability websites. Financial reports, quarterly reports, annual reports, and sustainability reports are announced simultaneously in Chinese and English.

**Improve the quality of disclosure of non-financial information:** Annually issue a sustainability report to disclose non-financial information, and provide more timely information on the Sinyi sustainability website. The quality of the report disclosure is ensured through third-party assurance and ISO verification, and outstanding achievements in domestic and international sustainability report competitions, it proves that the quality of our report's disclosure has been affirmed by all parties.

**Increase the frequency of online Investor Conferences:** Held on quarterly basis.

**Change the format of shareholders' meetings in response to COVID-19:** To maintain the limit of people for gatherings, except the main meeting room, we planned 5 separate rooms, and set up synchronous online equipment for shareholders to participate in the meeting and vote.



## Processes for Consultation between Stakeholders

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Stakeholders may also communicate through internal or external channels with the Board of Directors or the responsible units that are relevant to their considerations of economic, environmental, and social issues. To this end, we have drafted the Rules for Comments and Complaints to the Audit Committee by Stakeholders, with any issues being reported to relevant units by stakeholders then being followed up on and reported to the Board as appropriate to their materiality.

Set up the "Audit Committee Complaint and Suggestion Mailbox" ([auditcommittee@sinyi.com.tw](mailto:auditcommittee@sinyi.com.tw)) as a communication channel between employees, shareholders, other stakeholders, and the Audit Committee.

 For more information, please see the [Stakeholder Engagement](#) section p. 24

### Intellectual Property Management Plan

We continue to strengthen the management of intellectual property rights, using patents and trade secrets as the main protection mechanism, and linking the company's business strategies to deepen corporate governance and enhance competitiveness. The company formulates an intellectual property management plan, which is implemented by a dedicated unit, and reports to the Board of Directors every year the implementation of the intellectual property management plan for the current year, as well as improvements in the coming years.

 For more information, please see "Corporate Governance Implementation" of IR website.

## Measures for the Board of Directors to Deepen ESG

**Building a "Zero Carbon Island":** Sinyi Realty purchased Mengalum Island in Sabah, Malaysia, and plans to build a "net-zero island." The development of natural ecology and tourism are equally important, so the company actively investigates the surrounding marine ecology and conducts land and sea flora and fauna Restoration plan. In addition, in December 2022, the Board of Directors approved the acquisition of part of the coastal land located in Kg. Pengalat Besar, Sabah, Malaysia, for the development of sightseeing and tourism. After development, it will be able to carry out overall development planning with the Mengalum Island that the company has purchased. The most important thing at present is to restore the ecological environment such as coral reefs, sea turtles, and forests, and a zero-carbon-emission island will be created to achieve the goal of "Sinyi Realty's 2030 net-zero emissions, and Sinyi Group's 2050 net-zero emissions."

**Strengthen the sustainability supervision of the Board of Directors:** In response to the impact of climate change and international concerns about sustainability issues, according to the "Sustainable Development Roadmap for Listed Companies" stipulated by the Financial Supervisory Commission, the company report the implementation progress of greenhouse gas emissions to the Board of Directors on a quarterly basis from Q2 2022, to strengthen the responsibility for sustainable development.

**The Board of Directors supports public welfare activities for long-term:** Establish a society of Co-existence, Co-prosperity, and Co-creation. Sinyi support "We are ONE" project to assist individuals or groups who are interested in promoting community building to thrive. Sinyi also funded the Taiwan Regional Revitalization Foundation, through people-oriented spirit, combined local creation and innovation, we aim to revitalize local industries, create employment and promote population return, and to achieve a balanced Taiwan. Moreover, Sinyi funded Sinyi School of National Chengchi University, continuing to promote business ethics through education, research and professional practices. Together with our partners from the industry, government, and academia, we work hand in hand to promote the implementation of ESG.

**Director's insurance:** Complete the 2022.07-2023.07 Director's insurance, and ask the insurance company to attend the Board meeting to explain.

**Continuously provide independent directors with real-time company-related information:** Including major decision-making information, important market instant news, etc.

## Internal Control System

The internal control system measures were formulated and approved by the Board of Directors in accordance with the "Regulations Governing Establishment of Internal Control Systems by Public Companies" to promote Sinyi's sound operation.

According to its operational risk identification results, each management department establishes an effective internal control system and regularly implements the self-assessment of the internal control system for self-supervision. By doing so, each management department can review and correct errors immediately to ensure the continued effectiveness of the internal control system. The company's operating characteristics, operating process requirements, and operating cycle determine how the internal control system and related operating measures should be established. For example, sales and collection cycles, acquisition and payment cycles, payroll and personnel cycles, investment cycles, financing cycles, real estate and equipment cycles, control in computer data processing operations, and management control operations.

## Prevent Insider Trading

In order to establish a good internal important information processing and disclosure mechanism within Sinyi Group, to avoid improper leakage of information, and to ensure the consistency and correctness of information published to the outside world, to strengthen the prevention of internal transactions, we have formulated the "Procedures for Handling Material Inside Information" as follows:

**Notification of transfer of shares held by insiders:** The Finance Department regularly sends notices every month and requires insiders to report changes in shareholdings.

**Education training:** At least once a year, the Directors, managers and employees shall be subject to a training session on "Procedures for Handling Material Inside Information" and related laws and regulations. For new Directors, managers and employees, educational advocacy is provided within 2 months after taking office. In response to the pandemic, physical courses for insiders have been converted to online compulsory courses.

**Regular Intranet compulsory training:** At the beginning of each month, Sinyi's intranet system automatically displays a pop-up window that reads "important organizational announcements." Employees must read them item by item to check them off before continue using the computer. The content includes the definition of important internal information, confidentiality operations, and penalties for and handling insider trading violations.

 Measures to prevent insider trading

## Corporate Tax Contribution

201-1

Sinyi Realty has always paid taxes honestly. In 2022, the tax amount paid was NTD \$ 762,835,010 (including various taxes, Business Tax, and Profit-seeking Enterprise Income Tax), accounting for 7.57% of its revenue.

Category	Description	Amount (NTD\$)
Business Tax	January to December 2022	448,432,056
2022 Profit-seeking Enterprise Income Tax	Tax payable in 2022 (20% tax rate)	279,908,481
Tax on undistributed earnings of year 2021	Tax payable in 2022 (5% tax rate)	0
Various taxes	House Tax, Land Value Tax, Stamp Tax and other taxes in 2022	34,494,473
Total		762,835,010
Individual Operating Revenue in 2022		10,077,629,692
Percentage of Revenue		7.57%

 The Tax Governance Policy



# Ethics and Integrity

## Declaration on Integrity and Transparency

2-23 2-24 Business Ethics

### • Sustainable Development Strategy and Code

To put our ethical behavior and integrity management into action, and in line with Sinyi's sustainable development goals, we established the "Sinyi Realty Inc. Ethical Corporate Management Best Practice Principles," "Sinyi Realty Inc. Sustainable Development Best Practice Principles," and "Sinyi Group Code of Conduct," which enable our employees to have clearer directions when interactive with stakeholders.

For more information on the strategy, policy and principles, please see "Policies and Principles" of Sinyi sustainability website

For the policy approval process, please refer to the 2022 Annual Report p.5-34

### • Human Rights Policy and Commitment

Sinyi has always upheld our "people-oriented" spirit of trustworthiness, recognizing and voluntarily following the international human rights protection standards to prevent any violations of human rights. Sinyi treats all workers with dignity and respect by the "Sinyi Realty Human Rights Commitment".

Sinyi human rights protection policies p. 47

Conduct ESG audit to confirm suppliers compliance with human rights and OHS p. 73

2022 Annual Report p. 3-107~3-110, 3-119~3-120

### • Integrity Policy Management

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

## Managing for Organizational Integrity

Sinyi Realty regards integrity and fairness as the core values of business ethics, in line with our motto: "Sinyi begins with trust and ends with perfection," practices all aspects of integrity management, implements and promotes business ethics and strengthens our business philosophy.

**Founder's philosophical guidance:** The large monthly meeting at the beginning of each month is guided by the Founder, Mr. Chun-chi Chou.

**"Ethics in Action" project:** The Chief Ethics Officer launches the project and integrates the concept of ethics into the daily work of employees.

**Discussion of business philosophy:** All employees conduct monthly discussion and share how to implement the business philosophy in daily work.

**Code of Conduct training:** We conduct regular training through the company's internal website, proclaiming the "Sinyi Group Code of Conduct" must first "treat customers with integrity."

**Conference counseling at all levels:** Includes department manager training seminars and meetings, daily meetings of branches and staffs, or individual counseling on weekdays.

**Education and training at all levels:** Integration of the Sinyi philosophy in all training courses and internal textbooks, including in compulsory courses for newcomers.

## The First "Chief Ethics Officer," Integrating Ethics into Sustainable Practice

Sinyi Realty took the lead in the industry in Taiwan by establishing the position of "Chief Ethics Officer" and "Corporate Ethics Office," which in charge of ensuring company policies and processes are in line with business ethics, developing and implementing ethical compliance-related communication and training programs. In order to pursue the implementation of Sinyi's mission "Sinyi people → Sinyi company → Sinyi society," we will lead actions with trust and integrate ethics into the practice of corporate social responsibility and sustainable management. The "Corporate Ethics Sustainability Committee" was established in January 2021, with Bai-chuan Yang as the convener of the committee.

## Whistleblower System

2-23 2-25 2-26

Since Sinyi's establishment, we have emphasized trust and justice, and have paid special attention to integrity management. To put an end to illegal or corrupt behaviors, there is a clearly defined code of conduct with incentives and disincentives, and violations are published in the company announcements in order to promote vigilance. In our "Regulations on Whistleblowing of Illegal and Unethical or Dishonest Conduct," the reporting channels and acceptance methods for illegal, unethical or dishonest behaviors are clearly defined, and multiple reporting and complaint channels are set up to ensure that improper behavior will not remain hidden. Committed to responding to the opinions of stakeholders in a timely manner, each complaint or report is handled by a dedicated person. Depending on the nature of the case, it will be handed over to the relevant department or reviewed by a committee, which can then request a reply to the complainant or whistleblower within the time limit. If the situation is serious, the report will be submitted to the Corporate Ethics Office or the Chairman of the Board. If a senior executive is involved, it will be reported to the Board of Directors. During the proceedings, the information of the complainant and the whistleblower will be kept confidential and only designated personnel will be notified. All information regarding complaints and reports is strictly confidential. If the complainant or whistleblower is an employee of the company, he or she can choose to disclose or keep themselves private when making a complaint, and the case will be dealt with after the case is received by the dedicated person. The relevant procedures and responses will be carried out, and the case will be filed in order to properly track it, ensuring that no one is retaliated against due to having filed a complaint or report.

Grievance Mechanisms and Communication Channels p. 39

### Appeal Method

- Customer complaint hotline 0800-211-922  
24-hour online customer service  
Customer Service Email [sinyi@sinyi.com.tw](mailto:sinyi@sinyi.com.tw)
- Stakeholders Email [csr@sinyi.com.tw](mailto:csr@sinyi.com.tw)
- Corporate Ethics Office E-mail: [EnterpriseEthics@sinyi.com.tw](mailto:EnterpriseEthics@sinyi.com.tw)
- Founder internal mail, or by contacting the audit office in order to express the opinion or report inappropriate behavior of employees
- Sexual Harassment Prevention Hotline 1234  
Email [sinyi1234@sinyi.com.tw](mailto:sinyi1234@sinyi.com.tw)

# Compliance Management 2-27

## Management System and Mechanism

Since its establishment, Sinyi Realty has upheld the spirit of ethics, abided by laws and regulations, and even has 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 operations, the scope of related business has increased. In order to enable each unit to comply with its business operations and reduce legal risk, established the Compliance Office and implemented the "Sinyi Group Compliance Principles" to integrate the planning, management and implementation of our legal compliance system.

All cases that clearly stipulate the scope of applicability and regulations concerning the legal field must be sent to the Compliance Office for review to ensure the implementation of Sinyi's major laws and regulations.

Dimension	Regulations to follow
Business operations and marketing	Criminal Act, Fair Trade Act, Consumer Protection Act, Real Estate Broking Management Act, Trademark Act, Copyright Act
Financial and organizational planning	Company Act, Securities and Exchange Act, Money Laundering Control Act and related laws and Regulations
Internal and customer information protection	Trade Secrets Act, Personal Data Protection Act
Personnel policy and management	Labor Standards Act and related laws and regulations

### • Training

The Customer Service Department not only included the law and compliance course as a compulsory course for newcomers, but also continues to provide legal examples to all employees through courses, seminars, case studies, etc., so that all levels of the company can be familiar with various regulations and related laws. Irregularly announce legal cases on the intranet, explaining legal knowledge such as false advertisements and real estate brokerage management regulations.

### • Implemented Practices

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

Action Plan	Explanation	2022 Results
Legal notice and business area case study	Issue "Legal Bi-weekly News" irregularly and continue to publicize cases with legal disputes. Such gestures draw employees' attention to transaction safety and improving service quality when working, thereby reducing disputes and illegal incidents.	Announced 14 legal cases (about the Authorization and entrustment matters, provision of house sales market information, advertisement and listing of the name of the brokerage company, copyright, etc.) with a completion rate of 100%.
Legal compliance review	In cases of legal doubts regarding the newly established business services or behavior, each department shall file an application to the Legal Compliance Office for review on a case-by-case basis and provide legal compliance opinions.	A total of 15 cases have been reviewed, such as the content of the home loan trial calculation webpage, community activity terms, and modification of the service terms of the Taiwan Regional Revitalization Foundation, etc.

### 2022 Responses to Negative News or Incidents

In 2022, there were one substantial fine of NTD\$ 100,000 for real estate advertising violation. For more detail and follow-up management measures, please refer to the "Marketing and Labeling" section in the "Social –External Stakeholders" chapter. For other media clarifications or incident responses, please refer to "Announcement" on Sinyi sustainability website.

Marketing and Labeling p. 51 Sinyi sustainability website "Announcement"



## Internal Audit

### • Internal Audit System and Structure

**Independence:** The internal audit unit (Auditor Office) is subordinate to the Board of Directors, and set up an Audit Supervisor. The appointment, removal, evaluation and remuneration of the Audit Supervisor shall be approved by the Audit Committee and Remuneration Committee before a resolution of the Board of Directors. In addition, the appointment, removal, evaluation and remuneration of other auditor staffs, should be reported by the Audit Supervisor, and approved by the Chairman of the Board of Directors. Audit supervisors are required to attend all Audit Committee and Board meetings and report on the implementation of internal audit business. Communication meetings are arranged twice a year with Independent Directors.

**Risk orientation:** Formulate and implement the Group's annual audit plan based on the risk assessment results, and plan audit operations based on the risk assessment results and control status of the audit items.

**Systematize self-assessment assignments:** Design and implement a self-assessment system. In 2021, the internal control self-assessment at the operation level of each unit of the Group were carried out using the online system; a five-point scale has been developed to quantify the assessment results.

**Professional ability:** Colleagues in the Auditor Office are certified as Certified Internal Auditor (CIA), and continue advanced studies, the number of study hours per year exceeds the legal requirements. And may entrust professional assistance due to business needs. In terms of environmental data, Sinyi's employees have also obtained the ISO auditor qualifications, and they will jointly check with external consultants during the ISO verification process and provide suggestions for improvement.

### • Optimize The Internal Audit Mechanism

In 2022, the Audit Office will continue to implement the relevant systems produced by the "Internal Audit Quality Optimization and System Establishment" project assisted by external professional consultants in 2021, standardize various audit operations and continue to revise them. In 2023, it is planned to introduce electronic sign-off of audit reports to improve sign-off efficiency and reduce paper consumption. The internal control self-assessment system continued to be optimized, the scope of online execution was expanded, and the overall level was included, while paperless operations were further implemented. In 2023, it is planned to implement the five-point scale to the self-assessment work of overseas subsidiaries.

For the execution flow chart of the audit project, please refer to "Risk Management" of Sinyi sustainability website  
Communication between Independent Directors, Audit Supervisor, and Certified Public Accountants: 2022 Annual Report p. 3-31~3-35

# Risk Management

[2-12](#)
[2-23](#)

An organization's risk management plays a critical role in monitoring and managing the risks and opportunities that stem from the internal and external forces that can impact a company's profitability, success, or even survival. Rather than handing the future to unpredictable environments and variables, it is better to continue to enhance the competitiveness and influence of the company, and be fully prepared to face various risks that may occur, grasp business opportunities, and face the new era.

[Opportunities and Risks p. 13](#)

## Systemic Risk Management

### • Risk Management Organization

The risk management organization includes Sinyi's Board of Directors, risk management team, risk management unit, risk execution unit and risk audit unit. The responsibilities of each role are as follows:

Board of Directors	The Board of Directors is the highest supervisory unit of risk management and is responsible for reviewing the annual risk management report, risk execution report and audit report to ensure the effective implementation of the risk management system. The conference unit of the Board of Directors interacts and communicates with the Chiefs of Staff on environmental and social issues related to the company from time to time, and regularly reviews the impact, performance and strategic goals of ESG at the end of each year.
Risk Management Team	Resolved the material risk and the corresponding Risk Owner. Through risk identification, analysis and preparation of specific methods to implement risk management, and regularly reports to the Board of Directors.
Risk Management Unit (Risk Owner)	Identify risk issues and discuss with the risk management executive unit to undertake management objectives.
Risk Execution Unit	Put forward risk management objectives and measures. Report the results to the risk management unit on a regular basis.
Risk Audit Unit (Auditor Office)	Evaluates the effectiveness of the operation of the risk management system and mechanism. Implement the internal audit operations and regularly submit risk management results to the Audit Committee and the Board of Directors.

### • Risk Management Policy

In order to strengthen corporate governance and risk control capabilities, and continue to optimize risk management policies and procedures, Sinyi has formulated the "Sinyi Realty Risk Management Policy" and approved by the Board of Directors to determine Sinyi Group's material risk items from top-down, and use resources effectively focus on management. In response to possible risks that may arise in the course of business both internally and externally in a systematic way and in line with annual plans. We have developed the "Risk Management Operation Manual" to ensure the effective implementation of risk management operations. For material incidents, in order to immediately reduce disasters and resume normal operations, we also set up the "Sinyi Group Crisis Management Operation Process."

[Risk Management Policy](#)

## Critical Incident Risk Management

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

### • Climate-Related Risk [201-2](#) [SDG8.4](#) [SDG13.3](#)

Faced with the urgent challenge of "climate emergency", although the real estate brokerage industry is not an industry with high carbon emissions, Sinyi still raises its own attention to the impact of climate change and applies the TCFD framework for analysis and disclosure.

[Climate Governance and Action p. 29~30](#), [TCFD content index p. 108](#)  
[Sinyi Realty TCFD Report](#) [Climate-Related Risks and Opportunities](#)

### • The Risk of COVID-19

In response to the COVID-19 pandemic, Sinyi Realty quickly established Sinyi Group pandemic preparedness command center in January 2020 to pay close attention to the development of the pandemic. In addition, Sinyi's Preparedness Plan against COVID-19, implementation guidelines, and suggested standard operating procedures were published and enforced across the headquarters and branches.

As soon as the Taiwanese government raised the COVID-19 alert, Sinyi immediately began to conduct split working by group. According to the development of the pandemic, Sinyi complies with the government's policies and makes rolling corrections to external services and internal operations. By proposing guarantees and safety measures, Sinyi demonstrates organizational resilience.

The annual shareholders' meeting was held with strict compliance with COVID-19 preparedness and sanitary measures. Video-conferencing equipment was set up under network flow distribution to facilitate shareholders' simultaneous participation in the meeting, expression of opinions, and physical vote casting. The objective was to ensure that the meeting proceeds successfully in a safe and low-risk environment.

[Post-pandemic employee support actions p. 43](#)

### • Digital Resilience and Information Security Risks [Digital Resilience](#) [SDG8.2](#)

The World Economic Forum's (WEF) annual report shows that information security risks such as data theft and cyber-attack have become one of the most important issues for global experts and policymakers.

As the real estate brokerage industry, we use a huge database and information system to serve our customers in daily operations. In the process of real estate transactions, we also handle many customer data. Therefore, information security is not only the foundation of company's daily operation, but also important competitive niche. With the rapid development of network and communication technology, the importance of information security is increasing. We continued to improve information security management and either established or revised information security management practices by following the ISO security management structure and our security requirements.

At the same time, The COVID-19 pandemic has accelerated the urgency of digital transformation of enterprises. In the face of the cybersecurity risks associated with the digital era, digital resilience has become a key issue for the continuity of operations.

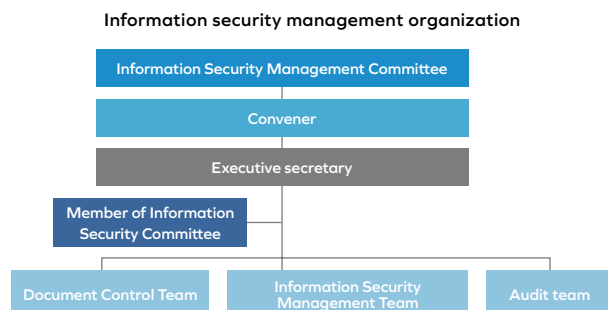
# Information Security Management

## Information Security Risk Management Framework

To enhance cybersecurity governance, the company introduced ISMS information security management system in 2022, and followed ISO 27001 international information security standard and the PDCA cycle operation mode, constructed a cybersecurity management system, and set up an "Information Security Management Committee," in-charged by our Digital Intelligence Center manager as the convener. All the other first-level supervisors at Center as the committee members.

The "Information Security Management Committee" holds at least one "Information Security Management Review Meeting" every year, and is responsible for discussing, reviewing, and making resolutions on the company's information security strategy planning, control measures, and implementation to ensure its effective operation and continuous improvement.

The company's information security management organization is shown in the figure below.



