

Sinyi Realty SDGs Report

| Onward to 2030: Sinyi's Road to Sustainability |

17 GOALS TO TRANSFORM OUR WORLD

2019



Message from the Founder

Sinyi Group has always been committed to its founding spirit of putting people first. Our goal is to adhere to corporate social responsibility and to provide world-class services. We hope to realize our ultimate vision of a harmonious symbiosis with the entire society. Since the adoption of 17 Sustainable Development Goals (SDGs) by the United Nations, we have built on our long-term commitment to our role as a global citizen by actively focusing on both our major stakeholders and the SDGs. To this end, we have set out six major sustainability strategies, each aiming to reconcile the interests of our stakeholders with our goals toward sustainable development.

Putting business ethics at the heart of our strategy, we strive to lead the industry forward and to develop innovative ways to look after the interests of all our major stakeholders. In the short term, we hope to become the leading housing lifestyle services brand in the Chinese-speaking world; and to work toward the shared growth of all humanity in the long run.



Founder, Sinyi Group

Chun-chi Chou *C.C. Chou*

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Sinyi's Business Policy and the Sustainable Development Goals (SDGs)

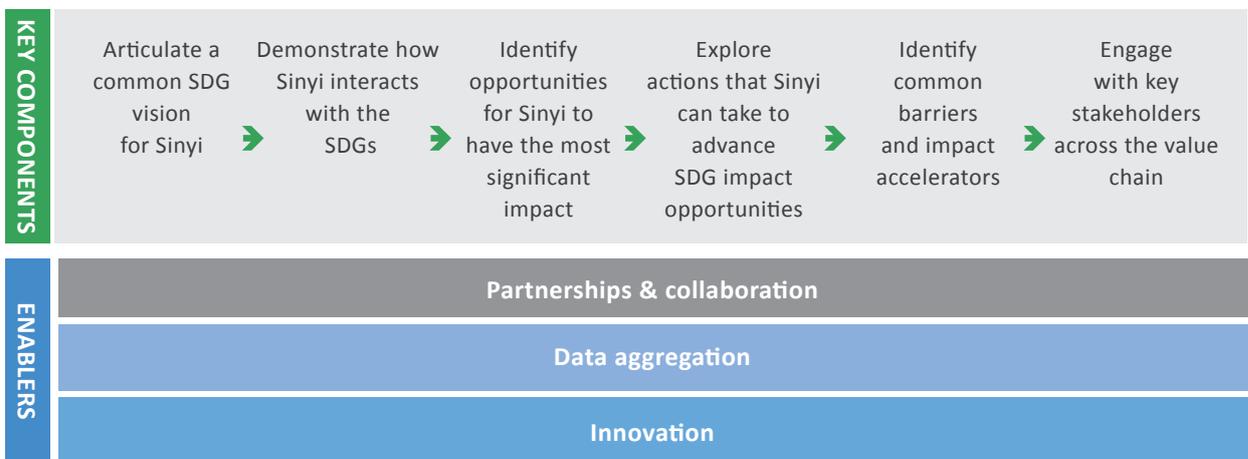
To help human beings coexist with our planet, organizations around the world should support sustainability and develop a long-term framework to achieve the SDGs and to create a better world. In 2015, the United Nations (UN) announced its goal to end poverty, to reduce inequalities, and to take action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

◆ Sustainable Strategy Integration: Sinyi Sustainability Principles correspond to the SDGs

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



◆ Key Components of Sinyi's SDG Roadmap¹



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

¹ SDG roadmap Guidelines https://docs.wbcsd.org/2018/04/SDG_roadmap%20Guidelines.pdf

◆ Sinyi's Sustainable Development Business Focuses on 11 Goals

To create sustainable value and “innovation in line with business ethics,” we have developed innovative services through our value chain. Our management considered the 17 SDGs and the opportunities and risks they bring, and identified 11 of them that we can have the greatest impact on by building a sustainable strategy, thus enabling us to achieve the SDGs. In line with Sinyi Sustainability Principles, key stakeholders, and the SDGs, the sustainable development priorities we have been working on include goals 1, 3, 4, 5, 6, 8, 10, 11, 12, 13, and 17. In addition to issuing annual sustainability reports, we also communicate sustainable development strategies and performance through a variety of other channels such as Sinyi Sustainability Website, social media, events, service announcements, and advertising. This way, we are able to better communicate our sustainability concepts to our stakeholders.

