

2022

Sustainability Report

Summary



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 RAFI® 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.

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

• 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.



Turnover Rate

2030 Goal <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.



GHG Emissions of Electricity Consumption per Capita

2030 Goal ↓ 100% (base year:2017)

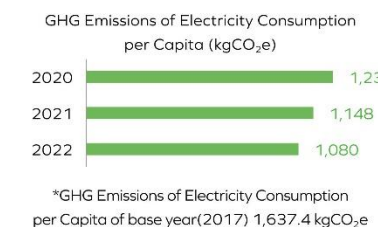
E

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.

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

• 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.



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%)	✓



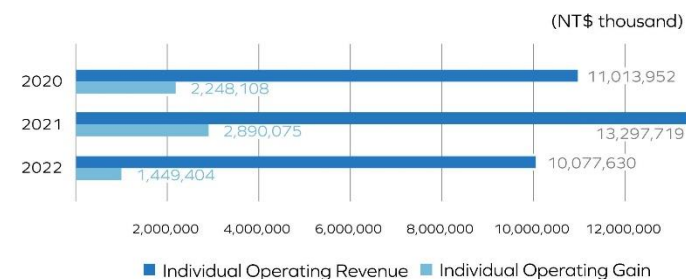
Profitability

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.

2022 Goal	2022 Performance	Status
Continue to be profitable every year	Operating gain of NT\$1.45 billion	✓



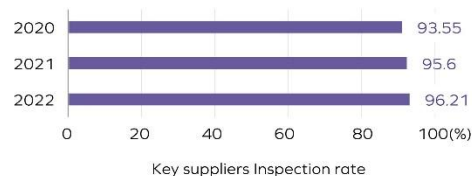
Key Suppliers Inspection Rate

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 policies 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

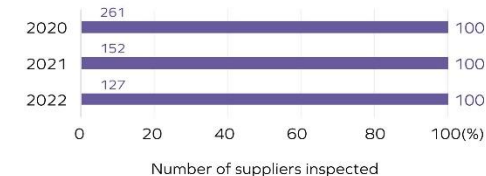
Since incorporating human rights terms in 2013, we have given at risk suppliers relevant guidance and maintained a 100% pass rate.

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.



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

Y. C. Lin

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.



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.



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



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.



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. ^[1]



Geographic Distribution and Employee Information (Group)

Regional distribution of employees



Taiwan	5,635 ^[2]
China	339
Japan	104
Total	6,078

Regional distribution of branches



Taiwan	495
China	22
Japan	7
Malaysia	1
Total	525



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)

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]			
E	Get to Net Zero	Environment	<div>303</div> <div>305</div>	<div>7</div> <div>12</div> <div>13</div>	Service Carbon Footprint (kgCO ₂ 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
					GHG emissions of electricity consumption per capita (kgCO ₂ 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 ₂ 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.	
S	Co-existence, Co-prosperity, and Co-creation	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
					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.	

 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]			
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
		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
					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
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



- 7.2 Renewable Energy
- 7.a



- 12.2 Water Stewardship
- 12.5 Environmental Management Systems
- 12.6 Green Real Estate Services



- Climate Governance and TCFD
- 13.3 Energy and Carbon Management
- Expansion of Green Impacts Nature and Biodiversity

In This Section

- Sustainability Strategies and Goals
- Climate Governance and Action
- Green Real Estate Services
- Energy and Carbon Management
- Water Stewardship
- Environment and Waste Management
- Expansion of Green Impacts
- Nature and Biodiversity

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]	

*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](#)

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

- 3.4 Obtained ISO 45001 verification
- 3.8 Happy Health Management Center
- 4.4 Industry-academia cooperation
- 5.1 Equal hiring policy and diverse employment
- 5.c Subsidy of childbirth
- 8.5 Career development map
- 8.8 The human rights and LOHAS

In This Section

Sustainability Strategies and Goals
Positive Labor-Employer Relations
Talent Cultivation and Development
Occupational Health and Safety
Benefits and Retirement Plans
Diversity and Inclusion
The Human Right and LOHAS

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	✖	✖	✓

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)



 SDGs Content Index

- 4 QUALITY EDUCATION** 4.3 4.4 Sinyi Culture Foundation
4.5 4.7 Sinyi School at NCCU
- 10 REDUCED INEQUALITIES** 10.2 Scholarships
10.3 Gung-Ho Project
- 11 SUSTAINABLE CITIES AND COMMUNITIES** 11.4 Community Building Project
11.a 11.7
- 12 RESPONSIBLE CONSUMPTION AND PRODUCTION** 12.8 ISO 20121 sustainable events
Community engagement

In This Section

- Sustainability Strategies and Goals
- Protecting Customers' Rights
- Exceptional Service and Innovation
- Community Building
- Business Ethics
- Industrial Promotion
- Other Social Engagement
- Social Investment

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>0%</p> <p>We illustrate Instruction of Real Estate for every client.</p> 	<p>Customer satisfaction rate</p> <p>> 91%</p> <p>For striving to improve service quality and experience, we only take full marks into counting.</p> 	<p>Cumulative proposal coverage</p> <p>> 99.83%</p> <p>We are One project</p> 
2022 Performance	<p>Error rate on Instruction of Real Estate</p> <p>0.001%</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>> 91.24%</p> <p>representatives leverage digital tools to efficiently help customers fulfill their dreams of homeownership.</p>	<p>Cumulative proposal coverage</p> <p>100%</p> <p>With Dongyin township in Matsu applied in 2022</p>
Achieved	⊖	✓	✓

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



4.3 Director training



8.2 Digital resilience
8.4 TCFD



12.6 Management of the Sustainability Report
12.8 Sustainability promotion



13.3 Climate-related risk

In This Section

- Sustainability Strategies and Goals
- Sustainable Governance
- Board of Directors' Structure and Operation
- Information Disclosure and Transparency
- Ethics and Integrity
- Compliance Management
- Risk Management
- Information Security Management

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	
	Sinyi Realty has been committed to the implementation of corporate governance for a long time, and continues to practice corporate governance with more rigorous standards to protect the rights and interests of investors and stakeholders.		Integrity management and compliance with laws are the basics of business management. Sinyi Realty regards integrity and fair treatment as the core values of business ethics, and has implemented several policies to maintain ethical standards.	
2022 Goals	Refining the Board performance evaluation Regular performance reviews	Refining corporate governance	Implement information transparency	100% training completion rate Implementation and promotion of Sinyi Group Code of Conduct
2022 Performance	Complete the Board performance evaluation 2022 Self-performance evaluation by the Board of Directors and functional committees	Strengthen governance measure • Passed ISO 27001 verification • The intellectual property system has been established in accordance with the TIPS management system	Strengthen information transparency • Complete the revision of the IR website • Implement TCFD and SASB	100% training completion rate Training on the Code of Conduct for all employees conducted twice a year
Achieved	✓	✓	✓	✓

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



8.8 Conduct ESG risks audit



12.5 Innovative way to green



13.3 GHG emissions of energy survey to key suppliers



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

In This Section

Sustainability Strategies and Goals
Management Policy and ESG Guidelines
Management Process and Operation
Mechanism
Risk and Impact Assessment
Achievement and Performance

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

2022 Sustainability Report



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