## Information Security Policy

Promote the information security management system, implement the company's information security management operations, and regularly review the implementation results to achieve the goal of comprehensive information security.

- Strengthen the security of information systems, network services, and physical environments to prevent leakage of electronic confidential information.
- Establish information security incident response procedures to avoid damage expansion.
- Formulate an operation continuity plan for information security and perform actual drills to ensure that the business can continue to operate in the event of an emergency.
- Conduct information security education and training to strengthen the recognition and protection knowledge of all colleagues on information security.

## Information Security Goals

Through the formulation of information security policies suitable for the company's business type, and appropriate resources are invested to ensure the confidentiality, integrity and availability of information.

- Ensure the confidentiality of information and implement data access control. Information can only be accessed by authorized personnel.
- Ensure that the content of the information is correct and complete, and avoid unauthorized modification.
- Ensure the availability of information systems to meet the needs of business operations.
- Ensure that information operations comply with the requirements of relevant laws and regulations.

## Information Security Management Measures

Categories	Descriptions	Relevant operations
Privilege management	The management systems over User ID, privilege management, and behaviors of system operations	<ul style="list-style-type: none"> <li>• Privilege management and review over User ID</li> <li>• Periodical inventory check over the privilege of User ID</li> </ul>
Access control	The control measures for the entire personnel in access to internal and external systems and information transmission channels.	<ul style="list-style-type: none"> <li>• Develop internal/external access control measures</li> <li>• Establish a sensitive data leakage management and control mechanism</li> <li>• Save operation behavior track records</li> <li>• Enable multi-factor authentication for privileged accounts</li> </ul>
External threats	Potential internal vulnerability, virus channels and protective measures thereof.	<ul style="list-style-type: none"> <li>• Host/computer vulnerability protection and update measures</li> <li>• Virus Protection and Malware Detection</li> <li>• Source code inspection/penetration testing/weakness scanning</li> <li>• Continuous monitoring of cyber threats</li> <li>• Deploy endpoint behavior monitoring</li> </ul>
Business continuity	System availability status and countermeasures against an event of service interruption	<ul style="list-style-type: none"> <li>• High-availability architecture for important systems and networks</li> <li>• System/network availability status monitoring and notification mechanism</li> <li>• Contingency measures for service interruption</li> <li>• Information backup measures, local/off-site backup mechanism</li> <li>• Regularly conduct business continuity drills</li> </ul>

## Information Security Protection

In response to diversified hacker attack patterns, Sinyi adopts multi-level defense-in-depth and detection mechanisms in terms of security protection measures, designs isolation structures according to service types, and deploys firewalls, intrusion detection, anti-virus, endpoint protection, Internet behavior control, DLP data security protection and other systems continuously implement network and mail advanced persistent penetration attack (APT) protection system monitoring, collect and analyze internal cross-dimensional detection information, supplemented by external information, and grasp the latest In accordance with the ISMS information management system norms and procedures, timely adjust response strategies and respond to threat events, so that the company's overall information security protection keeps pace with the times, continues to improve digital resilience, and information security risks are effectively controlled.

## Information Security Education and Training

Our company places great importance on shaping the organizational cybersecurity culture and awareness. We regularly conduct cybersecurity awareness trainings, including a minimum 1 hour of basic cybersecurity education for all employees and 3 hours of advanced training for IT staff each year. In 2022, a total of 3,532 people completed training related to information security. Additionally, we periodically publish security-related announcements through our internal corporate portal to educate employees on new cybersecurity knowledge or safe email usage. We also conduct social engineering attack drills to enhance employees' awareness of phishing emails, thus promoting a heightened level of cybersecurity awareness among all staff members. In 2022, a total of 5 information security awareness were released, and 3 phishing emails drills were carried out, with more than 15,000 people tested.

## Information Security Incident

In 2022, the company did not experience any related losses due to information security incidents.



# 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, be a good partner of suppliers, coexist and prosper with society and the environment, we can move towards an inclusive growth together.

## Material Topics

GRI 414 Supplier Social Assessment

## Corresponding to the Sustainable Development Goals (SDGs)



SDGs Content Index [p.110](#)



8.8 Conduct ESG risks audit [p.77](#)



12.5 Innovative way to green [p.78](#)



13.3 GHG emissions of energy survey to key suppliers [p.77](#)



17.17 Innovate with suppliers to promote a sustainable and better life for all [p.77](#)

## In This Section

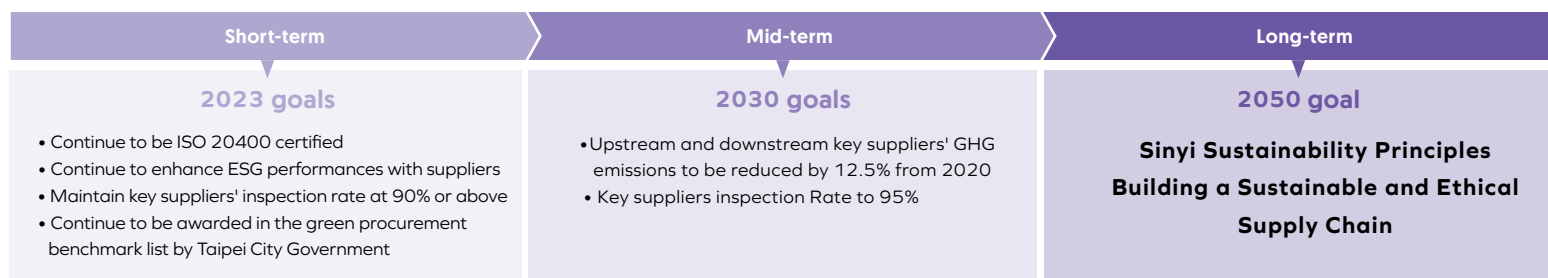
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# Sustainability Strategies and Goals

## Core Target and Vision




Taking "business ethics" as the core, with the interests of major stakeholders in mind, 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.




## Strategic Goals



## 2022 Performance Overview

Sinyi Realty incorporates sustainability into the norms and processes of supply chain management, and invite suppliers to make positive contributions to the society, the economy, and the environment, and reduce negative impacts.

 Achieved 
  Ongoing 
  Not Achieved

2022 Goals	Maintain <b>ISO 20400</b> certified	All key suppliers signed the "Sinyi Group Suppliers Business Code of Conduct and Sustainability Terms"	Key suppliers' inspection rate reached <b>&gt; 90%</b>	Share <b>ESG resources</b> with key suppliers	Green Procurement Award in Private Sector-Enterprise for <b>15 consecutive years</b>
2022 Performance	ISO 20400 certified by <b>BSI</b>	Key suppliers <b>100%</b> signed	<b>96.2%</b> of key suppliers were inspected, including paper and on-site check	<b>One-day forum</b> and various training were shared	
Achieved					

# Management Policy and ESG Guidelines

2-23

## Our management policy

is to start from our core value, and through innovative service model, taking into account the interests of stakeholders, we want to operate a company with sustainability. Therefore, our supply chain management policy is to develop sustainability with suppliers, from traditional view of "seeing profits only and focusing on cost, quality, and delivery", to "seeing people and planet" more. We need to work with suppliers to develop a low carbon and sustainable supply chain.

## Our guidelines and commitment

are to integrate ESG related risks and impacts into consideration and we commit :

E

to work with suppliers to promote a low-carbon environment and through low-carbon transformation to enhance competitiveness.

S

to enhance a society that values human rights and occupational safety and health.

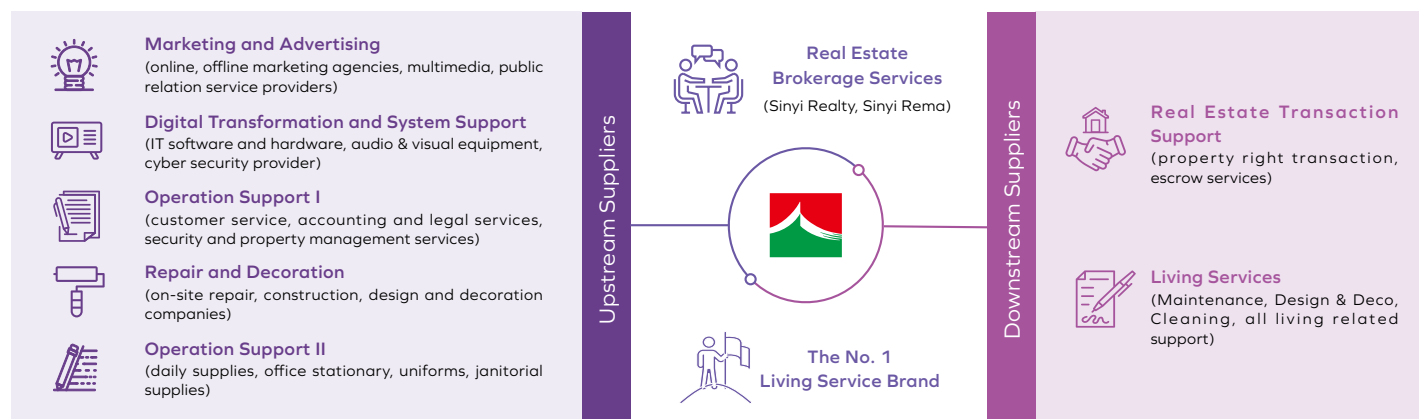
G

to uphold corporate governance and to create sustainable value with suppliers.

# Management Process and Operation Mechanism

2-6

## Supply Chain System of Sinyi



## Enhance low-carbon competitiveness through operation and procurement mechanism

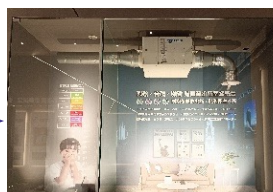
We invite suppliers at different service stage and operation flow to respond to Sinyi 2030 Net Zero initiative together.

**Paperless/digitalization in our operation:** To keep up with digital transformation, we greatly increase paperless services when providing marketing materials, and electronic operation in document signing. Our marketing advertising and real estate services suppliers have been transformed their way of operation through E services.

**Green procurement:** The products or raw materials used by repair and decoration suppliers must have green labels, water-saving labels, energy-saving or heat insulation function. And the priority principle of green procurement and local procurement is included in our procurement policy. Suppliers are aware of the necessity to transform to low-carbon operation. They innovate with us, integrate green consciousness into the value chain, jointly promote low-carbon transformation, and enhance operation and brand competitiveness.



Meeting to share ESG resources with key suppliers. Visits and interviews helped us to address issues to be improved.



The adoption of new technologies and products effectively save energy, reduce pollution and carbon emissions.



New material and equipment greatly enhance the comfort of life.



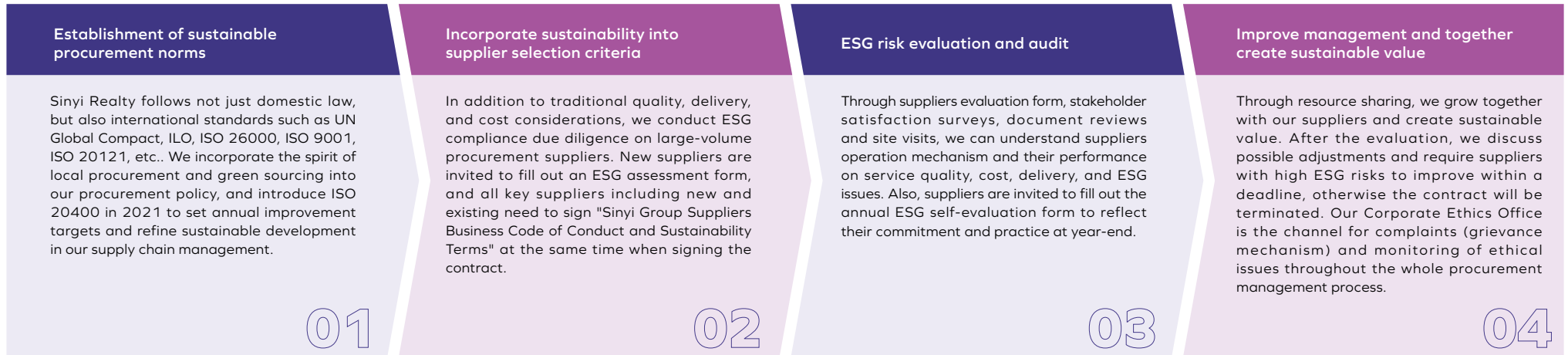
The adoption of new technologies and construction methods reduce construction errors and man-hours, improve operational efficiency, economic benefits, labor occupational safety and human rights.



Meeting the standard of green building and enhance the ESG performance with suppliers and owners.

## Sinyi sustainable supply chain management process

2-24

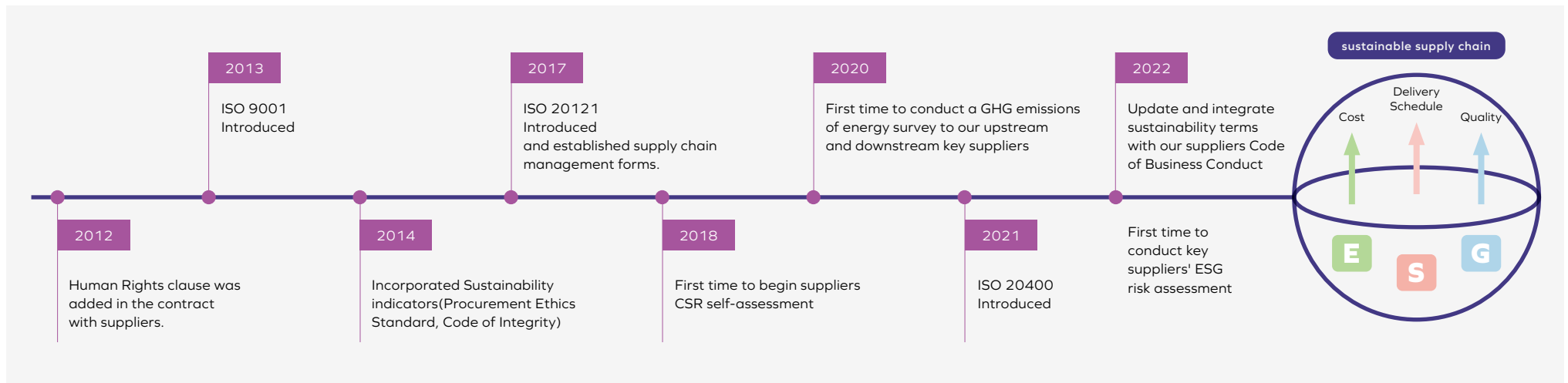


 Sustainability Policy and Principles <http://csr.sinyi.com.tw/en/certificates/policy.php>

 Supply chain risk assessment and management <http://csr.sinyi.com.tw/en/supplychain/risk-management.php>

## The road of refinement

It is an ongoing process for Sinyi's supply chain management, a road to excellence. We have been paying close attention to legal compliance, world trends and international standards. We hope to maintain our position as the ESG benchmark in the industry. With the expansion of the business territory, Sinyi can surely have a bigger impact.





# Risk and Impact Assessment 414-2

Based on GRI 414, Sinyi assess suppliers' ESG risk and evaluate the potential positive and negative impact. In 2021, we introduced ISO 20400 Sustainable Procurement, which based on ISO 26000 Social Responsibility-Guidance to identify 7 core subjects and 37 issues. The major ESG risks and impacts that may arise in our service supply chain are identified as below:



E	<b>Environmental protection</b> <b>Waste management</b>	<ul style="list-style-type: none"> <li>Although we are at lower risk side on pollution and carbon emissions, we still need to face the call on limited energy resources and climate emergency. We invite our key suppliers to join Sinyi's Net Zero 2030/2050 Initiative, hoping to have a positive impact on low-carbon transformation through planning in digitalization, energy conservation and circular economy.</li> </ul>
S	<b>Human rights</b> <b>Occupational safety and health</b>	<ul style="list-style-type: none"> <li>As a people-oriented happy enterprise, we hold ourselves accountable to standards that go beyond regulations. Driven by increasingly stringent regulations and our management, suppliers have better understanding and implementation of the protection on employees' human rights, occupational safety and health, etc. Renovation and furniture suppliers face higher job safety risks. Sinyiliving's suppliers may not be our key suppliers in terms of budget spent, but very important partners to promote sustainable good life in our community. Therefore, we need to screen them for ESG impact while emphasizing service quality.</li> </ul>
G	<b>Fair trade and anti-corruption</b> <b>Organizational governance</b>	<ul style="list-style-type: none"> <li>Uphold sustainable operation through business ethics and anti-corruption governance.</li> <li>Digital transformation is already a necessary change for many business. Supply chains also need to adopt new operating models and face emerging risks. For example, information security/fraud risks that may arise from digital services, or interruption of network services.</li> </ul>

In 2022, we had



A total of **132** key suppliers



A **78.4%** ESG self-evaluation retrieve rate



A **996** times check on key suppliers

In order to properly manage and control risks and enhance the sustainability of suppliers, the management and evaluation mechanisms we adopt include:

Supplier qualification preview	During Contract Period	Enhance sustainability with suppliers
<ul style="list-style-type: none"> <li>Basic information sheet</li> <li>ESG self-assessment form</li> <li>ESG compliance due diligence check</li> <li>Procurement team review</li> </ul>	<ul style="list-style-type: none"> <li>Suppliers Code of Conduct and Sustainability Terms</li> <li>Engagement with suppliers</li> <li>Annual ESG self-assessment form</li> <li>On site check and visit</li> <li>User Satisfaction Survey</li> <li>Suppliers evaluation</li> </ul>	<ul style="list-style-type: none"> <li>To share ESG resources with suppliers</li> <li>To celebrate "supplier of the Year"</li> <li>Corporate Ethics Office hotline for grievance mechanism</li> <li>To digitalize our qualified suppliers database</li> <li>To innovate together for better ESG performance</li> </ul>

# Achievement and Performance

2-23 2-24 414-2

## Annual achievement of supply chain management

There are a total of 132 key suppliers, including 20 new ones, all with annual expenditures exceeding NTD 1 million in 2022. Suppliers who have no further cooperation in 2023, or have released their own ESG reports were exempted from the ESG annual self-evaluation. The evaluation response rate reached 78.4%, higher than 68.6% from the previous year.

Items	Description	Goals and Performance
		● Performance ○ Goal
		2020 2021 2022 2023
1   Sign “Sinyi Suppliers Business Code of Conduct and Sustainability Term”	<ul style="list-style-type: none"> <li>In 2022, all key suppliers signed this as an attachment to business contract. Suppliers with ESG reports are not enforced to sign our sustainability term.</li> </ul>	100% 100% 100% 100% 100% 100% 100% 100%
2   Sign “Procurement Ethics Standards”	<ul style="list-style-type: none"> <li>All procurement staff signed this document. In 2022, we continue with the popup window to ensure the required staff read and sign.</li> </ul>	100% 100% 100% 100% 100% 100% 100% 100%
3   Key Suppliers Inspection Rate	<ul style="list-style-type: none"> <li>Suppliers inspection rate (including new and existing suppliers).</li> </ul>	93.55% 95.6% 96.2% 90% 90% 90% 90% 90%
4   New Suppliers Inspection Rate	<ul style="list-style-type: none"> <li>New suppliers passed through our suppliers management mechanism.</li> </ul>	100% 100% 100% 100% 100% 100% 100% 100%
5   Existing Suppliers Inspection Rate	<ul style="list-style-type: none"> <li>Existing suppliers complied with the ESG risk assessment, on-site checks, action and deadline for improvement.</li> </ul>	92.86% 95.21% 95.5% 90% 90% 90% 90% 90%
6   GHG emissions of energy survey to key suppliers	<ul style="list-style-type: none"> <li>Upstream and downstream key suppliers’ GHG emissions to be reduced by 12.5% compared with 2020(baseline year).</li> </ul>	Inventory result (KgCO <sub>2</sub> e) -4.78% 0.03% -1.25% -1.25% -1.25% -1.25% -1.25%
7   Key Suppliers Work Injury Rate Check	<ul style="list-style-type: none"> <li>Conducted employees’ work injury rate survey on key suppliers within the scope of Sinyi physical's management.</li> </ul>	100% 100% 100% 100% 100% 100% 100% 100%
8   Key Suppliers’ Staffs Turnover Rate	<ul style="list-style-type: none"> <li>Staffs’ turnover rate of key suppliers can show the satisfaction to the company.</li> </ul>	20.31% 16.73% 14.19% Decrease by year or with no significant difference
9   Legal Compliance of Key Suppliers	<ul style="list-style-type: none"> <li>We checked key suppliers if with major fine(NT\$100,000 or above/each) as part of our due diligence.</li> </ul>	0 0 0 0 0 0 0 0

Besides, according to the scoring result, suppliers scored 85 or above are classified as excellent. 70-85 are qualified, and below 70 are coaching-required, or otherwise, terminated. We randomly checked 20 suppliers, and happy to see the result with 19 excellent and 1 qualified. It is expected to build a database in the future, hoping to increase the evaluation volume through information technology.



## Drive the supply chain to deepen sustainability momentum

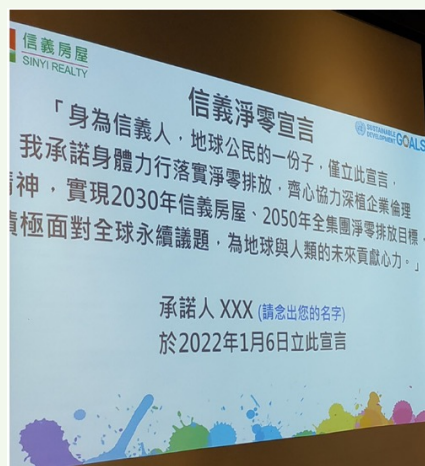
We work with key suppliers to focus on implementing ESG actions in each link, as a driving force for continuously deepening the sustainability performance of the supply chain.

### GHG emissions of energy survey to key suppliers



Sinyi Realty joined in the Net Zero 2030/2050 Initiative, and all of our key suppliers are invited to begin the journey with awareness, commitment, and take action.

We have been conducting GHG emissions of energy survey to our upstream and downstream key suppliers(Land identification agency, Property right registration agency, and Real Estate Escrow services). This is the 3rd year inventory survey and the goal for 2030 was set to reduce 12.5% from the baseline year 2020.



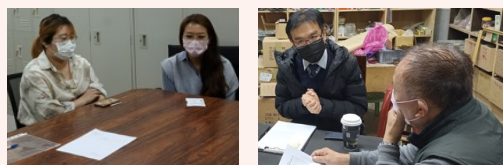
### Conduct ESG audit to confirm suppliers compliance with human rights and occupational health and safety

2-8



Sinyi has incorporated human rights and ESG-related commitments into contracts with suppliers over years. Not only suppliers' awareness being raised, but also their commitment(signed on paper) increased from 84% in 2012 to now 100%. We also checked our key suppliers(total of 342 people) at headquarter building about their staff turnover rate and work injury rate over these 3 years. Key suppliers include 306 staff from Property right registration and Real estate escrow service agency, and 36 staff from Property management agency, which offers customer service, security, cleaning and maintenance. No significant change for the recent 3 years.

Knowledge is power. Likewise, many workplace injuries or non-compliance in the past were due to ignorance or unknown, either by the suppliers or their staff. Recently, due to government's vigorous publicity and supervision, suppliers have much more understanding of the laws and regulations related to labor and human rights. Coupled with Sinyi's requirements and follow-up, the degree of improvement has been optimized a lot. Manufacturers that traditionally tend to be labor-oriented are prone to have human rights and occupational safety issues. Technology-oriented or consulting agencies tend to have a higher awareness of diversity, gender equality, and inclusion. Through ESG audit, we exchange the latest regulations and practices, and grow with suppliers.



### Innovate with suppliers to promote a sustainable and better life for all



"People-oriented innovation" is the core value which led Sinyi lead the industry for 40 years. We promote a better and sustainable life in local communities, embedding ESG goals in our operation.

To demonstrate the spirit of corporate governance, "Sinyiliving" acquired ISO 9001 certification again in 2022, and continue works with many life service providers, who recognize sustainable value and have qualified certifications. We assist suppliers to maintain the consistency of product and service quality. The ESG self-evaluation help disclose the transparent and operating information of suppliers. Some regularly announce the company's policies, showing the spirit of corporate governance.



In 2022, the total number in the list of qualified partner suppliers is 85, with a pass rate of 94%. Those who pass year-end evaluation will be recognized and eligible for contract renewal for the next year. Affected by Covid-19, service cases decreased slightly compared to last year. Through introducing the new family membership system, tracking users cumulative usage history, and CRM management, we improved customer satisfaction.

信義地產業績表(單位:萬元)

項目	15F	14F	13F	12F	11F	10F	9F
營業額	38,688	35,500	35,750	35,750	35,750	35,750	35,750
毛利	13,231	11,000	11,000	11,000	11,000	11,000	11,000
營業利潤	21,527	24,500	24,750	24,750	24,750	24,750	24,750
淨利潤	14,648	15,500	15,750	15,750	15,750	15,750	15,750
營業額	62,531	57,000	58,500	58,500	58,500	58,500	58,500
毛利	21,727	21,000	21,000	21,000	21,000	21,000	21,000
營業利潤	41,804	36,000	37,500	37,500	37,500	37,500	37,500
淨利潤	28,727	26,000	26,000	26,000	26,000	26,000	26,000
營業額	1,000	1,000	1,000	1,000	1,000	1,000	1,000
毛利	0.00	0.00	0.00	0.00	0.00	0.00	0.00
營業利潤	1,000	1,000	1,000	1,000	1,000	1,000	1,000
淨利潤	0.00	0.00	0.00	0.00	0.00	0.00	0.00
營業額	34,618	35,500	35,750	35,750	35,750	35,750	35,750
毛利	11,442	11,000	11,000	11,000	11,000	11,000	11,000

Commercial Times held the "Taiwan Real Estate Sales Agency Review" for the very first time in 2022. And Sinyi Rema won the Gold Award in the review. Through out the entire review process, we received comments as "most qualified in the following aspects: law compliance, transparency, service quality, information disclosure, and consumer rights."

Sinyi Rema has been sharing the spirit of "begins with trust and ends with perfection" to suppliers, owner, and clients, and walk the talk. Therefore, when Sinyi Rema promotes ESG to all the stakeholders, gets very positive feedbacks. For example, we can disclose sales status transparently not only to meet law requirements, but also to consider the rights and interests of owners, clients, and suppliers. Therefore, we can gain the trust and affirmation of all parties. We need quality and ethics-demanding suppliers, as well as owners and clients with sustainable concepts. Step by step together, Sinyi Rema can become the No. 1 brand in the industry.

## Innovative way to Green



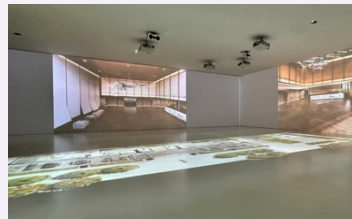
To integrate green awareness into the product value chain. From product design, to procurement, manufacturing, packaging, use and recycling, through out all of the process we consider the impact on the environment, reduce the impact on the environment, and create a green value chain.

The most common way to sell presale houses in Taiwan is through commissioning distributors or resellers. In addition to professional sales skills, Sinyi Rema, our distributor unit, needs to have the ability to help consumers evaluate qualified real estate developers with green awareness from the beginning of cooperation, the planning skills to evaluate suitable products, and the ability to well-use innovative tools such as videos, housing models, to interpret and sell property projects. Therefore, in addition to incorporating green procurement into the design and planning process of projects, Sinyi Rema carries out a green transformation through technology and digital operations.

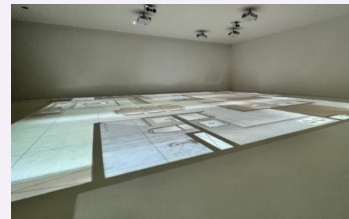
Due to the substantial amount of building materials and costs required to set up reception centers, show houses, and decorations, a large amount of waste is generated during the dismantling process after the project is closed. The garbage removal, waste disposal, landfill, result in a significant negative impact on the environment, resources in many kind, and cost. As a result, Sinyi Rema has taken the lead in the industry by innovating and using digital technology to improve the display effect without show-house. This way has effectively reduced the number of constructing show houses while increasing the number of models for display to help sale. This new green sales model creates sustainable value and considers the interests of all stakeholders in terms of ESG, such as energy conservation, waste reduction, and green practices. Also well respond to **SDG 12.5: by 2030, substantially reduce waste generation through prevention, reduction, recycling, and reuse.**



▲ The screening room can present the surrounding environment of the property in a three-dimensional way.



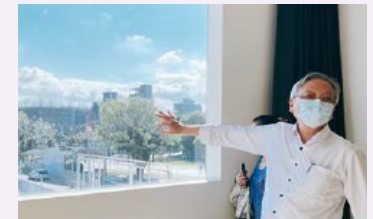
▲ It can also showcase the lobby and public facilities of the property.



▲ The floor plan can be projected in a 1:1 scale to showcase the spatial layout.



▲ The actual dimensions can be labeled accordingly.



▲ A virtual view of the construction site can be looked through out the window of the screening room.



▲ Obtained the Green Building Candidate Certificate:  
The certificate certified by the MOI as in compliance with the green building indicators to a building that has obtained a building permit, a specific building still under construction, or an existing legal building or community.



▲ Customers can experience the space, and add 3D configuration diagrams on the wall to assist the presentation of the "show house".



▲ Note :  

- Generally, 3 types of model homes can be presented in a medium-sized construction project. And a maximum of 5 model homes, even in a large-scale project while there are dozens of types of homes. Not all types can be modeled.
- Alternatively a 3D show or dollhouses can be used, but customers still don't get the size and space. Salespeople often carry tape measures and try to present, but the results are not ideal.
- The innovative projection realistically rendered at 1:1 scale, helped enhance customers experience. This was a more than 5 years research and trying.





# Management of Material Topics 2-23 2-24 3-3

## • Respond to Corporate Sustainability Principle

The management approach of material topics follows "Sinyi Sustainability Principles" to identify, analyze and respond to actual and potential impacts.

## 2050 ESG Management Policy - Sinyi Sustainability Principles

**E** Environment—Get to Net Zero

**G** Governance—Creating a Sustainable Lifestyle

**S** Society—Co-existence, Co-prosperity, and Co-creation

**sc** Supply chain management— Building an Ethical and Sustainable Supply Chain

Material Topics → Sustainability Principle	Meaning to Sinyi	Commitment and Policy	Impact	Action Plan	Evaluation Mechanism and Result	Pages
<b>GRI</b> 201 Economic Performance	<b>G</b> We have consistently believed that if we can uphold sustainable development, then profits will follow naturally and that economic performance will bring corresponding results.	Follow corporate governance procedures and codes, operate in good faith, follow laws and regulations, and respond to standards and initiatives such as the "Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies," SASB and TCFD.	The economic value generated by the organization's operations affects shareholders' rights and economic development. To create value for all stakeholders.	Through internal audit and external verification mechanism, the Board can supervise the operation plan and performance of the organization. Continue to strengthen corporate governance and risk and opportunity management.	<ul style="list-style-type: none"> <li>Corporate Governance Evaluations top 5% of listed companies</li> <li>Board performance evaluation</li> </ul>	<a href="#">p. 60</a>
<b>GRI</b> 203 Indirect Economic Impacts	<b>S</b> In addition to being homes, the community is also a place where many beautiful things happen. It is hoped that with the family as the core and the community as the bridge, we will invest in the transformation of the community and of people's hearts.	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. Follow Chapter 4 of the "Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies" to formulate relevant social norms.	We have been promoting community building for long time, and investing in manpower, material resources, and cash for greater impact.	With a judging panel, resources can be reasonably allocated in the Community building projects. An independent jury composed of external scholars and experts will be commissioned to conduct the evaluation, and the scores will be announced on the official website. Sinyi will not be involved at all.	<ul style="list-style-type: none"> <li>Community building projects judging panel</li> <li>Cumulative proposal coverage rate</li> </ul>	<a href="#">p. 53</a>
<b>GRI</b> 303 Water and Effluents	<b>E</b> Taiwan has encountered droughts and floods in recent years; some areas have experienced severe water shortage. In response to stakeholder awareness of the importance of water resource, Sinyi has taken water stewardships as one material issue.	Sinyi stays aware of global water resource management trends even though real estate brokerage industry does not belong to high-water-consumption industry.	Water consumption is mainly from daily usage by employees, so Sinyi continuously follow up water management and pay attention to possible operation risks and opportunities.	We have implemented water efficiency management system and water footprint verification, enhanced water saving approaches for better management.	<ul style="list-style-type: none"> <li>ISO 46001 water efficiency management system</li> <li>ISO 14046 water footprint</li> <li>Water consumption per capita</li> </ul>	<a href="#">p. 34</a>
<b>GRI</b> 305 Emission	<b>E</b> Real estate brokerage industry is not included in high-emission sectors. However, Sinyi has always actively promoting environmental sustainability policies to respond to global climate crisis and carbon management issues.	Set carbon reduction target which complies with SBT 1.5 °C pathway. Develop climate resilient services; purchase renewable energy; conduct GHG inventory annually for performance review and improvement.	The attribute of real estate is low in transaction frequency but high in marketing activities. The usage of paper and electricity both bring impacts to the environment.	Implement the organizational carbon management, improve management systems and carbon reduction performance, provide various green innovative services to customers, in order to reduce environmental footprint of business operation.	<ul style="list-style-type: none"> <li>Service carbon footprint</li> <li>GHG emissions (category 1+2)</li> </ul>	<a href="#">p. 32</a> <a href="#">p. 33</a>
<b>GRI</b> 403 Occupational Health and Safety	<b>S</b> Our employees are at the core of our success. We constantly strive for attracting talent and providing a healthy workplace by focused on a concept that is talents are key to a successful with happiness.	A comprehensive safety operation is formulated with people-oriented spirit to promote the health and safety. The occupational safety and health management plan formulated with Occupational Safety and Health Law.	Incidents in the workplace will detract from the trust of employees and t public. Employee injuries and illnesses will affect attendance and increase personnel costs.	Obtained ISO 45001 verification to achieve continuous improvement of occupational safety and health.	<ul style="list-style-type: none"> <li>Traffic accidents rate</li> <li>Continuously monitor labor safety data and working hours</li> </ul>	<a href="#">p. 44</a>

Material Topics → Sustainability Principle	Meaning to Sinyi	Commitment and Policy	Impact	Action Plan	Evaluation Mechanism and Result	Pages
<b>GRI</b> 409 Forced or Compulsory Labor	<b>S</b> Only if the employees are work-life-balanced can they work stably and have long-term development.	Continuously optimize leave policies to promote work-life balance for employees. The employee welfare measures are implemented in daily operations.	Overwork affects the output value of employees and detracts from their quality of life.	Sinfu Coin is a system that allows employees to choose the welfare items they need.	<ul style="list-style-type: none"> <li>Balanced life average score from employees engagement survey</li> </ul>	p. 39
<b>GRI</b> 401 Employment	<b>S</b> Sinyi Realty always considers our employees to be unique partners. Harmonious labor-employer relationship is the foundation of business development.	Talent is the foundation of the business, attracting outstanding talents and creating a friendly working environment are the goals of Sinyi Realty's continuous efforts.	A positive labor-employment relationship can enhance the centripetal force of employees and increase the output value.	We employed a policy of high-paying jobs, happy career path, and health workplace to encourage employees become onwards and upwards.	<ul style="list-style-type: none"> <li>Employees engagement survey average score</li> <li>Turnover rate</li> </ul>	p. 39
<b>GRI</b> 404 Training and Education	<b>S</b> Sinyi integrated the core concepts into a series of courses corresponding to the abilities and knowledge required for different positions.	Set average hours of training for our goal. We would set practical exercises and more diverse courses to help employees learn and realize in work.	Make sure every agent has professional knowledge and ability in real estate transactions to ensure transaction safety, otherwise it may affect the rights and interests of customers.	On-the-job training and Industry-Academia Cooperation.	<ul style="list-style-type: none"> <li>Average hours of training</li> </ul>	p. 41
<b>GRI</b> 405 Diversity and Equal Opportunity	<b>S</b> Sinyi Realty has always adhered to a diverse and inclusive talent strategy, placing great importance on diversity in all aspects of hiring and development, emphasizing work-life balance.	Sinyi Realty adheres to substantial equality and ensures diversity and flexibility when formulating policies such as employment, development and training. Recruitment and promotion are not based by genders.	The majority of employees are male because of character of real estate brokers. However, female workers have been increased in recent years, and the diversified thinking by female power have created innovative influences.	Childbirth Grants for second children NT 120,000. Equal salary and promotion.	<ul style="list-style-type: none"> <li>Parental Leave table</li> <li>The percentage of female management</li> <li>The percentage of female employees</li> </ul>	p. 46 p. 92
<b>GRI</b> 414 Supplier Social Assessment	<b>SC</b> 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 supplier chain will act with business ethics and create a better world.	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.	We share new trend and regulations on human rights and on occupational health and safety with our suppliers, and raise their awareness. Through ESG self-evaluation form, we focus on the practices and promote low-carbon supply chain.	Introduced ISO 20400. We assess key suppliers and enhance the ESG performance together with them.	<ul style="list-style-type: none"> <li>100% key suppliers signed the Business Code of Conduct and Sustainability Terms.</li> <li>Successfully collected back 78.4% of 132 key suppliers' annual ESG self-assessment survey.</li> <li>Key suppliers inspection rate reached 96.2%.</li> <li>100% of key suppliers have been inventoried.</li> </ul>	p. 76

Material Topics → Sustainability Principle	Meaning to Sinyi	Commitment and Policy	Impact	Action Plan	Evaluation Mechanism and Result	Pages
<b>GRI</b> 416 Customer Health and Safety 417 Marketing and Labeling 418 Customer Privacy	<b>S</b> Real estate agency is a trust business. To consumers properties transaction a major event in life. That's why Sinyi is committed to protecting the rights and privacy of customers, communicating the core value of "trust" of the brand.	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.	Failure to effectively manage customer privacy, ensure the correctness of real estate instruction, and transparency of relevant transaction information may result in damage to goodwill and loss of customers.	Continuously optimize and regularly audit real estate specifications. Regularly conduct customer privacy protection training and advertisement spot checks.	<ul style="list-style-type: none"> <li>Customer Satisfaction Rate</li> <li>Error Rate on Instruction of Real Estate</li> </ul>	<a href="#">p. 51</a> <a href="#">p. 52</a>
<b>Custom</b> Digital Resilience	<b>G</b> <b>S</b> Taking efficiency, value, transformation and creation as the basis for Sinyi Realty to open up the entire platform, integrate online and offline, to improve efficiency.	Combine the company's advantages with technological services to grasp the trend of service innovation.	Information security will affect the continuity and stability of business operations. Changes in consumer and market preferences.	Improve the company's operational resilience through digital transformation.	<ul style="list-style-type: none"> <li>No critical cybersecurity incident occurred</li> <li>Launch of new digital services</li> </ul>	<a href="#">p. 69</a> <a href="#">p. 52</a>
<b>Custom</b> Promotion of Business Ethics	<b>S</b> No matter how the environment changes, "integrity, ethics, and CSR" are always the company's core values.	Established on trustfulness and righteousness, aimed for perfection. We promote business ethics to the society.	To promote and share ideas and practices in the industry, help the society to learn and improve, and lead toward a better society.	Proactively disseminate the company's ethical and integrity practices.	<ul style="list-style-type: none"> <li>The number of trained teachers in business ethics</li> </ul>	<a href="#">p. 55</a>
<b>SASB</b> Product Design & Lifecycle Management	<b>S</b> 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.	Adhering to the spirit of "put righteousness before profit," Sinyi Realty continues to innovate based on customer needs and business ethical thinking. We made policy and rules for innovative management.	In the operation process, we design new service models to solve social problems; coupled with the empowerment of digital technology, we will upgrade our services and provide better services.	Pay attention to market changes and customer needs, and develop new service models accordingly.	<ul style="list-style-type: none"> <li>Include service innovation as an important annual plan.</li> <li>Customer satisfaction and opinion survey.</li> </ul>	<a href="#">p. 50</a> <a href="#">p. 52</a>
<b>SASB</b> Business Ethics	<b>G</b> 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.	Follow "Sinyi Realty Inc. Sustainable Development Best Practice Principles," we implement integrity management in all aspects of the company's operations and continue to improve.	Create a high-quality integrity management and legal compliance culture to ensure the long-term interests of all stakeholders.	In various meetings, trainings and coaching occasions, convey the organizational philosophy, and the value of "pursuit of integrity," in order to shape company culture.	<ul style="list-style-type: none"> <li>Chief Ethics Officer regularly reports on the integrity management to the Board of Directors.</li> <li>Compliance assessment.</li> <li>All employees signed the "Sinyi Group Code of Conduct" with a completion rate of 100%.</li> </ul>	<a href="#">p. 67</a> <a href="#">p. 105</a>

# Sustainability Performance Overview

## • Governance Performance

✓ Achieved ⚙ Ongoing ✗ Not Achieved

Note	Measures	2020 Result	2021 Result	2022 Result	Status	2022 Target	2023 Target	Read more on page
	Corporate Governance Evaluations	Top 5%	Top 5%	Top 5%	✓	Top 5%	Top 5%	<a href="#">p. 4</a>
A.B	Number of Board Members	7	7	7				<a href="#">p. 87</a>

## • Economic Performance

201-1 SDG8

NT\$ thousands ✓ Achieved ⚙ Ongoing ✗ Not Achieved

Note	Measures	2020 Result	2021 Result	2022 Result	Status	2022 Target	2023 Target	Read more on page
	Consolidated Revenue	13,300,127	18,792,321	13,723,726				<a href="#">p. 8</a>
	Taiwan Core and Related Business Group Revenues	11,651,200	13,719,240	11,511,433				<a href="#">p. 8</a>
	China Business Group Revenues	1,167,513	4,753,069	1,814,193				<a href="#">p. 8</a>
	Overseas (Japan and Malaysia) Business Group Revenues	242,728	320,012	398,100				<a href="#">p. 8</a>
C	Individual Operating Revenues	11,013,952	13,297,719	10,077,630				<a href="#">p. 8</a>
	Individual Operating Gain	2,248,108	2,890,075	1,449,404	✓	Be profitable	Be profitable	<a href="#">p. 8</a>
	Consolidated Operating Costs	9,303,075	13,866,304	10,484,618				<a href="#">p. 8</a>
	Taiwan Core and Related Business Group Costs	8,228,495	9,711,105	8,646,666				<a href="#">p. 8</a>
	China Business Group Costs	875,388	3,961,888	1,632,846				<a href="#">p. 8</a>
	Overseas (Japan and Malaysia) Business Group Costs	199,192	193,311	205,106				<a href="#">p. 8</a>
	Staff Remuneration and Benefits <sup>Note 1</sup>	7,688,825	8,950,678	7,008,613				<a href="#">p. 8</a>
	Dividends and Interest Expenses <sup>Note 2</sup>	1,051,053	1,402,543	2,205,340				<a href="#">p. 8</a>
	Tax Payment Amount	952,503	1,228,983	762,835				<a href="#">p. 8</a>
	Consolidated Net Profit for the Year	1,569,168	2,370,359	1,236,208				<a href="#">p. 8</a>
	Paid-in Capital	7,368,465	7,368,465	7,368,465				<a href="#">p. 8</a>
	Liabilities	20,206,488	20,355,075	22,125,197				<a href="#">p. 8</a>
	Equity	11,654,984	12,565,717	11,945,480				<a href="#">p. 8</a>
	Number of Operating Locations							
	Taiwan (Company Operated)	465	487	495				<a href="#">p. 8</a>
	China (Company Operated)	60	40	22				<a href="#">p. 8</a>
	Japan (Company Operated) <sup>Note 3</sup>	9	8	7				<a href="#">p. 8</a>
	Malaysia (Company Operated) <sup>Note 4</sup>	3	1	1				<a href="#">p. 8</a>

[Note 1] Staff Remuneration and Benefits (NT\$ thousands): Consolidated Financial Statement Personnel Expenses.



[Note 2] Dividends and Interest Expenses (NT\$ thousands): Payment of Dividends and Loan Interest to Company Owners.

[Note 3] Does not include Japan Division in Taiwan

[Note 4] Brokerage branch; excluding Taipei



## • Social Performance (Internal) 2-7

 Achieved
  Ongoing
  Not Achieved

Note	Measures	2020 Result	2021 Result	2022 Result	Status	2022 Target	2023 Target	Read more on page
Total Number of Employees								
	Sinyi Group	6,347	6,329	6,078				<a href="#">p. 8</a>
	Taiwan Core and Related Business Group	639	661	523				<a href="#">p. 8</a>
	China Business Group	579	471	339				<a href="#">p. 8</a>
	Japan Business Group	105	105	104				<a href="#">p. 8</a>
	Malaysia Business Group <sup>Note 1</sup>	27	13	22				<a href="#">p. 8</a>
	Sinyi Realty <sup>Note 2</sup>	4,997	5,092	5,112				<a href="#">p. 89</a>
D	Number of Permanent Employees	4,949	5,038	5,102				<a href="#">p. 89</a>
E	Ratio of Employees Above Bachelor's Degree	95.43%	95.76%	95.79%				<a href="#">p. 89</a>
F	Percentage of Employees Under 30 Years Old	42.2%	39.86%	36.25%				<a href="#">p. 90</a>
G	Ratio of New Hires	31.1%	21.8%	30%				<a href="#">p. 91</a>
H	Employees Turnover Rate by Year	26.44%	22.32%	27.08	⊖	27%	27%	<a href="#">p. 91</a>
I	Average Training Hours	44.62	44.19	43.63	⊖	45	50	<a href="#">p. 91</a>
J	Percentage of Female Employees	38.14%	39.56%	41.67				<a href="#">p. 92</a>
J	Percentage of Female Managers	18.76%	18.5%	20.4%	✓	19%	21%	<a href="#">p. 92</a>
K	Number of Employees Applying for Parental Leave	62	58	73				<a href="#">p. 92</a>
L	Number of Employees Applied for Second-Child Grants	57	76	67				<a href="#">p. 92</a>
M	Employees Requested Injury Leave	184	191	231				<a href="#">p. 93</a>
N	Disabling Injury Frequency Rate	11.96	13.48	11.62				<a href="#">p. 93</a>
O	Lost Day Rate	178.62	176.6	200.24				<a href="#">p. 93</a>
P	Absentee Rate	0.32%	1.09%	0.25%				<a href="#">p. 93</a>
	EAP Service Used Times	317	224	260				<a href="#">p. 43</a>
	Labor Issues Complaints	0	2	1	⊖	0	0	<a href="#">p. 39</a>
	Human Rights Issues Complaints	0	0	0	✓	0	0	<a href="#">p. 47</a>
Q	Employees Engagement Survey (Average Score)	4.05	3.86	3.9	⊖	4	4	<a href="#">p. 93</a>

[Note 1] 13 people from Malaysia Sinyi were included in Sinyi Realty

[Note 2] Malaysia Division, Japan Division, Tourism Division, Sinyi Real Estate Consulting Co., Ltd., First hand New House Selling Department are included in the 5,112 people of Sinyi Realty.

## • Social Performance (External)

✓ Achieved ⚙ Ongoing ✗ Not Achieved

Note	Measures	2020 Result	2021 Result	2022 Result	Status	2022 Target	2023 Target	Read more on page
Community								
	Social Investment (NT\$ thousands) <sup>Note 1</sup>	99,187	160,266	130,531	✓ <sup>Note 2</sup>	5%	5%	<a href="#">p. 58</a>
	Cumulative Coverage Rate of "We are One" Project Proposals	99.46%	99.73%	100%	✓	99.66%	100%	<a href="#">p. 53</a>
	Participants of Sinyi Lecture Hall	610 <sup>Note 3</sup>	4,306	7,297	⊖	10,840	8,000	<a href="#">p. 55</a>
	Participants of Sinyi Volunteer	0 <sup>Note 3</sup>	1,484	210	✓	1,000	1,600	<a href="#">p. 58</a>
	Hours of Volunteer Service by Sinyi Staff	0 <sup>Note 3</sup>	6,601	1,750	✓	6,500	8,640	
Customers								
	Value and Number of Fines Issued for Breaches of Regulations (NT\$ thousands; No.) <sup>Note 4</sup>	2 events	2 events	1 event <sup>Note 5</sup>	⊖	No severe penalty	No severe penalty	<a href="#">p. 51</a>
	Customer Satisfaction Survey Results	90.23%	91.62%	91.24%	✓	91%	91%	<a href="#">p. 52</a>
	Complaints of Infringement of Customer Privacy	No severe penalty	No severe penalty	No severe penalty	✓	No severe penalty	No severe penalty	<a href="#">p. 51</a>
	Error Rate on Instruction of Real Estate	0.002%	0.002%	0.001%	⊖	0	0	<a href="#">p. 50</a>

[Note 1] Social Investment (NT\$ thousands): Includes "We are One" Project, Sinyi Volunteers, Sinyi Lecture Hall, Sinyi School of NCCU, Promotion of Business Ethics, and community service expenses.

In 2022, we considered the LBG (London Benchmark Group) model, and the calculation scope for community investment took the resources invested by Sinyi Realty into account only.

[Note 2] The social investment target is 5% of Sinyi Realty Individual Operating Gain of the Year. The achievement of 2022 was 10%.

[Note 3] Only a few of volunteer activities were held before suspension due to COVID-19 outbreak in 2022. Sinyi Lecture Hall was held in virtual way.

[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

✓ Achieved ⚙ Ongoing ✗ Not Achieved

Note	Measures	2020 Result	2021 Result	2022 Result	Status	2022 Target	2023 Target	Read more on page
	Service Carbon Footprint - GHG Emissions per Real Estate Transaction(kgCO <sub>2</sub> e)	265.30	190.25	208.11 ( ↑ 9.4%)	✗	↓ 1%	↓ 1%	<a href="#">p. 32</a>
	GHG Emissions (category 1&2) (tonCO <sub>2</sub> e)	6,771.3	6,347.8	5,974.2 ( ↓ 5.9%)	✓	↓ 4.2%	↓ 4.2%	<a href="#">p. 33</a>
	GHG Emissions (category 1&2) per Capita (kgCO <sub>2</sub> e)	1,355	1,247	1,169				
	GHG Emissions of Electricity Consumption per Capita (kgCO <sub>2</sub> e)	1,234	1,148	1,080 ( ↓ 5.9%)	✓	↓ 4.2%	↓ 4.2%	<a href="#">p. 33</a>
	Operating Revenues per kWh(NTD/kWh)	909	1,110	876				
	Water Consumption for a Year(m <sup>3</sup> )	76,388	73,026	74,964				<a href="#">p. 34</a>
	Water Consumption per Capita (m <sup>3</sup> )	15.3	14.3	14.7 ( ↑ 2.3%)	✗	↓ 1%	↓ 1%	<a href="#">p. 34</a>
	Paper Usage per Transaction (kg)	11.03	6.89	1.26 ( ↓ 81.7%)	✓	↓ 1%	↓ 1%	<a href="#">p. 32</a>
	Waste(HQ): food waste and recycle (kg)	15,385	11,954	7,904				
	Renewable Energy Consumption (%)	-	2.8%	3.1%	✗	10%	16%	<a href="#">p. 33</a>

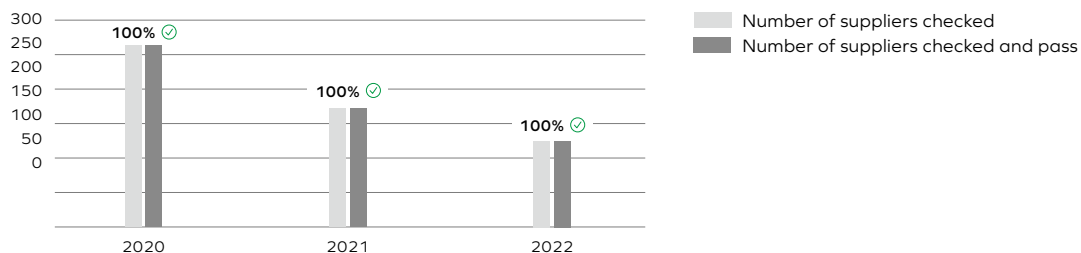
## • Supply Chain Management Performance

✓ Achieved ⚙️ Ongoing ✗ Not Achieved

Note	Measures	2020 Result	2021 Result	2022 Result	Status	2022 Target	2023 Target	Read more on page
	Ratio of Signed Sustainability Terms	100%	100%	100%	✓	100%	100%	<a href="#">p. 76</a>
	Ratio of Signed Procurement Ethics Standards	100%	100%	100%	✓	100%	100%	<a href="#">p. 76</a>
	Number of Key Suppliers	279	159	132				<a href="#">p. 76</a>
T	Number of Key Suppliers checked	261	152	127				<a href="#">p. 76</a>
	Existing Supplier Inspection Rate	92.86%	95.21%	95.54%	✓	90%	90%	<a href="#">p. 76</a>
	New Supplier Inspection Rate	100%	100%	100%	✓	100%	100%	<a href="#">p. 76</a>
U	Suppliers Disabling Injury Frequency Rate <sup>Note</sup>	9.58	7.89	16.36				<a href="#">p. 76</a>

[Note] Disabling Injury Frequency Rate = Total No. of Incidents / Total Working Hours x 1,000,000

### Note T- Number of Suppliers Checked and Pass Rates



Indicators	2020	2021	2022
Number of suppliers checked	261	152	127
Number of suppliers checked and pass	261	152	127
Pass Rate	100%	100%	100%

[Note] Since the introduction of ISO 20400 in 2021, only suppliers with procurement amount over NT\$ 1 million were listed for evaluation. Due to Covid-19 and organizational restructuring, the number of total suppliers slightly dropped in 2022.

### Note U- Suppliers Disabling Injury Indicators 403-9

Indicators	Male			Female			Total		
Year	2020	2021	2022	2020	2021	2022	2020	2021	2022
Annual Labor Hours	460,821	447,931	361,187	687,031	692,996	433,534	1,147,852	1,140,927	794,721
Fatalities Caused by Work-related Injuries	0	0	0	0	0	0	0	0	0
Rate of work-related disabling injuries <sup>Note 1</sup>	0	1	1	0	1	1	0	2	2
High consequence									
Recordable	3	4	7	8	3	4	11	7	11
Rate of recordable work-related disabling injuries <sup>Note 2</sup>	6.51	11.6	22.15	11.64	5.77	11.53	9.58	7.89	16.36

[Note 1] Since 2020 we have followed GRI 403-9 Disclosure 2018 version, reported and divided the work-related disabling injuries into high-consequence and recordable categories. In 2022, most of the recordable work-related disabling injuries were traffic incidents.

Two high consequence injuries were workplace confirmed Covid-19 cases, both had taken at least four days of leave.

[Note 2] Rate of recordable work-related disabling injuries = Total No. of recordable Injury Incidents / Total working hours x 1,000,000

## Note A - Remuneration for Directors

### • 1. Remuneration for Directors and Independent Directors

NT\$ thousands

Title	Name	Remuneration for Directors								Remuneration for Directors Ratio(%) of the Aggregate Amount of A, B, C and D to the Net Income After Tax		Remuneration Received by Concurrent Employees												Ratio (%) of the Aggregate Amount of A, B, C, D, E, F and G to the Net Income After Tax		Whether Receiving Remuneration from any Companies Invested by the Company Other Than the Subsidiaries of the Company or Not		
		Compensation (A)		Pension (B)		Remuneration (C) <small>Note 1</small>		Fees for Performance of Business (D) <small>Note 2</small>				Wages, Bonus and Special Disbursement, etc. (E) <small>Note 3</small>		Pension (F)		Employee Remuneration (G) <small>Note 4</small>				Number of Shares Granted under the Share Subscription Warrants for Employees (H)		Number of the Restricted Shares for Employees (I)						
		The Company	All Companies Specified in the financial statements	The Company	All Companies Specified in the financial statements	The Company	All Companies Specified in the financial statements	The Company	All Companies Specified in the financial statements	The Company	All Companies Specified in the financial statements	The Company	All Companies Specified in the financial statements	The Company		All Companies Specified in the financial statements		The Company	All Companies Specified in the financial statements	The Company	All Companies Specified in the financial statements	The Company	All Companies Specified in the financial statements					
Chairperson	Sinyi Co., Ltd.	-	-	-	-	2,077	2,077	-	-	2,077	0.17%	-	-	-	-	-	-	-	-	-	-	-	-	2,077	0.17%	2,077	0.17%	Nil
	Representative of Sinyi Co., Ltd.: Liu Yuan-Chih	-	-	-	-	-	-	-	-	-	-	9,037	9,037	240	240	10	-	10	-	-	-	-	-	9,287	0.76%	9,287	0.76%	1,237
Vice Chairperson	Chou Ken-Yu	-	-	-	-	433	433	-	-	433	0.03%	4,327	4,327	108	108	10	-	10	-	-	-	-	-	4,878	0.40%	4,878	0.40%	77
Director	Chou Chun-Chi	-	-	-	-	-	-	1,691	1,691	1,691	0.14%	-	-	-	-	-	-	-	-	-	-	-	-	1,691	0.14%	1,691	0.14%	Nil
Independent Director	Jhan Hong-Chih	1,200	1,200	-	-	700	700	55	55	1,955	0.16%	-	-	-	-	-	-	-	-	-	-	-	-	1,955	0.16%	1,955	0.16%	Nil
Independent Director	Yen Lou-Yu	1,200	1,200	-	-	700	700	65	65	1,965	0.16%	-	-	-	-	-	-	-	-	-	-	-	-	1,965	0.16%	1,965	0.16%	Nil
Independent Director	Lee Yi-Li	1,200	1,200	-	-	700	700	60	60	1,960	0.16%	-	-	-	-	-	-	-	-	-	-	-	-	1,960	0.16%	1,960	0.16%	Nil
Independent Director	Wu Chih-Wei	743	743	-	-	433	433	45	45	1,221	0.10%	-	-	-	-	-	-	-	-	-	-	-	-	1,221	0.10%	1,221	0.10%	Nil
Former Chairperson	Sinyi Co., Ltd.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Nil	
	Representative of Sinyi Co., Ltd.: Hsueh Chien-Ping <small>Note B</small>	-	-	-	-	-	-	-	-	-	-	4,944	6,247	153	153	-	-	-	-	-	-	-	-	5,097	0.41%	6,400	0.52%	763
Former Director	Sinyi Co., Ltd.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Nil	
	Representative of Sinyi Co., Ltd.: Chou Ken-Yu <small>Note B</small>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Nil	
Former Independent Director	Hong San-Xiong <small>Note B</small>	460	460	-	-	267	267	20	20	747	0.06%	-	-	-	-	-	-	-	-	-	-	-	-	747	0.06%	747	0.06%	Nil
Total		4,803	4,803	-	-	5,310	5,310	1,936	1,936	12,049	0.98%	18,308	19,611	501	501	20	-	20	-	-	-	-	-	30,878	2.52%	32,181	2.63%	2,077

[Note 1] As officially resolved by the Board of Directors Meeting on February 22, 2023, the remuneration to directors for 2022 was NT\$5,310 million dollars. The resolution will be reported in the general shareholders' meeting on May 18, 2023.

[Note 2] The aforementioned expenses include rental or depreciation expense, fuel expense and maintained expense of the cars used by the Company's Non-Independent Directors.

[Note 3] The aforementioned expenses include rental, fuel expense and maintenance expense of the cars used by the Company's Director concurrent employee and house rental provided to him.

[Note 4] Employee Remuneration allocated to the director who is a concurrent employee is one part of employee remuneration resolved by the Board of Directors Meeting on February 22, 2023. The resolution shall be reported in the general shareholders' meeting on May 18, 2023.

[Note 5] The term "net profit after tax" as set forth herein denotes the net profit after tax as shown through the individual financial statements 2022.

[Note 6] The aforementioned expenses include the relevant remuneration NT\$1,439 thousand dollars (including general manager) paid to the chauffeurs to the Company's Non-Independent Directors.

[Note 7] Other than those disclosures above, remuneration granted to a director(s) of the Company for rendering services within the contents of the financial statements (e.g., serving as a consultant other than an employee of the company/all companies of the financial report/subsidiaries): Nil.

[Note 8] On May 19, 2022, the general meeting of shareholders re-elected all directors, Sinyi Co., Ltd., Mr. Chou Ken-Yu and Mr. Chou Chun-Chi were newly appointed as new directors; Mr. Jan Hong-Chih, Mr. Yen Lou-Yu, Ms. Lee Yi-Li and Mr. Wu Chih-Wei were newly appointed independent directors.

[Note 9] Independent directors' remuneration policy, system, standards and structure, and descriptions of the inter-relevance to the amount of remuneration according to the responsibilities, risks, time invested and other factors:

Here at the Company, the independent directors' remuneration is mainly divided into directors' remuneration, directors' payment and expenses for business execution. To an independent director, the directors' remuneration has been duly determined with reference to the level of the independent directors' participation in the Company's business operation, the value of their contribution and the normal standards/criteria prevalent in other listed companies, in an amount of NT\$100,000 dollars per month for an independent director, as an amount duly determined by the board of directors with the powers duly bestowed thereupon. Where the normal standards/criteria prevalent in other listed companies have little to do with the Company's profitability, the level of remuneration granted to the Company's independent directors is believed at a rational level. As expressly provided for in the Company's Articles of Incorporation, upon end of a fiscal year, the remuneration shall be granted to directors pro rata below the specified ratio of the Company's profitability in that year. The remuneration to the independent directors has been further judged with reference to the overall salary and pay levels prevalent in other listed companies (including the remuneration to directors and pay to directors) as well as the level of their participation in the board of directors and functional committees. The salary on business implementation was granted at NT\$5,000 traffic allowance for each attendance in the board of directors meeting, paid based on the substantial fact.



## • 2. Remuneration Listed by Range of Directors

Range of the Remuneration Paid to the Company's Directors	2022			
	Aggregate Amount of A, B, C and D		Aggregate Amount of A, B, C, D, E, F and G	
	The Company	All Companies Specified in the Financial Statements (I)	The Company	All Companies Specified in the Financial Statements (J)
Below \$1,000,000	Hong San-Xiong, Chou Ken-Yu, Representative of Sinyi Co., Ltd.: Hsueh Chien-Ping, Representative of Sinyi Co., Ltd.: Liu Yuan-Chih		Hong San-Xiong	
\$1,000,000 (inclusive) ~ \$2,000,000 (exclusive)	Jhan Hong-Chih, Yen Lou-Yu, Lee Yi-Li, Wu Chih-Wei, Chou Chun-Chi		Jhan Hong-Chih, Yen Lou-Yu, Lee Yi-Li, Wu Chih-Wei, Chou Chun-Chi	
\$2,000,000 (inclusive) ~ \$3,500,000 (exclusive)	Sinyi Co., Ltd.		Sinyi Co., Ltd.	
\$3,500,000 (inclusive) ~ \$5,000,000 (exclusive)	-		Chou Ken-Yu	
\$5,000,000 (inclusive) ~ \$10,000,000 (exclusive)	-		Representative of Sinyi Co., Ltd. : Hsueh Chien-Ping Representative of Sinyi Co., Ltd.: Liu Yuan-Chih	
\$10,000,000 (inclusive)~ \$15,000,000 (exclusive)	-		-	-
\$15,000,000 (inclusive)~ \$30,000,000 (exclusive)	-		-	-
\$30,000,000 (inclusive)~ \$50,000,000 (exclusive)	-		-	-
\$50,000,000 (inclusive)~ \$100,000,000 (exclusive)	-		-	-
Above \$100,000,000	-		-	-
Total <sup>Note 1</sup>	10		10	10

[Note1] The Company has 7 directors, in aggregate total of 10 directors, with respective disclosure remuneration of the Company's juristic-person director, Sinyi Co., Ltd., and its representative. As well as one independent director and one director who resigned when the directors were re-elected on May 19, 2022.

For more information on Directors' remuneration and a remuneration chart, please see [Sinyi Realty's 2022 annual report](#), p. 3-17~3-19, 3-23~3-24

## • 3. Ages and Genders of Board Members

Age Group			Gender	
30 and under	31-50	51 and over	Male	Female
-	2	5	6	1

### Note C Economic Value Retained 201-1

Economic value	Items	Amount (NT\$ thousands)	Calculation explanation	Reference pages
Direct economic value generated	Revenues	10,077,630		Annual Report p. 6-104 (Operating revenue)
Economic value distributed	Operating costs	7,548,670	Including Operating costs of Employee benefits expense 5,513,451	Annual Report p. 6-104 (Operating costs) Annual Report p. 6-142 (Operating costs)
	Employee wages and benefits	6,091,331	Operating costs 5,513,451 + General and administrative expenses 577,880	Annual Report p. 6-142 (Summary of Employee Benefits Expense)
	Payments to providers of capital	2,205,340	Dividends paid to owners of the Company 2,063,170 + Interest paid 142,170	Annual Report p. 6-108 Annual Report p. 6-107
	Payments to government by country	762,835	Including various taxes, Business Tax, and Profit-seeking Enterprise Income Tax	Sustainability Report p. 66
	Community investments	35,794	Such as "We are ONE" Project, Regional Revitalization, Sinyi Lecture Hall	Annual Report p. 3-121
Economic value retained	"Direct economic value generated" less "economic value distributed".	1,010,281	10,077,630 - 7,548,670 - 577,880 - Interest paid 142,170 - 762,835 - 35,794 = 1,010,281	

## Note B - Remuneration for General Manager and Vice General Managers

### • 1. Remuneration for General Manager and Vice General Managers

NT\$ thousands

Title	Name	Wages (A)		Pension (B)		Bonus and Special Disbursement, etc. (C) <sup>Note 1</sup>		Employee Remuneration (D) <sup>Note 2</sup>				Ratio(%) of the Aggregate Amount of A, B, C and D to the Net Income After Tax <sup>Note 3</sup>		Amount of the Share Subscription Warrants for Employees Received		Number of the Restricted Shares for Employees		Whether Receiving Remuneration from any Companies Invested by the Company Other Than the Subsidiaries of the Company or Not
		The Company	All Companies Specified in the financial statements	The Company	All Companies Specified in the financial statements	The Company	All Companies Specified in the financial statements	The Company		All Companies Specified in the financial statements		The Company	All Companies Specified in the financial statements	The Company	All Companies Specified in the financial statements	The Company	All Companies Specified in the financial statements	
								Cash Bonus	Share Bonus	Cash Bonus	Share Bonus							
General Manager	Chen Li-Hsin <sup>Note 5</sup>	45,275	45,432	2,777	2,777	38,744	39,889	124	-	124	-	86,919 7.11%	88,222 7.21%	-	-	-	-	2,077
Chief Transformation Officer and Head of Digital Intelligent Center, concurrently	Chou Ken-Yu																	
Ethics Director Chief Human Resource Officer, concurrently	Yang Pai-Chuan																	
Vice General Manager of General Manager's Office	Chou Chuang Yun																	
Auditor-General	Chou Su-Hsiang																	
Chief Financial Officer	Chen Chih-Huan <sup>Note 6</sup>																	
Vice General Manager of Public Affairs Department	Lin Jun-An																	
Vice General Manager of Brand Development Division	Su Shou-Jen																	
Vice General Manager of Real Estate Agent Division	Hsin Hong-Jun																	
Vice General Manager of Real Estate Agent Division	Feng Chi-Yi																	
Vice General Manager of Selling Agency Division	Lee Shao-Kang																	
Former General Manager	Liu Yuan-Chih <sup>Note 5</sup>	[Note 1] The aforementioned expenses include rental, fuel expense and maintenance expense of the cars used by CEO of Group Platform Business and General Manager. House rental for CEO of Group Platform Business is included as well.											Co., Ltd., and on June 21, 2022, Vice General Manager Ms. Chen Li-Hsin was appointed as the general manager of the company.					
Former CEO of Group Platform	Hsueh Chien-Ping <sup>Note 7</sup>	[Note 2] Employee Remuneration allocated to the Company's General Manager and vice General Managers is one part of the amount NT\$15,260 thousand dollars of employee remuneration resolved by the Board of Directors Meeting on February 22, 2023. The resolution was reported in the general shareholders' meeting on May 18, 2023.											[Note 6] Chief Financial Officer Mr. Wang Jun-Yen resigned in May 2022, and Mr. Chen Chih-Huan, the senior manager of the Finance Department, took over as the company's chief financial officer on June 21, 2022.					
Former General Manager of Innovation& Integration Business Group	Su Jyun-Bin <sup>Note 7</sup>	[Note 3] The term "net profit after tax" as set forth herein denotes the net profit after tax as shown through the individual financial statements for 2022.											[Note 7] Mr. Hsueh Chien-Ping, CEO of Group Platform, retired in January 2023, and Mr. Su Jyun-Bin, General Manager of Innovation& Integration Business Group, resigned in December 2022.					
Former Chief Financial Officer	Wang Jun-Yen <sup>Note 6</sup>	[Note 4] The remuneration to the General Manager's chauffeurs of the Company was already disclosed in the note of remuneration to directors.											[Note 8] Mr. Lin San-Chih, Vice General Manager, was transferred to an affiliated company of the company in July 2022, so the remuneration after the transfer was not included.					
Former Vice General Manager of Real Estate Agent Division	Lin San-Chih <sup>Note 8</sup>	[Note 5] On May 19, 2022, General Manager Mr. Liu Yuan-Chih was elected as the representative appointed by the chairman of the company, Sinyi																

### • 2. Remuneration Listed by Range of General Manager and Vice General Managers

Range of the Remuneration Paid to the Company's General Manager and Vice General Managers	2022	
	The Company	All Companies Specified in the Consolidated Financial Statements
Below \$1,000,000	-	-
\$1,000,000 (inclusive) ~ \$2,000,000 (exclusive)	-	-
\$2,000,000 (inclusive) ~ \$3,500,000 (exclusive)	Lin Jun-An, Wang Jun-Yen <sup>Note 2</sup>	Lin Jun-An, Wang Jun-Yen <sup>Note 2</sup>
\$3,500,000 (inclusive) ~ \$5,000,000 (exclusive)	Chou Chuang Yun, Chou Su-Hsiang, Lin San-Chih <sup>Note 3</sup> , Chou Ken-Yu, Su Shou-Jen, Chen Chih-Huan	Chou Chuang Yun, Chou Su-Hsiang, Lin San-Chih <sup>Note 3</sup> , Chou Ken-Yu, Su Shou-Jen, Chen Chih-Huan
\$5,000,000 (inclusive) ~ \$10,000,000 (exclusive)	Hsueh Chien-Ping <sup>Note 1</sup> , Su Jyun-Bin <sup>Note 2</sup> , Hsin Hong-Jun, Feng Chi-Yi, Yang Pai-Chuan, Chen Li-Hsin <sup>Note 1</sup> , Liu Yuan-Chih <sup>Note 1</sup> , Lee Shao-Kang	Hsueh Chien-Ping <sup>Note 1</sup> , Su Jyun-Bin <sup>Note 2</sup> , Hsin Hong-Jun, Feng Chi-Yi, Yang Pai-Chuan, Chen Li-Hsin <sup>Note 1</sup> , Liu Yuan-Chih <sup>Note 1</sup> , Lee Shao-Kang
\$10,000,000 (inclusive) ~ \$15,000,000 (exclusive)	-	-
\$15,000,000 (inclusive) ~ \$30,000,000 (exclusive)	-	-
\$30,000,000 (inclusive) ~ \$50,000,000 (exclusive)	-	-
\$50,000,000 (inclusive) ~ \$100,000,000 (exclusive)	-	-
Above \$100,000,000	-	-
Total	16	16

[Note 1] Remuneration of CEO of Group Platform Business and the Company's General Manager include the rental, fuel expense and maintenance expense of the cars provided by the Company and house rental provided by the Company's subsidiary for CEO of Group Platform Business.

[Note 2] Chief Financial Officer Mr. Wang Jun-Yen resigned in May 2022, and Mr. Su Jyun-Bin, general manager of Innovation& Integration Business Group, resigned in December 2022.

[Note 3] Mr. Lin San-Chih, vice general manager, was transferred to an affiliated company of the Company in July 2022, so the remuneration after the transfer was not included.

For more information on General Manager and Vice General Managers' remuneration and a remuneration chart, please see Sinyi Realty's 2022 annual report, p. 3-20~3-22, 3-24~3-26

## Note D - Distribution of Contract Types

2-7

2-8

	2022						
	Male	Female	Other <sup>Note</sup>	Total	Taiwan	China	Japan
Number of employees (head count / FTE)	2,982	2,130	0	<b>5,112</b>	5,112	339	104
Number of permanent employees (head count / FTE)	2,978	2,124	0	<b>5,102</b>	5,102	339	104
Number of temporary employees (head count / FTE)	4	6	0	<b>10</b>	10	0	0
Number of non-guaranteed hours employees (head count / FTE)	0	0	0	<b>0</b>	0	0	0
Number of full-time employees (head count / FTE)	2,971	2,123	0	<b>5,094</b>	5,094	339	104
Number of part-time employees (head count / FTE)	11	7	0	<b>18</b>	18	0	0

[Note] Other: Gender as specified by the employees themselves.

## Note E - Educational Levels

	2020		2021		2022	
	Number of Employees	Percentage	Number of Employees	Percentage	Number of Employees	Percentage
<b>Total Employees</b>	<b>4,997</b>	<b>100.0%</b>	<b>5,092</b>	<b>100.0%</b>	<b>5,112</b>	<b>100.00%</b>
Pre-Bachelor's	228	4.6%	216	4.24%	215	4.21%
Bachelor's Degree	4,398	88.0%	4,458	87.55%	4,471	87.46%
Master's Degree	366	7.3%	415	8.15%	424	8.29%
Doctorate	5	0.1%	3	0.06%	2	0.04%

[Note] Pre-Bachelor's (incl. high school and vocational school graduates)—specialist employees (masseurs, drivers, operators, etc.) or senior employees (hired prior to the 1986 adjustment of employment policy to hiring only university graduates or higher).  
Bachelor's Degree—Includes both two-year (post-Associate's) and four-year programs.

## Note F - Employees Age Group 405-1

		Senior Management (VP or higher)		Middle Management (Regional managers)		Base-level Management (Store managers)		General Employees		Total
		Female	Male	Female	Male	Female	Male	Female	Male	
2020	<b>Total Employees</b>	<b>3</b>	<b>14</b>	<b>7</b>	<b>61</b>	<b>102</b>	<b>410</b>	<b>1,794</b>	<b>2,606</b>	<b>4,997</b>
	30 and under	0	0	0	0	0	13	855	1,242	2,110
	Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	3.17%	47.66%	47.66%	42.23%
	31-50 (incl.)	0	1	4	36	95	367	891	1,306	2,700
	Percentage	0.00%	7.14%	57.14%	59.02%	93.14%	89.51%	49.67%	50.12%	54.03%
	51 and over	3	13	3	25	7	30	48	58	187
	Percentage	100.00%	92.86%	42.86%	40.98%	6.86%	7.32%	2.68%	2.23%	3.74%
2021	<b>Total Employees</b>	<b>2</b>	<b>16</b>	<b>8</b>	<b>61</b>	<b>106</b>	<b>434</b>	<b>1,898</b>	<b>2,567</b>	<b>5,092</b>
	30 and under	0	0	0	0	2	18	862	1,153	2,035
	Percentage	0.00%	0.00%	0.00%	0.00%	1.89%	4.15%	45.42%	44.92%	39.96%
	31-50 (incl.)	0	2	5	36	95	382	978	1,342	2,840
	Percentage	0.00%	12.50%	62.50%	59.02%	89.62%	88.02%	51.53%	52.28%	55.77%
	51 and over	2	14	3	25	9	34	58	72	217
	Percentage	100.00%	87.50%	37.50%	40.98%	8.49%	7.83%	3.06%	2.80%	4.26%
2022	<b>Total Employees</b>	<b>2</b>	<b>13</b>	<b>10</b>	<b>62</b>	<b>121</b>	<b>444</b>	<b>1,997</b>	<b>2,463</b>	<b>5,112</b>
	30 and under	0	0	0	0	5	27	831	990	1,853
	Percentage	0.00%	0.00%	0.00%	0.00%	4.13%	6.08%	41.61%	40.19%	36.25%
	31-50 (incl.)	0	2	6	37	104	379	1,095	1,389	3,012
	Percentage	0.00%	15.38%	60.00%	59.68%	85.95%	85.36%	54.83%	56.39%	58.92%
	51 and over	2	11	4	25	12	38	71	84	247
	Percentage	100.00%	84.62%	40.00%	40.32%	9.92%	8.56%	3.56%	3.41%	4.83%

[Note] Total employees = the number of employees at the end of the reporting period.



## Note G - New Hires and Turnover Structure 401-1

		New Hires						Departed Employees					
		2020		2021		2022		2020		2021		2022	
		Number of Employees	%	Number of Employees	%	Number of Employees	%	Number of Employees	%	Number of Employees	%	Number of Employees	%
Gender	Male	929	59.7%	658	55%	706	49.10%	847	63.3%	671	60.3%	791	57.61%
	Female	628	40.3%	538	45%	732	50.90%	491	36.7%	442	39.7%	582	42.39%
Age Bracket	30 and under	1,226	78.7%	909	76%	970	67.45%	875	65.4%	715	64.2%	822	59.87%
	31-50 (incl.)	327	21.0%	282	24%	446	31.02%	448	33.5%	385	34.6%	532	38.75%
	51 and over	4	0.3%	5	0.4%	22	1.53%	15	1.1%	13	1.2%	19	1.38%
Region	Taipei/Taoyuan/Hsinchu	1,073	68.9%	745	62.3%	816	56.75%	936	70.0%	759	68.2%	857	62.42%
	Central Taiwan	252	16.2%	232	19.4%	428	29.76%	198	14.8%	190	17.1%	298	21.70%
	Southern Taiwan	232	14.9%	219	18.3%	194	13.49%	204	15.2%	164	14.7%	218	15.88%
TOTAL		1,557	100%	1,196	100%	1,438	100%	1,338	100%	1,113	100%	1,373	100%

[Note 1] New hires are cumulative for the year.

[Note 2] Central Taiwan—Central region and administrative areas. Southern Taiwan—Tainan, Kaohsiung, and administrative areas.

## Note H - Employees Turnover Rate by Year 401-1

Year	2020	2021	2022
Average Turnover Rate Across All Employees	26.44%	22.32%	27.08%

[Note] 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 404-1

		2020			2021			2022		
		Number of Employees	Total Hours	Average Hours	Number of Employees	Total Hours	Average Hours	Number of Employees	Total Hours	Average Hours
Rank	General Employees	4,400	173,502	39.22	4,465	191,354	42.86	4,460	190,258	42.65
	Base-level Management	512	22,499	43.77	540	29,766	55.12	565	28,588	50.6
	Middle Management	68	4,071	59	69	3,278	47.51	72	3,576	49.66
	Senior Management	17	620.5	36.5	18	612	34.00	15	632	42.13
Gender	Male	3,091	124,997	47.69	3,078	137,256	44.59	2,982	136,710	45.85
	Female	1,906	75,698	41.98	2,014	87,754	43.57	2,130	86,344	40.53
TOTAL		4,997	200,693	44.62	5,092	225,010	44.19	5,112	223,054	43.63

[Note] 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

Year		2020	2021	2022
General Employees	Total	4,997	5,092	5,112
	Number of Female	1,906	2,014	2,130
	<b>Percentage of Female</b>	<b>38.14%</b>	<b>39.5%</b>	<b>41.67%</b>
Management Level	Total	597	627	652
	Number of Female	112	116	133
	<b>Percentage of Female</b>	<b>18.76%</b>	<b>18.5%</b>	<b>20.40%</b>

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

Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	Total
Total Number of "Sinyi Babies"	181	211	253	217	212	204	156	182	255	176	<b>2,047</b>
First-Born Children	144	139	169	120	136	113	73	125	179	109	<b>1,307</b>
Subtotal of Second-Child or More	37	72	84	97	76	91	83	57	76	67	<b>740</b>
Second-Child	33	67	78	82	71	86	76	51	65	61	<b>670</b>
Third-Child	3	4	5	15	5	5	6	6	10	5	<b>64</b>
Fourth-Child	1	1	1	0	0	0	1	0	1	1	<b>6</b>

## Note K - Employees Applications for Parental Leave and their Returns to Work 401-3

Type	Gender	2020	2021	2022
Number of Employees Eligible to Apply for Parental Leave <sup>Note 1</sup>	Male	288	270	301
	Female	154	155	175
	<b>TOTAL</b>	<b>442</b>	<b>425</b>	<b>476</b>
Number of Employees Applying for Parental Leave	Male	22	16	23
	Female	40	42	50
	<b>TOTAL</b>	<b>62</b>	<b>58</b>	<b>73</b>
Employees Eligible to Return Returning to Previous Positions after Unpaid Parental Leave (A)	Male	20	27	15
	Female	31	20	34
	<b>TOTAL</b>	<b>51</b>	<b>47</b>	<b>49</b>
Employees Returning to Previous Positions after Unpaid Parental Leave (B)	Male	14	18	12
	Female	25	12	27
	<b>TOTAL</b>	<b>39</b>	<b>30</b>	<b>39</b>
Return to Work Rate (B/A) <sup>Note 2</sup>	Male	70%	67%	80%
	Female	81%	60%	79%
Number of Employees that Returned to Work After Parental Leave in the Previous Year (C)	Male	10	14	12
	Female	25	25	18
	<b>TOTAL</b>	<b>35</b>	<b>39</b>	<b>30</b>
Employees Remaining at Company over 12 Months after Unpaid Parental Leave (D)	Male	10	10	9
	Female	23	23	18
	<b>TOTAL</b>	<b>33</b>	<b>33</b>	<b>27</b>
Retention Rate (D/C) <sup>Note 3</sup>	Male	100%	71%	75%
	Female	92%	92%	100%

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

[Note 2] Return to Work Rate = Actual Number of Employees Returning After Parental Leave (B) / Anticipated Number of Employees Returning After Parental Leave (A) x 100%

[Note 3] Retention Rate = Number of Employees Still at Company 12 Months after Returning from Parental Leave (D) / Number of Employees that Returned to Work After Parental Leave in the Previous Year (C) X 100%

## Note M – Work-Related Injuries and Ill Health Statistics 403-9 403-10 SDG3

Year	2020		2021		2022	
Accident Type	General Work Injury	Work-related ill health	General Work Injury	Work-related ill health	General Work Injury	Work-related ill health
Number Of Recordable Work-Related Injuries	184	0	191	0	231	0
Lost Day	2,827 days		2,400 days		2,477 days	
Recordable Traffic Accident Injuries	294		231		200	
High-Consequence Traffic Accident Injuries	55 cases accounts for 18.71% of all traffic accidents		16 cases accounts for 17.39% of all traffic accidents		44 cases accounts for 22% of all traffic accidents	

[Note]

1. Total Working Hours = 12,367,575 (number of employees\* hours worked in a day\* days worked in a year)
2. Total Work Days = 1,374,175 (number of employees\* days worked in a year)
3. Work-related injuries and ill health are those that arise from exposure to hazards at work. We disclosure lost days which included days from accident to recovery.
4. 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 refers to those whose employees have taken more than 4 days off.

## Note N - Disabling Injury Frequency Rate 403-9 SDG3

Year	2020	2021	2022
Male	10.01	11.09	11.52
Female	16.25	16.94	11.76
<b>TOTAL</b>	<b>11.96</b>	<b>13.48</b>	<b>11.62</b>

[Note] Disabling Injury Frequency Rate (DIFR) = ( Total Number of Recordable Disabling Injuries / Total Working Hours ) x 1,000,000.

## Note P - Absentee Rate SDG3

Year	2020	2021	2022
Male	0.24%	0.75%	0.23%
Female	0.44%	1.6%	0.29%
<b>TOTAL</b>	<b>0.32%</b>	<b>1.09%</b>	<b>0.25%</b>

[Note] Absentee Rate = (Days Absent / Total Work Days) x 100% Includes days absent due to sick leave, menstrual leave, and work injury leave

## Note O - Lost Day Rate SDG3

Year	2020	2021	2022
Male	159.72	194.15	223.09
Female	208.46	149.67	168.26
<b>TOTAL</b>	<b>178.62</b>	<b>176.6</b>	<b>200.24</b>

[Note] Lost Day Rate = (Lost Work Days / Total Work Hours) x 1,000,000

## Note Q - Employees Engagement Survey Average Score

Year	2020	2021	2022
Value identification	4.67	4.61	4.56
Job value	4.24	4.15	4.10
Behavioral identity	4.32	4.22	4.16
Passion for work	4.07	3.93	3.90
Balanced life	3.47	3.18	3.24
Growth needs	4.10	3.99	3.95
Organizational innovation	4.09	3.87	3.81
Department cooperation	4.11	3.89	3.97
Business strategy	4.04	3.81	3.59
Internal communication	3.90	3.61	3.60
Incentive mechanism	3.53	3.22	3.19

[Note] The questionnaire used Likert Scale.

# GRI Content Index

Sinyi Realty has reported the information cited in this GRI content index for the period year of 2022 (2022/01/01-2022/12/31) with reference to the GRI Standards. The following indicators have been verified externally, and the verification results are detailed in the independent assurance opinion statement.

## GRI 1: Foundation 2021 [No disclosure index in GRI 1]

## GRI 2: General Disclosure 2021

- Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies
- The United Nations Global Compact (UNGC)
- ISO 26000 Guidance on Social Responsibility
- The UN Sustainable Development Goals (SDGs)

GRI Standard	Disclosure	Page number(s) and/or URL	Responding to International Standards
<b>GRI 2: General Disclosure 2021</b>			
<b>The organization and its reporting practices</b>			
2-1	Organizational details	1 About Sinyi Realty - Corporate Profile <a href="#">p. 8</a>	
2-2	Entities included in the organization's sustainability reporting	1 About Sinyi Realty - About This Report <a href="#">p. 9</a> , Sinyi Realty as the report entity Please refer to <a href="#">p. 6-40~6-43</a> of the Annual Report for the subsidiaries included in consolidated financial statements.	
2-3	Reporting period, frequency and contact point	1 About Sinyi Realty - About This Report <a href="#">p. 9</a>	TWSE/TPEX Chapter 1, Chapter 5
2-4	Restatements of information	1 About Sinyi Realty - About This Report <a href="#">p. 9</a> , and explained in each chapter.	
2-5	External assurance	1 About Sinyi Realty - About This Report <a href="#">p. 9</a> 8 Appendix - Independent Assurance Opinion Statement <a href="#">p. 115</a>	TWSE/TPEX Chapter 1, Chapter 5
<b>Activities and workers</b>			
2-6	Activities, value chain and other business relationships	1 About Sinyi Realty - Corporate Profile <a href="#">p. 8</a> There are no any products or services that are banned in certain markets. 2 Sustainable Development - Sinyi Realty's Business Model <a href="#">p. 13</a> 7 Supply Chain - Sinyi Realty Supply Chain System <a href="#">p. 73</a> No significant changes to the organization and its supply chain.	ISO 20400
2-7	Employees	1 About Sinyi Realty - Corporate Profile <a href="#">p. 8</a> 8 Appendix - Sustainability Performance Overview <a href="#">p. 83</a> 4 Social(Internal) - Positive Labor - Employer Relations <a href="#">p. 39</a> 8 Appendix - Sustainability Performance Overview - Distribution of Contract Types <a href="#">p. 89</a>	SDG8 UNGC Principle 6
2-8	Workers who are not employees	4 Social(Internal) - Positive Labor-Employer Relations <a href="#">p. 39</a> 7 Supply Chain - implementation of human rights and OHS <a href="#">p. 77</a> 8 Appendix - Sustainability Performance Overview - Distribution of Contract Types <a href="#">p. 89</a>	SDG8 UNGC Principle 6
<b>Governance</b>			
2-9	Governance structure and composition	6 Governance - Sustainable Governance Structure and Procedures <a href="#">p. 61</a> 6 Governance - Sustainability Assessment, ESG Performance and Management <a href="#">p. 62</a> 6 Governance - Board of Directors' Structure and Operation <a href="#">p. 63</a> Comprehensive Organizational Chart: Sinyi Sustainability Website - Governance Structure <a href="http://csr.sinyi.com.tw/en/governance/organization.php">http://csr.sinyi.com.tw/en/governance/organization.php</a> 6 Governance - Director Training <a href="#">p. 64</a>	



GRI Standard	Disclosure	Page number(s) and/or URL	Responding to International Standards
2-10	Nomination and selection of the highest governance body	Sinyi Sustainability Website - Board of Directors <a href="http://csr.sinyi.com.tw/en/governance/board-of-directors.php">http://csr.sinyi.com.tw/en/governance/board-of-directors.php</a>	
2-11	Chair of the highest governance body	6 Governance - Corporate Vision p. 61 6 Governance - Sustainable Governance Structure and Procedures p. 61	
2-12	Role of the highest governance body in overseeing the management of impacts	2 Sustainable Development - Stakeholder Engagement p. 18 6 Governance - Corporate Vision p. 61 6 Governance - Responsible Unit for Sustainable Affairs: Total Ethical Management Committee p. 61 6 Governance - Sustainability Assessment, ESG Performance and Management p. 62 6 Governance - Processes for Consultation between Stakeholders p. 65 6 Governance - Risk Management p. 69	
2-13	Delegation of responsibility for managing impacts	6 Governance - Sustainability Assessment, ESG Performance and Management p. 62	
2-14	Role of the highest governance body in sustainability reporting	6 Governance - Corporate Vision p. 61 6 Governance - Responsible Unit for Sustainable Affairs: Total Ethical Management Committee p. 61	
2-15	Conflicts of interest	6 Governance - Board of Directors' Operations p. 63 <a href="#">Sinyi Realty 2022 Annual Report</a> p. 3-27, 3-131, 8-32	
2-16	Communication of critical concerns	6 Governance - Board of Directors' Operations p. 63	
2-17	Collective knowledge of the highest governance body	6 Governance - Director Training p. 64	SDG4
2-18	Evaluation of the performance of the highest governance body	6 Governance - Board of Directors' Operations p. 63 6 Governance - Performance Evaluations of the Board of Directors and Functional Committees p. 64	
2-19	Remuneration policies	6 Governance - Compensation and Sustainability Performance p. 64 6 Governance - Remuneration Mechanism for the Board of Directors p. 64 8 Appendix - Sustainability Performance Overview p. 86~88 <a href="#">Sinyi Realty 2022 Annual Report</a> p. 3-17~3-26	
2-20	Process to determine remuneration	4 Social(Internal)- Reasonable Remuneration and Promotion System p. 42 2 Sustainable Development - Materiality Analysis p. 15, Stakeholder Engagement p. 18 Sinyi Sustainability Website - Functional Committees <a href="http://csr.sinyi.com.tw/en/governance/committee.php">http://csr.sinyi.com.tw/en/governance/committee.php</a>	
2-21	Annual total compensation ratio	Sinyi Realty takes Taiwan as the main location, and the personal highest annual income was 14.84 times lower than the median annual income of all employees in Taiwan. Taiwan's highest annual salary decrease percentage is 10.89%, so the highest individual annual income and the median annual income of all employees in the country (excluding the highest individual annual income) is 0.75 times.	

GRI Standard	Disclosure	Page number(s) and/or URL	Responding to International Standards
<b>Strategy, policies and practices</b>			
2-22	Statement on sustainable development strategy	1 About Sinyi Realty - Message from the Management <a href="#">p. 5, 6, 7</a>	TWSE/TPEX Chapter 1
2-23	Policy commitments	4 Social(Internal) - The human rights and LOHAS <a href="#">p. 47</a> 6 Governance - Sustainable Development Strategy and Code <a href="#">p. 67</a> , Whistleblower System <a href="#">p. 67</a> , Risk Management <a href="#">p. 69</a> 7 Supply Chain - Management Policy and ESG Guidelines <a href="#">p. 73</a> , Achievement and Performance <a href="#">p. 76</a> 8 Appendix - Management of Material Topics <a href="#">p. 79~81</a> Sinyi Sustainability Website - Policies and Principles <a href="http://csr.sinyi.com.tw/en/certificates/policy.php">http://csr.sinyi.com.tw/en/certificates/policy.php</a> Sinyi Realty 2022 Annual Report <a href="#">p. 3-107~3-111, 3-119~3-120, 5-34</a>	UNGC Principle 10
2-24	Embedding policy commitments	2 Sustainable Development - Stakeholder Engagement <a href="#">p. 18</a> 4 Social(Internal) -The human rights and LOHAS <a href="#">p. 47</a> 6 Governance -Sustainable Development Strategy and Code <a href="#">p. 62</a> 7 Supply Chain -Management Process and road of refinement <a href="#">p. 74</a> , Achievement and Performance <a href="#">p. 76</a> 8 Appendix - Management of Material Topics <a href="#">p. 79~81</a> Sinyi Realty 2022 Annual Report <a href="#">p. 3-107~3-111, 3-119~3-120, 5-34</a>	
2-25	Processes to remediate negative impacts	2 Sustainable Development - Stakeholder Engagement <a href="#">p. 18</a> 6 Governance - Whistleblower System <a href="#">p. 67</a> 4 Social(Internal) - Communication Policy <a href="#">p. 39</a>	
2-26	Mechanisms for seeking advice and raising concerns	6 Governance - Whistleblower System <a href="#">p. 67</a> Sinyi Sustainability Website - Ethics and Compliance <a href="http://csr.sinyi.com.tw/en/governance/ethics.php">http://csr.sinyi.com.tw/en/governance/ethics.php</a>	
2-27	Compliance with laws and regulations	6 Governance - Compliance Management <a href="#">p. 68</a> In 2022, there were one NT\$100 thousand penalty for real estate advertising violation. 5 Social(External) - <a href="#">p. 50, 51</a> 8 Appendix - Sustainability Performance Overview <a href="#">p. 84</a> Sinyi Sustainability Website - Announcement <a href="http://csr.sinyi.com.tw/en/news/event.php">http://csr.sinyi.com.tw/en/news/event.php</a>	
2-28	Membership associations	Sinyi Sustainability Website - Governance Structure <a href="http://csr.sinyi.com.tw/en/governance/organization.php">http://csr.sinyi.com.tw/en/governance/organization.php</a>	
<b>Stakeholder engagement</b>			
2-29	Approach to stakeholder engagement	2 Sustainable Development - Materiality Analysis <a href="#">p. 15</a> 2 Sustainable Development - Stakeholder Engagement <a href="#">p. 18</a> 4 Social(Internal)- employee engagement survey <a href="#">p. 39</a> Sinyi Realty 2022 Annual Report <a href="#">p. 3-69~3-73</a> The communication process has been developed and is not specifically carried out for this report.	ISO 26000 6.7.1, 6.7.2, 6.7.6 TWSE/TPEX Chapter 2, Chapter 6
2-30	Collective bargaining agreements	Although Sinyi Realty did not set up labor union and has no group agreement, it still holds a labor conference quarterly and has a transparent communication channels.	UNGC Principle 6

## Material Topics

GRI Standard	Disclosure	Page number(s) and/or URL	Responding to International Standards
<b>GRI 3: Material Topics 2021</b>			
3-1	Process to determine material topics	2 Sustainable Development - Materiality Analysis <a href="#">p. 15~17</a>	
3-2	List of material topics	2 Sustainable Development - Materiality Analysis <a href="#">p. 15~17</a> There is no significant difference in material topics and boundaries.	
<b>Economic Performance</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics <a href="#">p. 79</a>	
<b>GRI 201: Economic Performance 2016</b>			
201-1	Direct economic value generated and distributed	8 Appendix - Sustainability Performance Overview <a href="#">p. 82, 87</a> Payments to government: 6 Governance – Corporate Tax Contribution <a href="#">p. 66</a> Community investments: <a href="#">Sinyi Realty 2022 Annual Report p. 3-121</a>	SDG8 ISO 26000 6.8.1, 6.8.2, 6.8.3, 6.8.7, 6.8.9
201-2	Financial implications and other risks and opportunities due to climate change	3 Environment - Climate Governance and Action <a href="#">p. 29, 30</a> 8 Appendix - TCFD content index <a href="#">p. 108</a> <a href="#">Sinyi Realty TCFD Report</a>	SDG13 UNGC Principle 7 ISO 26000 6.5.5 TWSE/TPEX Chapter 2, Chapter 3, Chapter 6
201-3	Defined benefit plan obligations and other retirement plans	4 Social(Internal) - retirement plan <a href="#">p. 45</a> Benefits plans: <a href="#">Sinyi Realty 2022 Annual Report p. 5-29~5-31</a> Retirement plans and estimation basis: <a href="#">Sinyi Realty 2022 Annual Report - retirement system for employees p. 5-33</a> , pensions of senior managers <a href="#">p.3-25</a>	ISO 26000 6.8.7
201-4	Financial assistance received from government	The total amount of financial subsidies received from government in 2022 was NT\$ 227,044, including: 1. Bureau of Labor Insurance, Ministry of Labor: Subsidy NT\$197,044 for employers to pay for wages for the periods of pregnancy checkups, pregnancy checkup accompaniment, and paternity leaves. 2. Labor Affairs Department, New Taipei City Government: Incentive NT\$ 30,000 for Family-Friendly and Equality in Employment measures.	
<b>Indirect Economic Impacts</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics <a href="#">p. 79</a>	
<b>GRI 203: Indirect Economic Impacts 2016</b>			
203-1	Infrastructure investments and services supported	5 Social(External) - Input and Outcomes <a href="#">p. 58</a>	SDG11 ISO 26000 6.3.9, 6.8.1, 6.8.2, 6.8.7, 6.8.9 TWSE/TPEX Chapter 4
203-2	Significant indirect economic impacts	5 Social(External) - Input and Outcomes <a href="#">p. 58</a> 5 Social(External) - Community Building <a href="#">p. 53</a>	SDG8, 10 ISO 26000 6.3.9, 6.6.6, 6.6.7, 6.7.8, 6.8.1, 6.8.2, 6.8.5, 6.8.7, 6.8.9 TWSE/TPEX Chapter 4

GRI Standard	Disclosure	Page number(s) and/or URL	Responding to International Standards
<b>Water and Effluents</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics p. 79	
<b>GRI 303: Water and Effluents 2018</b>			
303-3	Water withdrawal	3 Environment - Water Stewardship p.34 Sinyi Sustainability Website - Water Stewardship <a href="http://csr.sinyi.com.tw/en/environment/water-resources.php">http://csr.sinyi.com.tw/en/environment/water-resources.php</a>	SDG6 UNGC Principle 7,8 ISO 26000 6.5.4 TWSE/TPEX Chapter 3
303-4	Water discharge	Sinyi Sustainability Website - Water Stewardship <a href="http://csr.sinyi.com.tw/en/environment/water-resources.php">http://csr.sinyi.com.tw/en/environment/water-resources.php</a>	SDG6 ISO 26000 6.5.4 TWSE/TPEX Chapter 3
303-5	Water consumption	Sinyi Sustainability Website - Water Stewardship <a href="http://csr.sinyi.com.tw/en/environment/water-resources.php">http://csr.sinyi.com.tw/en/environment/water-resources.php</a>	SDG6
<b>Emissions</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics p. 79	
<b>GRI 305: Emissions 2016</b>			
305-1	Direct (Scope 1) GHG emissions	3 Environment – Energy and Carbon Management p. 33 Sinyi Sustainability Website - GHG Inventory <a href="http://csr.sinyi.com.tw/en/environment/greenhouse-gases.php">http://csr.sinyi.com.tw/en/environment/greenhouse-gases.php</a>	SDG3, 12, 13 UNGC Principle 7,8 ISO 26000 6.5.5 TWSE/TPEX Chapter 3
305-2	Energy indirect (Scope 2) GHG emissions	3 Environment – Energy and Carbon Management p. 33 Sinyi Sustainability Website - GHG Inventory <a href="http://csr.sinyi.com.tw/en/environment/greenhouse-gases.php">http://csr.sinyi.com.tw/en/environment/greenhouse-gases.php</a>	SDG3, 12, 13 UNGC Principle 7,8 ISO 26000 6.5.5 TWSE/TPEX Chapter 3
305-3	Other indirect (Scope 3) GHG emissions	3 Environment – Energy and Carbon Management p. 33 Sinyi Sustainability Website - GHG Inventory <a href="http://csr.sinyi.com.tw/en/environment/greenhouse-gases.php">http://csr.sinyi.com.tw/en/environment/greenhouse-gases.php</a>	SDG3, 12, 13 UNGC Principle 7,8 ISO 26000 6.5.5 TWSE/TPEX Chapter 3



GRI Standard	Disclosure	Page number(s) and/or URL	Responding to International Standards
305-4	GHG emissions intensity	3 Environment - Energy and Carbon Management p. 33 Sinyi Sustainability Website - GHG Inventory <a href="http://csr.sinyi.com.tw/en/environment/greenhouse-gases.php">http://csr.sinyi.com.tw/en/environment/greenhouse-gases.php</a>	SDG13 UNGC Principle 8 ISO 26000 6.5.5 TWSE/TPEx Chapter 3
305-5	Reduction of GHG emissions	3 Environment - Energy and Carbon Management p. 33 Sinyi Sustainability Website - GHG Inventory <a href="http://csr.sinyi.com.tw/en/environment/greenhouse-gases.php">http://csr.sinyi.com.tw/en/environment/greenhouse-gases.php</a>	SDG13 UNGC Principle 8,9 ISO 26000 6.5.5 TWSE/TPEx Chapter 3
305-6	Emissions of ozone-depleting substances (ODS)	There is no ODS emissions in Sinyi Realty.	ISO 26000 6.5.3, 6.5.5 TWSE/TPEx Chapter 3
305-7	Nitrogen oxides (NO <sub>x</sub> ), sulfur oxides (SO <sub>x</sub> ), and other significant air emissions	There is no such emissions in Sinyi Realty.	ISO 26000 6.5.3 TWSE/TPEx Chapter 3
<b>Employment</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics p. 80	
<b>GRI 401: Employment 2016</b>			
401-1	New employee hires and employee turnover	4 Social(Internal) - Labor-employer Relations p. 39 Appendix - Sustainability Performance Overview Note G - new hires and turnover structure p. 91	SDG8 UNGC Principle 6 ISO 26000 6.4.3
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	4 Social(Internal) - benefits and retirement plans p. 45 Sinyi Sustainability Website <a href="http://csr.sinyi.com.tw/en/employee/system.php">http://csr.sinyi.com.tw/en/employee/system.php</a>	ISO 26000 6.4.4, 6.8.7
401-3	Parental leave	4 Social(Internal) - D&I policies p. 46 4 Social(Internal) - Benefits plans p. 45 8 Appendix - Sustainability Performance Overview Note K - employees applications for parental leave and their returns to work p. 92 Sinyi Sustainability Website <a href="https://csr.sinyi.com.tw/en/employee/system-3.php">https://csr.sinyi.com.tw/en/employee/system-3.php</a>	ISO 26000 6.4.4

GRI Standard	Disclosure	Page number(s) and/or URL	Responding to International Standards
<b>Occupational Health and Safety</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics p. 79	
<b>GRI 403: Occupational Health and Safety 2018</b>			
403-1	Occupational health and safety management system	4 Social(Internal) - occupational health and safety p. 44 Sinyi Sustainability Website <a href="http://csr.sinyi.com.tw/en/employee/workplace.php">http://csr.sinyi.com.tw/en/employee/workplace.php</a>	ISO 26000 6.4.6
403-2	Hazard identification, risk assessment, and incident investigation	4 Social(Internal)- occupational health and safety p. 43 8 Appendix - Sustainability Performance Overview – Note M, N, O, P, U p. 93	ISO 26000 6.4.6, 6.8.8
403-3	Occupational health services	4 Social(Internal)- dedicated happy health management center p. 43	SDG3 ISO 26000 6.4.6, 6.8.8
403-4	Worker participation, consultation, and communication on occupational health and safety	Sinyi listens to employees' voices and has transparent communication channels; it holds the labor conference so Sinyi did not set up labour union. 4 Social(Internal) - p. 44	ISO 26000 6.4.6
403-5	Worker training on occupational health and safety	4 Social(Internal)- training for occupational health and safety p. 44	
403-6	Promotion of worker health	4 Social(Internal) - dedicated happy health management center p. 43	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	4 Social(Internal) - Risk Assessment and Management p. 44	
403-8	Workers covered by an occupational health and safety management system	4 Social(Internal) - dedicated happy health management center p. 43	
403-9	Work-related injuries	4 Social(Internal)- occupational health and safety p. 44 8 Appendix - Sustainability Performance Overview - Note M, N, O, P, U p. 93	SDG3
403-10	Work-related ill health	8 Appendix - Sustainability Performance Overview - Note M, N, O, P, U p. 93	SDG3
<b>Training and Education</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics p. 80	
<b>GRI 404: Training and Education 2016</b>			
404-1	Average hours of training per year per employee	4 Social(Internal) - overview of employee training p. 41 8 Appendix - Sustainability Performance Overview - Note I average training hours p. 91	SDG4, 8 ISO 26000 6.4.7

GRI Standard	Disclosure	Page number(s) and/or URL	Responding to International Standards
404-2	Programs for upgrading employee skills and transition assistance programs	4 Social(Internal) - lifelong learning p. 41, post-retirement re-employment p. 45 Sinyi Sustainability Website <a href="https://csr.sinyi.com.tw/en/employee/system-4.php">https://csr.sinyi.com.tw/en/employee/system-4.php</a>	SDG8 ISO 26000 6.4.7, 6.8.5
404-3	Percentage of employees receiving regular performance and career development reviews	4 Social(Internal) - performance management p. 42	SDG8 ISO 26000 6.4.7
<b>Diversity and Equal Opportunity</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics p. 80	
<b>GRI 405: Diversity and Equal Opportunity 2016</b>			
405-1	Diversity of governance bodies and employees	Sinyi Sustainability Website <a href="http://csr.sinyi.com.tw/en/governance/board-of-directors.php">http://csr.sinyi.com.tw/en/governance/board-of-directors.php</a> <a href="http://csr.sinyi.com.tw/en/employee/appeal.php">http://csr.sinyi.com.tw/en/employee/appeal.php</a> 4 Social(Internal) - employment overview p. 39 4 Social(Internal) - diversity and inclusion p. 46 8 Appendix - Sustainability Performance Overview Note F Employees Age Group p. 90	SDG8 UNGC Principle 6 ISO 26000 6.2.3, 6.3.7, 6.3.10, 6.4.3
405-2	Ratio of basic salary and remuneration of women to men	4 Social(Internal) - gender-friendliness p. 46	SDG8 ISO 26000 6.3.7, 6.3.10, 6.4.3, 6.4.4
<b>Forced or Compulsory Labor</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics p. 80	
<b>GRI 409: Forced or Compulsory Labor 2016</b>			
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	4 Social(Internal)- LOHAS p. 67 7 Supply Chain - no risk or incidents findings throughout the assessment Sinyi Sustainability Website <a href="http://csr.sinyi.com.tw/en/employee/workplace.php">http://csr.sinyi.com.tw/en/employee/workplace.php</a> <a href="http://csr.sinyi.com.tw/en/supplychain/achievement.php">http://csr.sinyi.com.tw/en/supplychain/achievement.php</a>	SDG8 UNGC Principle 4 ISO 26000 6.3.3, 6.3.4, 6.3.5, 6.3.10, 6.6.6 TWSE/TPEX Chapter 4

GRI Standard	Disclosure	Page number(s) and/or URL	Responding to International Standards
<b>Supplier Social Assessment</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics p. 80	
<b>GRI 414: Supplier Social Assessment 2016</b>			
414-1	New suppliers that were screened using social criteria	Sinyi Sustainability Website <a href="http://csr.sinyi.com.tw/en/supplychain/achievement.php">http://csr.sinyi.com.tw/en/supplychain/achievement.php</a>	SDG8 UNGC Principle 2 ISO 26000 6.3.3, 6.3.4, 6.3.5, 6.4.3, 6.6.1, 6.6.2, 6.6.6, 6.8.1, 6.8.2, 7.3.1 TWSE/TPEX Chapter 4
414-2	Negative social impacts in the supply chain and actions taken	7 Supply Chain -Supplier Risk Assessment and Evaluation p. 75, 76, 77 Sinyi Sustainability Website <a href="http://csr.sinyi.com.tw/en/supplychain/achievement.php">http://csr.sinyi.com.tw/en/supplychain/achievement.php</a>	SDG8 ISO 26000 6.3.3, 6.3.4, 6.3.5, 6.4.3, 6.6.1, 6.6.2, 6.6.6, 6.8.1, 6.8.2, 7.3.1 TWSE/TPEX Chapter 4
<b>Customer Health and Safety</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics p. 81	
<b>GRI 416: Customer Health and Safety 2016</b>			
416-1	Assessment of the health and safety impacts of product and service categories	5 Social(External) - guarantee service p. 51	ISO 26000 6.7.1, 6.7.2, 6.7.4, 6.7.5, 6.8.8 TWSE/TPEX Chapter 4
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Non-related event	ISO 26000 4.6, 6.7.1, 6.7.2, 6.7.4, 6.7.5, 6.8.8 TWSE/TPEX Chapter 4

GRI Standard	Disclosure	Page number(s) and/or URL	Responding to International Standards
<b>Marketing and Labeling</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics <a href="#">p. 81</a>	
<b>GRI 417: Marketing and Labeling 2016</b>			
417-1	Requirements for product and service information and labeling	5 Social(External) - Protecting Customers' Rights <a href="#">p. 51</a>	SDG12 ISO 26000 6.7.1, 6.7.2, 6.7.3, 6.7.4, 6.7.5, 6.7.9 TWSE/TPEX Chapter 4
417-2	Incidents of non-compliance concerning product and service information and labeling	5 Social(External) - Performance Overview <a href="#">p. 50</a>	ISO 26000 4.6, 6.7.1, 6.7.2, 6.7.3, 6.7.4, 6.7.5, 6.7.9 TWSE/TPEX Chapter 4
417-3	Incidents of non-compliance concerning marketing communications	There was one severe penalty, please refer to <a href="#">p. 51</a>	ISO 26000 4.6, 6.7.1, 6.7.2, 6.7.3 TWSE/TPEX Chapter 4
<b>Customer Privacy</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics <a href="#">p.81</a>	
<b>GRI 418: Customer Privacy 2016</b>			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	8 Appendix - Sustainability Performance Overview <a href="#">p. 84</a>	ISO 26000 6.7.1, 6.7.2, 6.7.7 TWSE/TPEX Chapter 4



**Topic-Specific Disclosures: Custom Material Topic**

GRI Standard	Disclosure	Page number(s) and/or URL	Responding to International Standards
<b>Digital Resilience</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics <a href="#">p. 81</a>	
<b>Digital Resilience</b>			
Custom	Digital Resilience	5 Social(External) - Exceptional Service and Innovation <a href="#">p. 52</a> 6 Governance - Risk Management <a href="#">p. 69</a> Sinyi Sustainability Website <a href="http://csr.sinyi.com.tw/en/governance/risk-management.php">http://csr.sinyi.com.tw/en/governance/risk-management.php</a>	
<b>Promotion of Business Ethics</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics <a href="#">p. 81</a>	
<b>Promotion of Business Ethics</b>			
Custom	Promotion of Business Ethics	5 Social(External) - Input and Outcomes <a href="#">p. 58</a> 5 Social(External) - Promotion of Business Ethics <a href="#">p. 55</a>	TWSE/TPEx Chapter 4

 Sinyi Realty 2022 Annual Report <https://www.sinyi.com.tw/investors/en/financial-information/annual-reports>



# 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

## Sustainability Strategies and Goals of SASB Material Topics

- Product Design & Lifecycle Management
- Business Ethics

	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	Adhering to the spirit of "put righteousness before profit," Sinyi Realty continues to innovate based on customer needs and business 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 "Sinyi 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	<ol style="list-style-type: none"> <li>1. Pay attention to market changes and customer needs, and develop new service models accordingly.</li> <li>2. Review the implementation of policies in accordance with the regularly held annual plan meetings and quarterly review meetings.</li> <li>3. Establish innovation management systems and methods.</li> </ol>	<ol style="list-style-type: none"> <li>1. The main policy is to implement our mission of "Sinyi People, Sinyi Company, Sinyi Society."</li> <li>2. The guiding principle is to integrate ethics and integrity in daily customer service and management.</li> <li>3. Established the "Sinyi Realty Inc. Ethical Corporate Management Best Practice Principles," "Sinyi Realty Inc. Sustainable Development Best Practice Principles," and "Sinyi Group Code of Conduct."</li> </ol>
Responsibility	Total Ethical Management Committee – Social Inclusion Group	Total Ethical Management Committee – Corporate Governance Group
Resources	HR: Customer Service Department, Innovation and Integration Division, 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	<ol style="list-style-type: none"> <li>1. Customer complaint hotline: 0800-211-922</li> <li>2. 24-hour online customer service</li> <li>3. Customer Service Email: <a href="mailto:sinyi@sinyi.com.tw">sinyi@sinyi.com.tw</a></li> <li>4. Please refer to "Stakeholder Engagement" section</li> </ol>	<ol style="list-style-type: none"> <li>1. Founder Internal Email</li> <li>2. Corporate Ethics Office Email</li> <li>3. Customer complaint hotline: 0800-211-922</li> <li>4. Contact the Audit Office in order to express the opinion or report inappropriate behavior of colleagues.</li> </ol>
Evaluation Mechanisms and Results	<ol style="list-style-type: none"> <li>1. Include service innovation as an important annual plan.</li> <li>2. Customer satisfaction and opinion survey.</li> </ol>	<ol style="list-style-type: none"> <li>1. Chief Ethics Officer regularly reports on the integrity management to the Board of Directors.</li> <li>2. Compliance assessment.</li> <li>3. All employees signed the "Sinyi Group Code of Conduct" with a completion rate of 100%.</li> </ol>
Reference pages	Sustainable Innovation <a href="#">p. 23~24</a> Stakeholder Engagement <a href="#">p. 18</a> Exceptional Service and Innovation <a href="#">p. 52</a>	Ethics and Integrity <a href="#">p. 67</a> Compliance management and related instructions <a href="#">p. 68, 51, 84, 103</a>

## Sustainability Disclosure Topics & Accounting Metrics

Topic	Code	Accounting Metric	2022 Disclosure	Reference pages
<b>SUSTAINABILITY SERVICES</b>				
Revenue from energy and sustainability services	IF-RS-410a.1	<ul style="list-style-type: none"> <li>The entity shall disclose its revenue from energy and sustainability services.</li> <li>The entity shall provide a description of the energy and sustainability services it offers.</li> </ul>	<p>Sinyi Realty primarily provides real estate sales and rental brokerage services. Specific services include sales and leases for pre-sold, surplus and individual units, first-hand and second-hand units; including residential houses, 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.</p> <p><b>[Measures of improvement and future goals]</b></p> <p>In the service process of real estate brokerage, we also provide community residents' daily life services, such as: one-day plumbers, health inspections of power distribution boxes, top floor greening, etc. In response to community residents' needs, we provide residents with brokerage services related to energy-saving services of professional suppliers.</p> <p>Sinyi Realty's real estate brokerage services are certified by the Environmental Protection Administration's Carbon Footprint Label and Carbon Footprint Reduction Label, and the low-carbon service revenue accounts for 100%. Sinyi's real estate brokerage service income was NT\$9.865 billion.</p>	<p>Main Products and Services <a href="#">p. 8</a></p> <p>Value Chain <a href="#">p. 23</a></p>
(1) Floor area and (2) number of buildings under management provided with energy and sustainability services	IF-RS-410a.2	The entity shall disclose (1)The floor area under management for which it provided energy and/or 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.	
(1) Floor area and (2) number of buildings under management that obtained an energy rating	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.	
<b>TRANSPARENT INFORMATION &amp; MANAGEMENT OF CONFLICT OF INTEREST</b>				
Brokerage revenue from dual agency transactions	IF-RS-510a.1	<ul style="list-style-type: none"> <li>The entity shall disclose its revenue from real estate sales brokerage services that directly resulted from dual agency transactions.</li> <li>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.</li> </ul>	<p>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 use this boundary for disclosure.</p> <p>In 2022, Sinyi Realty's real estate brokerage services directly derived income from dual agency transactions totaled NT\$10.077 billion.</p> <p><b>[Measures of improvement and future goals]</b></p> <p>To implement the company's ethical behavior and integrity management that benefit corporate sustainability, Sinyi has formulated and promoted various codes of conduct, such as the "<a href="#">Sinyi Realty Inc. Ethical Corporate Management Best Practice Principles</a>," and stated what code of conduct and ethical principles should be abided by in relevant code to ensure employees' integrity and obligations and avoid interest conflicts in dual agency.</p> <p>Please refer to the "Ethics and Integrity" (p. 67) to learn more about how Sinyi Realty ensures professional and business ethics.</p>	Ethics and Integrity <a href="#">p. 67</a>

Topic	Code	Accounting Metric	2022 Disclosure	Reference pages
<b>TRANSPARENT INFORMATION &amp; MANAGEMENT OF CONFLICT OF INTEREST</b>				
Revenue from transactions associated with appraisal services	IF-RS-510a.2	<ul style="list-style-type: none"> <li>The entity shall disclose the amount of revenue generated from transactions.</li> <li>The entity shall describe its policies and practices to assure the professional integrity and duty of care of its workforce in avoiding conflicts of interest in appraisal services.</li> </ul>	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.	
Amount of legal and regulatory fines and settlements associated with professional integrity or duty of care	IF-RS-510a.3	<ul style="list-style-type: none"> <li>The entity shall disclose the total amount of monetary losses it incurred during the reporting period as a result of legal proceedings associated with professional integrity or duty of care.</li> <li>The entity shall briefly describe the nature and context of all monetary losses as a result of legal proceedings.</li> <li>The entity shall describe any corrective actions it has implemented as a result of the legal proceedings.</li> </ul>	Sinyi Realty didn't face any monetary loss due to fraud, corruption or bribery in 2022.	Ethics and Integrity <a href="#">p. 67</a>

## Activity Metrics

Code	Accounting Metric	2022 Disclosure	Reference pages
IF-RS-000.A	Number of property management clients, categorized by: (1) tenants and (2) real estate owners	Not applicable. Sinyi Realty is a company that provides real estate brokerage services. It does not provide property management services, so it does not have property management clients.	
IF-RS-000.B IF-RS-000.C	Floor area under management with owner operational control Number of buildings under management with owner operational control	Sinyi Realty headquarters building is our own assets with owner operational control and available for lease. The total floor area of the Sinyi Realty headquarters building is 19,042.5 square meters.	
IF-RS-000.D	Number of leases transacted, categorized by: (1) tenants and (2) real estate owners	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 4,951.	
IF-RS-000.E	Number of appraisals provided	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.	

- 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. 115](#))
- SASB Materiality Map: <https://materiality.sasb.org/>
- For more information about SASB, please refer to <https://www.sasb.org/>
- Disclosure category: All quantitative.

# Task Force on Climate-Related Financial Disclosures (TCFD) Content Index —

Although the real estate brokerage industry is not a major producer of carbon emissions, Sinyi Realty still focuses on the impact of climate change and implements climate-related risk management in compliance with the TCFD structure of "governance, strategy, risk management, and metrics and targets," for disclosing climate governance information to enhance climate resilience, promote sustainable business operations and integrate industry forces to resolve disasters caused by "climate emergency."

Code	TCFD Recommended Disclosure	2022 Disclosure	Reference page
GOVERNANCE (Disclose the organization's governance around climate-related risks and opportunities.)			
TCFD 1(a)	Describe the board's oversight of climate-related risks and opportunities.	1. Process and frequency by which the Board are informed about climate-related issues: In Total Ethical Management Committee (TEM Committee), the CFO reports to the Board on results of climate-related projects quarterly. The Board reviews ESG impacts, performance, and strategic goals; complies with the risk management procedures to reduce the threats caused by occasional climate events.	p. 61, 62
		2. Supervision and management of which the Board consider climate-related issues when reviewing, guiding strategy and so on: Sinyi convenes the Board meetings monthly. The Board reviews business performance, discusses important strategic issues and critical concerns, including economic, environmental (including climate-related issues), social impacts, risks, and opportunities. The Chairperson represents to sign <a href="#">Sinyi Sustainable Development Policy</a> .	p. 62, 63, 69
		3. The Board monitors and oversees progress against goals and targets for addressing climate-related issues: As the top management unit supervising climate-related issues, the Board is responsible for reviewing the annual risk management report and audit report to ensure the effective implementation of the climate-related risk management system.	p. 29
TCFD 1(b)	Describe management's role in assessing and managing climate-related risks and opportunities.	1. Organization assign climate-related responsibilities: The "Total Ethical Management Committee (TEM Committee)" is subordinate to the Board and the top-level ESG promotion organization within Sinyi to formulate Sinyi's climate-related strategies and goals, and regularly reviews performance and the progress of achievement. Corporate Ethics Sustainability Committee, under TEM Committee, is convened by Chief Ethics Officer and meet monthly to discuss climate-related or ESG-related topics, integrating resources to create synergy. ESG Working Groups are lead by the manager of responsible departments to implement the sustainable or climate-related projects approved by the Corporate Ethics Sustainability Committee, the TEM committee and the Board. Meetings are held on demand by each working group.	p. 29, 61
		2. Description of the associated organizational structures: Please refer to " <a href="#">Climate Governance and Action – Governance</a> ," " <a href="#">TEM Committee</a> " and " <a href="#">Risk Management Organization</a> ."	p. 29, 61, 69
		3. Management process of monitoring climate-related issues: The TEM Committee is responsible for climate-related project management and is overseen by the Board. The CFO reports to the Board on a quarterly basis on results of climate-related performance. The Board reviews ESG impacts, performance, and strategic goals; complies with the risk management procedures to reduce the threats caused by occasional climate events.	p. 61, 62
STRATEGY (Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning where such information is material.)			
TCFD 2(a)	Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	1. Short-, medium-, and long-term climate-related risks and opportunities: (1) Short-term: Enhanced emissions-reporting obligations, costs to transition to lower emissions technology (low-carbon services), increased energy costs, increased severity and frequency of extreme weather events. (2) Medium-term: Changing customer behavior, increased stakeholder concern or negative feedbacks, paper usage reduction, support renewable energy and natural carbon sink. (3) Long-term: Rising mean temperatures, changes in precipitation patterns.	p. 29 <a href="#">Website</a>
		2. Define time horizons: Short-term: within 1 year(~2023), medium-term: 1-10 years(~2030), long-term: 10-30 years (~2050).	p. 29
		3. Financial impact of risks and opportunities: Please refer to " <a href="#">Climate Governance and Action – Strategy</a> ."	p. 29
TCFD 2(b)	Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	1. Organizational risk and opportunity assessment: Please refer to " <a href="#">Opportunities and Risks</a> ."	p. 13, 69
		2. Climate-related issues affect business, strategy and financial planning: Please refer to " <a href="#">Climate Governance and Action – Strategy</a> ."	p. 29
TCFD 2(c)	Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2° C or lower scenario.	1. Climate-related scenario analysis: Applied two scenarios, "SSP5-8.5" and "NZE+NDCs," to analyze physical and transitional risks. (1)SSP5-PB.5: Referred to IPCC AR6 SSP5-8.5 scenario and its estimated situation in Taiwan by Taiwan Climate Change Projection Information and Adaptation Knowledge Platform (TCCIP), the physical risks of increased number of strong typhoons/ rainfall volume and intensity/ average temperature were taken into consideration. (2)NZE+NDCs: Referred to the IEA net-zero emission scenario(NZE), the 1.5° C goal of Paris Agreement, and Taiwan 2050 Net Zero Pathway(NDCs), the transitional risks and opportunities of moving towards a low-carbon economy and decarbonized energy were taken into consideration.	<a href="#">Sinyi Realty TCFD Report</a> p. 23-34














For more information about TCFD, please refer to: [Sinyi Realty TCFD Report](#)














Code	TCFD Recommended Disclosure	2022 Disclosure	Reference pages
<b>RISK MANAGEMENT [Disclose how the organization identifies, assesses, and manages climate-related risks.]</b>			
TCFD 3(a)	Describe the organization's processes for identifying and assessing climate-related risks.	1. Risk management processes for identifying and assessing climate-related risks: 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.	p. 13, 30, 69
		2. Risk scope assessment and risk classification definition: Please refer to "Risk Management Policy" and "Risk Management Process."	p. 13, 30, 69
TCFD 3(b)	Describe the organization's processes for managing climate-related risks.	1. Risk management processes for managing climate-related risk: The Board of Directors regards the impact of climate change as a material risk. Based on the results of the identification and assessment of climate-related risks, strategies for climate-related issues are formulated and managed in the TEM committee. Climate-related issues are managed systematically through ISO management system verification and GHG related verification, and the performance are regularly reported to the Board.	p. 13, 30, 69
		2. Prioritizing climate-related risks: We identified the types of high impacts of climate-related risk as "transition to low-emissions technology (low-carbon services)," "enhanced emissions-reporting obligations," "increased energy costs" and "increased severity and frequency of extreme weather events."	p. 30
TCFD 3(c)	Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	1. Integration of climate-related risks and overall risk management system: (1) Sinyi Realty integrates climate-related and other operational risks into overall risk management system, and conducts regular identification, evaluation and management through standardized procedures. (2) Each department in Sinyi Realty identifies relevant risks so that be reviewed at annual and quarterly plan-review meeting. (3) The TEM Committee determines material risks and regularly reports to the Board. As the top management unit supervising climate-related issues, the Board is responsible for reviewing the annual risk management report and audit report to ensure the effective implementation of the climate-related risk management system. (4) The executive team appointed by the TEM Committee serves as the risk owner of material risks and is responsible for setting risk management targets and related policies.	p. 30, 69
<b>METRICS AND TARGETS [Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.]</b>			
TCFD 4(a)	Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	1. Key metrics: Please refer to "Climate Governance and Action – Metrics and Target."	p. 31
		2. Climate-related performance metrics are incorporated into remuneration policies: The "Long-Term Value Contribution Rewards" for senior managers are connected to their sustainability performance. The evaluation includes the performance of climate-related indicators. Please refer to "Board Member Compensation and Sustainability Performance."	p. 64
TCFD 4(b)	Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	Greenhouse Gas Inventory: In accordance with ISO 14064-1:2018 requirements, Sinyi Realty reported on 100% of emissions from the organization's operating activities in the operational boundary, including direct GHG emissions (category 1), indirect GHG emissions from energy (category 2) and other indirect GHG emissions (category 3~6) and has passed the verification by an independent third party.	p. 33
TCFD 4(c)	Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	Other climate-related goals and targets: Sinyi Realty has set the short-, medium- and long-term goals and management approaches for "reduction in service carbon footprint –carbon emissions per real estate transaction," "reduction in GHG emissions (category 1+2)," "reduction in per capita water consumption," "reduction in paper usage per service," "renewable energy consumption," "GHG emissions of electricity consumption per capita," "GHG emissions of electricity consumption by key suppliers (2022 new metric)," and "net zero (2022 new metric)." The progress is reviewed and disclosed periodically in order to realize the goal of achieving net zero.	p. 31

- The table above display the summary, for more information about climate-related risk management, please refer to [Sinyi Realty TCFD Report](#)
- For more information about climate-related risk management, please refer to <https://csr.sinyi.com.tw/en/environment/climate-related.php>
- This appendix discloses climate-related financial information in accordance with the recommendations of the Task Force on Climate-related Financial Disclosures. The maturity model of climate-related financial disclosures of Sinyi Realty verified by an independent third-party is "Level 5+: Excellent". (Please refer to "Verification Opinion Statement / Certificate of Registration" p. 113)
- For more information about TCFD, please refer to <https://www.fsb-tcfid.org/>






















# SDGs Content Index

SDGs Goals and Targets		Sinyi's Major Contributions Toward the SDGs	
 <b>GOAL 3</b> <b>Ensure healthy lives and promote well-being for all at all ages</b>	3.4 By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.	• Hold regular traffic rules, fire drill, and first aid training courses.	 <a href="#">Occupational Health and Safety Management System</a> <a href="#">p. 44</a>
	3.8 Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all.	• Set up the "Happy Health Management Center" to provide consultation and systematic health management.	 <a href="#">Happy Health Management Center</a> <a href="#">p. 43</a>  <a href="#">SinFu Coins</a> <a href="#">p. 45</a>
 <b>GOAL 4</b> <b>Ensure inclusive and equitable quality education and promote lifelong learning</b>	4.3 By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university.	• Regularly arrange advanced education for senior management and the Board of Directors.	 <a href="#">Director training</a> <a href="#">p. 64</a>
	4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.	• Improve the real estate professionalism by taking advantage of the Sowing Seeds on Campus Program, industry-university cooperation.	 <a href="#">Campus Program</a> <a href="#">p. 40</a>
	4.5 By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations.	• Through Sinyi Lecture Hall, Sinyi School at NCCU and other charity donations, the concept of sustainability and ethics will be promoted to schools and society.	 <a href="#">Sinyi Culture Foundation</a> <a href="#">p. 55</a>  <a href="#">Business Ethics Podcast</a> <a href="#">p. 55</a>  <a href="#">Sinyi School at NCCU</a> <a href="#">p. 56</a>
	4.7 By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development.		
 <b>GOAL 5</b> <b>Achieve gender equality and empower all women and girls</b>	5.1 End all forms of discrimination against all women and girls everywhere.	• Gender equality at work, diversified employment.	 <a href="#">Diversified employment, Gender Equality at work,</a> <a href="#">p. 46</a>
	5.c Adopt and strengthen sound policies and enforceable legislation for the promotion of gender equality and the empowerment of all women and girls at all levels.	• Provide birth incentives, maternity benefits, and develop maternal health protection plan.	 <a href="#">Second-child Grants</a> <a href="#">p. 46</a>

SDGs Goals and Targets		Sinyi's Major Contributions Toward the SDGs		
 <p><b>GOAL 7</b> Ensure access to affordable, reliable, sustainable and modern energy for all</p>	7.2 By 2030, increase substantially the share of renewable energy in the global energy mix.	<ul style="list-style-type: none"> <li>• Increase renewable energy consumption.</li> </ul>	 <a href="#">Renewable energy</a>	<a href="#">p. 33</a>
	7.a By 2030, enhance international cooperation to facilitate access to clean energy research and technology, including renewable energy, energy efficiency and advanced and cleaner fossil-fuel technology, and promote investment in energy infrastructure and clean energy technology.			
 <p><b>GOAL 8</b> Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p>	8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour-intensive sectors.	<ul style="list-style-type: none"> <li>• Via digital transformation to enhance business resilience.</li> <li>• TCFD was introduced in response of climate-related risks.</li> </ul>	 <a href="#">Digital resilience, innovation services</a>  <a href="#">TCFD</a>	<a href="#">p. 69, 52</a> <a href="#">p. 108</a>
	8.4 Improve progressively, through 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-year framework of programmes on sustainable consumption and production, with developed countries taking the lead.			
	8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.	<ul style="list-style-type: none"> <li>• We designed our salary and incentives system based on staff long-term development point of view.</li> <li>• Reduce any form of forced labor.</li> <li>• Through ESG evaluation, we focus on human rights and occupational health and safety.</li> </ul>	 <a href="#">30-day Work Appraisal Program</a>  <a href="#">LOHAS</a>  <a href="#">Conduct ESG risks audit to confirm suppliers compliance with human rights</a>	<a href="#">p. 42</a> <a href="#">p. 48</a> <a href="#">p. 77</a>
	8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.			
 <p><b>GOAL 10</b> Reduce inequality within and among countries</p>	10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.	<ul style="list-style-type: none"> <li>• Provide scholarships to ensure that students in rural areas and underprivileged families have access to education.</li> <li>• To eliminate unfairness and discrimination in society.</li> </ul>	 <a href="#">Scholarships</a>  <a href="#">Gung-Ho Project</a>	<a href="#">p. 57</a> <a href="#">p. 54</a>
	10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.			

Sinyi's Contribution to the SDGs



SDGs Goals and Targets		Sinyi's Major Contributions Toward the SDGs				
 <b>GOAL 11</b> Make cities and human settlements inclusive, safe, resilient and sustainable	11.4	Strengthen efforts to protect and safeguard the world's cultural and natural heritage.	<ul style="list-style-type: none"><li>• To promote community building, connect local organizations and resources for cultural reservation, hard-ware renovation and local vitalization activities.</li></ul>	 <a href="#">Community Building Project</a>	<a href="#">p. 53</a>	
	11.7	By 2030, provide universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities.				
	11.a	Support positive economic, social and environmental links between urban, per-urban and rural areas by strengthening national and regional development planning.				
 <b>GOAL 12</b> Ensure sustainable consumption and production patterns	12.2	By 2030, achieve the sustainable management and efficient use of natural resources.	<ul style="list-style-type: none"><li>• Improve resource efficiency.</li></ul>	 <a href="#">Service carbon footprint</a>	<a href="#">p. 32</a>	
	12.5	By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.				 <a href="#">Water stewardship and environment management system</a>
	12.6	Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.	<ul style="list-style-type: none"><li>• Waste management and circular economy.</li></ul>	 <a href="#">Waste management</a>	<a href="#">p. 34</a>	
	12.8	By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.		 <a href="#">Lending service and sustainability uniform</a>	<a href="#">p. 35</a>	
				 <a href="#">Innovative way to green</a>	<a href="#">p. 78</a>	
 <b>GOAL 13</b> Take urgent action to combat climate change and its impacts	13.3	Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.	<ul style="list-style-type: none"><li>• Implement TCFD, SASB to strengthen ESG disclosure.</li><li>• Enhance knowledge and skills of sustainability through activities and training.</li></ul>	 <a href="#">Management of the Sustainability Report</a>	<a href="#">p. 62, 65</a>	
					 <a href="#">Sustainability Promotion</a>	<a href="#">p. 62</a>
					 <a href="#">ISO 20121 sustainable events</a>	<a href="#">p. 57</a>
			<ul style="list-style-type: none"><li>• Work with the community to make clean products from renewable resources.</li></ul>	 <a href="#">Community engagement</a>	<a href="#">p. 52</a>	
	 <b>GOAL 17</b> Strengthen the means of implementation and revitalize the global partnership for sustainable development	17.17	Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.	<ul style="list-style-type: none"><li>• Adapt TCFD for climate governance and develop climate-related management and response actions.</li><li>• Climate resilient services.</li><li>• Reduce GHG emissions.</li><li>• Net-zero and environmental education.</li></ul>	 <a href="#">Climate governance and action</a>	<a href="#">p. 29-31</a>
					 <a href="#">Green real estate services</a>	<a href="#">p. 32</a>
					 <a href="#">Energy and carbon management</a>	<a href="#">p. 30</a>
			 <a href="#">Green impacts and biodiversity</a>	<a href="#">p. 35, 36</a>		
			<ul style="list-style-type: none"><li>• Raise awareness and work together with our suppliers to achieve a low-carbon supply chain.</li></ul>	 <a href="#">GHG emissions of energy survey to key suppliers</a>	<a href="#">p. 77</a>	
			<ul style="list-style-type: none"><li>• Improve customer satisfaction and corporate governance through innovation with suppliers.</li></ul>	 <a href="#">Innovate with partner suppliers to promote a sustainable and better life for all</a>	<a href="#">p. 77</a>	
			<ul style="list-style-type: none"><li>• Join the associations, alliances, or initiatives.</li></ul>	 <a href="#">Join associations</a>	<a href="#">Website</a>	

# Verification Opinion Statement / Certificate of Registration

ISO 14064-1  
Greenhouse Gas Emissions  
Verification Opinion Statement

**bsi.**

**Opinion Statement**

**Greenhouse Gas Emissions**  
**Verification Opinion Statement**

This is to verify that:

Sinly Realty Co., Ltd.  
Rm. 100, Sec. 5, Sinly Rd.,  
Taichung City  
Taichung City  
40602  
Taiwan

信義房屋股份有限公司  
台中市  
信安路五段  
100號  
110樓

Holds Statement by:  
Certification system statement

DHVEI 785107

A result of carrying out verification procedures in accordance with ISO 14064-3:2006, it is the opinion of BSI with reasonable assurance that:

- a) The Greenhouse Gas Calculations with Sinly Realty Co., for the period from 2022-01-01 to 2022-12-31 are material, including direct greenhouse gas emissions (Scope 1), indirect greenhouse gas emissions and indirect greenhouse gas emissions from imported energy 5,915,268 tonnes of CO<sub>2</sub>-equivalent;
- b) No material misstatements for the period from 2022-01-01 to 2022-12-31 Greenhouse Gas Calculation were identified;
- c) Data quality was considered acceptable in meeting the principles as set out in ISO 14064-3;
- d) The reasonableness factor for electricity of year 2022 is 4.98 g/kWh or per kWh.

The following GHG emissions figure is the actual value on the site and may also appear slightly different than verified with limited assurance, and data quality was not considered unacceptable in meeting the principles as set out in ISO 14064-3.

Per and on behalf of BSCI:

*[Signature]*  
Managing Director BSCI Taiwan, Fudan Huo

Original Number: 2023-05-29


Likened Number: C23-05-29

Page 1 of 2



"making excellence a habit"

BSI Group Limited, Registered Office: One Smith Square, London SW1P 3BT, United Kingdom. BSI is a company registered in England and Wales, number 3090768. BSI is a member of the British Standards Institution (BSI). BSI is a member of the International Organization for Standardization (ISO).

ISO 14046  
Water Footprint  
Verification Opinion Statement



# Opinion Statement

BSI GROUP  
BRITISH STANDARD

## Water Footprint Verification Opinion Statement

This is to verify that:

**Siroy Realty Co., Ltd.**  
 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 647, 648, 649, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 663, 664, 665, 666, 667, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 682, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693, 694, 695, 696, 697, 698, 699, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 711, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 754, 755, 756, 757, 758, 759, 760, 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 797, 798, 799, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 857, 858,

ISO 14067  
Product Carbon Footprint  
Verification Opinion Statement

[illegible]

ISO 46001  
Water Efficiency Management System  
Certificate of Registration

**bsi.**

**Certificate of Registration**

**WATER EFFICIENCY MANAGEMENT SYSTEM - ISO 46001:2019**

This is to certify that:

Gray Road City	廣益建築有限公司
No. 100, Sec. 5, Sui Rd.	廣 東
Sui Road City	台山
Taipei City	台北市
Taiwan	11002

Registration Certificate No. **WEM576883**

and operates a **Water Efficiency Management System** which complies with the requirements of **ISO 46001:2019 for the following scope:**

The provision of real estate service;  
(包括住宅及商業)

including: tap-water for air conditioning and drinkwater.

*B.Ti.*

For and on behalf of (BSI):

Yen-Pei Yang, Managing Director Asia-Pacific, South East Asia

Original Registration Date: 2022-09-27  
Latest Revision Date: 2022-09-27

Effective Date: 2022-09-27  
Expiry Date: 2025-09-26

Page: 1 of 2

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This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.  
This certificate is not valid without the BSI certification logo.  
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Product groups can be searched at [www.bsi.com/bsi/certification](https://www.bsi.com/bsi/certification) or telephone +44 (0)203330 2000.  
A member of the British Standards Institution (BSI).

PAS 2060  
Carbon Neutrality Declaration  
Verification Opinion Statement[illegible]

ISO 14001  
Environmental Management System  
Certificate of Registration

**bsi.**

**Environmental Management System - ISO 14001:2015**

**Certificate of Registration**

**ENVIRONMENTAL MANAGEMENT SYSTEM - ISO 14001:2015**

This is to certify that:

Singapore Realty (S) Co., Ltd.	新加坡地產有限公司
No. 110, Cecil St., Sing. Rd.	第 110 號, 塞西爾街, 新加坡
Sing District	新加坡
Tanger City	新加坡
110	110
Telokong	新加坡

Hold Certificate No: **EMS 063670**

and conforms to Environmental Management System which complies with the requirements of ISO 14001:2015 for the following scope:

The provision of real estate brokerage services.  
提供房地產經紀服務

*(Signature)*

**Chris Cheong, Head of Compliance & Risk - Asia Pacific**

For and on behalf of BSI:

Original Registration Date: 2018-07-03  
Latest Renewal Date: 2021-06-01


Effective Date: 2021-07-03  
Expiry Date: 2024-07-03

Page: 1 of 2

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This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract. The certificate holder agrees to indemnify BSI against any and all claims, damages, costs and expenses, including reasonable attorneys' fees, that may be incurred by BSI as a result of the use of this certificate. For conditions of contract, please refer to the certificate of approval or visit <https://www.bsi.com/Products/Services/Registration>. Certificate(s) are valid until 23:59:59 on 31/12/2024.

TCFD  
Task Force on Climate-Related  
Financial Disclosures Conformity Statement



# Conformity Statement

## Climate related Financial Disclosure

This is to confirm that

**Singly Realty Co., Ltd.**  
No. 100, Sec. 5, Xinyi Rd., Taipei City, 100022, Taiwan


信昌資產股份有限公司  
台北市  
信義區  
信義路五段100號  
110022

100% Statement Number: **CPD 789044**

As a result of carrying out conformity check process based on TCFD-recommended, BSI declares that:

- **Singly Realty Co., follows Recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) to disclose climate-related financial information, taking into consideration and consistent with the risks and opportunities and its financial impact. The disclosure covers four core elements and have been prepared in seven principles for effective disclosures.**
- **Taiwan TCFD 氣候相關資訊揭露指引係以國際氣候相關財務信息披露原則為基礎，並參照國際氣候相關財務信息披露原則之七大原則，制定氣候相關財務信息披露原則。**
- **本資產管理機構符合國際氣候相關財務信息披露原則（TCFD）相關披露要求，揭露與氣候相關財務信息披露之四大核心元素，並參照氣候相關財務信息披露原則之七大原則，制定氣候相關財務信息披露原則。**
- **The entity fully met the Climate-related Financial Disclosures to [Level 3 of Excellence](#) grade.**

因此，信昌資產股份有限公司的氣候相關財務信息披露，獲得 BSI 滿意評語。



For and on behalf of BSI:

**Managing Director: BSI Taiwan, Peter Pu**

信昌資產股份有限公司代表人簽名

Latent issue: 2023-01-01

Expiry date: 2024-06-01

Page 1 of 2

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BSI is a registered charity (No. 2638947) and a company limited by guarantee (No. 2638947) registered in England and Wales. BSI is a registered charity (No. 2638947) and a company limited by guarantee (No. 2638947) registered in England and Wales. BSI is a registered charity (No. 2638947) and a company limited by guarantee (No. 2638947) registered in England and Wales.

ISO 50001  
Energy Management System  
Certificate of Registration






# Certificate of Registration

ENERGY MANAGEMENT SYSTEM – ISO 50001:2018

This is to certify that: **Gray Study Inc.**  
 No. 305, 5th F., Xinyi Rd.  
 Xinyi Dist.  
 Taipei 100  
 TAIWAN

信益系統有限公司  
 台北市信義區信義路五段  
 五樓五樓  
 10003

This Certificate No.: **ENHS 625810**  
 and operates an Energy Management system which complies with the requirements of ISO 50001:2018 for the following scope:

The provision of real estate brokerage services.  
 The estate agent's sale to/for  
 - electricity for lighting, office equipment and an air conditioning  
 system for emergency power generation.

中華民國  
 中華民國



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For and on behalf of BSU:

Original Registration Date: 2018-03-04  
 Latest Renewal Date: 2024-03-04

**Michael Lam – Managing Director, Alternatives, AEC**

Effective Date: 2018-03-04  
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## ISO 12121 Event Sustainability Management Systems Certificate of Registration



## ISO 20400 Sustainable Procurement Conformity Statement



## ISO 45001 Occupational Health & Safety Management System Certificate of Registration



## ISO 27001 Information Security Management System Certificate of Registration



## Certificate for the Use of Product Carbon Footprint Label (No. 2016812001)



## Certificate for the Use of Product Carbon Footprint Reduction Label (No. R2016812001)



## ISO 9001 Quality Management System Certificate



# Independent Assurance Opinion Statement (In Accordance with GRI and SASB)



## INDEPENDENT ASSURANCE OPINION STATEMENT

### Sinyi Realty 2022 Sustainability Report

The British Standards Institution is independent to Sinyi Realty Inc. (hereafter 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 stakeholders of Sinyi Realty only for the purposes of assuring its statements relating to its sustainability report, 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 whom the independent assurance opinion statement may be read.

This independent assurance opinion statement is prepared on the basis of review by the British Standards Institution of information presented to it by Sinyi Realty. The review does not extend beyond such information and is solely based on it. 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 matters 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 2022 Sustainability Report.
2. The evaluation of the nature and extent of the Sinyi Realty's adherence to AA1000 AccountAbility Principles (2018) in this report as conducted in accordance with type 1 of AA1000AS v3 sustainability assurance engagement and therefore, the information/data disclosed in the report is not verified through the verification process.
3. The assessment of disclosure to be in conformance with the applicable SASB industry standard(s) in this report as conducted in accordance with type 1 of AA1000AS v3 sustainability assurance engagement.

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

#### Opinion Statement

We conclude that the Sinyi Realty 2022 Sustainability Report provides a fair view of the Sinyi Realty sustainability programmes and performances during 2022. The sustainability 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 performance information of Environment, Social and Governance (ESG) are fairly represented. The sustainability performance information disclosed in the report demonstrate Sinyi Realty's efforts recognized by its stakeholders.

Our work was carried out by a team of sustainability report assurers in accordance with the AA1000AS v3. We planned and performed this part of our work to obtain the necessary information and explanations we considered to provide sufficient evidence that Sinyi Realty's description of their approach to AA1000AS v3 and their self-declaration in accordance with GRI Standards were fairly stated.

#### Methodology

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

- a review of issues raised by external parties that could be relevant to Sinyi Realty's policies to provide a check on the appropriateness of statements made in the report.
- discussion with managers on approach to stakeholder engagement. However, we had no direct contact with external stakeholders.
- 9 interviews with staffs involved in sustainability management, report preparation and provision of report information were carried out.
- review of key organizational developments.
- review of the findings of internal audits.
- review of supporting evidence for claims made in the reports.
- an assessment of the organization's reporting and management processes concerning this reporting against the principles of Inclusivity, Materiality, Responsiveness and Impact as described in the AA1000AP (2018).
- an assessment of the organization's use of metrics or targets of SASB Standard(s) to assess and manage topic-related risks and opportunities.

#### Conclusions

A detailed review against the Inclusivity, Materiality, Responsiveness and Impact of AA1000AP (2018), GRI Standards and SASB Standard(s) is set out below:

#### Inclusivity

This report has reflected a fact that Sinyi Realty has continually sought the engagement of its stakeholders and established material sustainability topics, as the participation of stakeholders has been conducted in developing and achieving an accountable and strategic response to sustainability. There are fair reporting and disclosures for the information of Environment, Social and Governance (ESG) in this report, so that appropriate planning and target-setting can be supported. In our professional opinion the report covers the Sinyi Realty's inclusivity issues.

#### Materiality

Sinyi Realty publishes material topics that will substantively influence and impact the assessments, decisions, actions and performance of Sinyi Realty and its stakeholders. The sustainability information disclosed enables its stakeholders to make informed judgements about the Sinyi Realty's management and performance. In our professional opinion the report covers the Sinyi Realty's material issues.

#### Responsiveness

Sinyi Realty has implemented the practice to respond to the expectations and perceptions of its stakeholders. An Ethical Policy for Sinyi Realty is developed and continually provides the opportunity to further enhance Sinyi Realty's responsiveness to stakeholder concerns. Topics that stakeholder concern about have been responded timely. In our professional opinion the report covers the Sinyi Realty's responsiveness issues.

#### Impact

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

#### GRI Sustainability Reporting Standards (GRI Standards)

Sinyi Realty provided us with their self-declaration of in accordance with GRI Standards 2021 (For each material topic covered in the applicable GRI Sector Standard and relevant GRI Topic Standard, comply with all reporting requirements for disclosures). Based on our review, we confirm that sustainable development disclosures with reference to GRI Standards' disclosures are reported, partially reported or omitted. In our professional opinion the self-declaration covers the Sinyi Realty's sustainability topics.

#### SASB Standards

Sinyi Realty provided us with their self-declaration of in accordance with SASB Standard(s) (REAL ESTATE SERVICES Sustainability Accounting Standard). Based on our review, we confirm that the sustainability disclosure topics & accounting metrics of SASB Standard(s) (REAL ESTATE SERVICES Sustainability Accounting Standard) are reported, partially reported or omitted. In our professional opinion the self-declaration covers disclosure topics, associated accounting metrics and activity metrics for applicable SASB industry standard(s).

#### Assurance level

The moderate level assurance provided is in accordance with AA1000AS v3 in our review, as defined by the scope and methodology described in this statement.

The moderate level assurance provided is in accordance with AA1000AS v3 in our review of SASB Standard(s).

#### Responsibility

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

#### Competency and Independence

The assurance team was composed of Lead auditors experienced in relevant sectors, and trained in a range of sustainability, environmental and social standards including AA1000AS, ISO 14001, ISO 45001, ISO 14064 and ISO 9001. BSI is a leading global standards and assessment body founded in 1901. The assurance is carried out in line with the BSI Fair Trading Code of Practice.



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2023-06-28

For and on behalf of BSI:

  
Peter Pu, Managing Director BSI Taiwan

Taiwan Headquarters: 2nd Floor, No. 37, Ji-Hu Rd., Ni-Hu Dist., Taipei 114, Taiwan, R.O.C.  
A Member of the BSI Group of Companies.

# Stakeholder Questionnaire

We hope the questionnaire could enhance interaction with the stakeholders who care about Sinyi Realty. To find out your valuable advice and recommendations on our ESG practices. Furthermore, to disclosure with the material topics you are concerned in the next sustainability report.

Which of the following stakeholder groups do you associate with?  
(select all that apply)

- ☐ Customers
 ☐ Employee in Sinyi Group
 ☐ Investor
- ☐ Community or Local Group
 ☐ Supplier
- ☐ Government/Academic Unit
 ☐ Media
 ☐ Others



Please select the degree of your concern to the topics listed below:

## 01 Environmental E

Not Concerned   Normal   Very Concerned

Green Procurement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management of Water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Biodiversity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Greenhouse Gas Emissions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waste Disposal Method	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ecosystem Protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Green Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 02 Social S

Not Concerned   Normal   Very Concerned

Employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Talent Training and Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organizational Climate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remuneration and Benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diversity and Equality Opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Forced Labor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freedom of Association and Collective Bargaining	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Occupational Health and Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organizational Identity and Retention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work-Life Balance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Relations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service Innovation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital Resilience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transaction Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please select the degree of your concern to the topics listed below:

## 02 Social S

Not Concerned      Normal      Very Concerned

Marketing Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of Service and Customer Rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information Disclosure and Transparency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Corporate Image	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing Justice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment Opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lifelong Learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Anti-Competitive Behavior	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Philanthropy and Donations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes in Population Structure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promotion of Culture and Creativity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Industrial Development and Policy Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supply Chain Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fair Purchasing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supplier Social Assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 03 Governance G

Not Concerned      Normal      Very Concerned

Operating Performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Governance Structure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal Compliance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Anti-corruption	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ethics and Integrity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risk Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shareholder Equity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Audit Mechanisms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Transparency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stakeholder Engagement and Grievance Mechanisms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other Suggestion

After completing this anonymous questionnaire, please send it to "Corporate Sustainability Office":  
 Fax: +886-2-2722-2515  
 E-mail: [csr@sinyi.com.tw](mailto:csr@sinyi.com.tw)  
 Add: No. 100 Xinyi Rd. Sect. 5, Xinyi District, Taipei City, Taiwan  
 Alternatively, you can also fill out our questionnaire online:  
<http://csr.sinyi.com.tw/en/interactive/survey.php>



# 2022 Sustainability Report



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