SUSTAINABLE DEVELOPMENT GOALS



◆ Sinyi Sustainability Principles

-  Corporate Governance = What Should be Done
-  Sinyi People → Sinyi Company → Sinyi Society
-  Putting People First: Employees Are Partners, Not Assets
-  Pioneering Environmental Awareness in the Service Industry
-  Where There Is Sinyi, There Is Happiness
-  Building Sustainable and Ethical Supply Chains

We link Sinyi's sustainable development goals to SDGs, and formulate the organization's development principles and management mechanisms for the environment, society, and governance.

In accordance with business growth expectations, we set 2020 short-term goals and 2030 mid-term goals, and use the Sinyi Sustainability Principles as the long-term goal of continuous efforts, and continue to manage the progress.

Indicator	Align with SDGs	2018 Performance	2019 Performance	2020 Goals	2030 Goals
The cumulative number of Sinyi volunteers	1, 11, 17	19,915	22,030	[Note 1]	35,000
Corporate donation amount	1	21.83 million NTD	22.55 million NTD	23 million NTD	25 million NTD
The cumulative number of scholarships	1, 4, 10	5,007	5,217	5,427	6,000
Injury Rate	3	7.21	8.53	8	6
Number of vaccinations	3	500	546	500	500
Proportion of taking the health checkups	3	93.7%	94.8%	95%	96%
Accumulated participants who attended lectures at Sinyi Lecture Hall	4, 10, 12	110,000	125,000	[Note 1]	200,000
The cumulative number of ethics teachers trained	4	300	374	400	500
Female employee ratio	5	36.97%	37.32%	38%	40%
Female management ratio	5	17.3%	17.83%	18%	20%
Received applications for Second-child Grants (Accumulated)	5	457	540	600	1,000
Per-capita water consumption	6	16.04 kiloliters	14.7 kiloliters	14 kiloliters	13 kiloliters
Cumulative reduction in the proportion of per capita water consumption	6	↓13.96% (Base year:2017)	↓21.27% (Base year:2017)	↓23% (Base year:2017)	↓30% (Base year:2017)
Number of environmental seminars	6	25 seminars a year	22 seminars a year	[Note 1]	30 seminars a year
Total number of new employees	8	1,642	1,707	1,800	2,000
Turnover rate	8	29.7%	28%	28%	<27%
Average training hours	8	34.02 hours	45.19 hours	46 hours	50 hours
The amount of green procurement	10	25.8 million NTD	35.14 million NTD	30 million NTD	30 million NTD
The cumulative number of proposals for the "We are ONE" project	11	9,678	10,661	11,000	15,000
Published an annual Taiwan Real Estate Almanac	11	The 23 rd edition	The 24 th edition	The 25 th edition	The 35 th edition
Paper Usage per Real Estate Transaction	12, 13	26.17kg	15.66kg	15kg	14.5kg
Achieve carbon-neutral branches	12	8 branches	15 branches	20 branches	30 branches
Carbon Emissions per Real Estate Transaction	13	394.42 kgCO ₂ e	308.77 kgCO ₂ e	300 kgCO ₂ e	278.5 kgCO ₂ e
Carbon Emissions per Person (category 1+2)[Note 2]	13	1,567.3 kgCO ₂ e	1,351.6 kgCO ₂ e	1,300 kgCO ₂ e	1,228 kgCO ₂ e
Number of participating associations [Note 3]	17	27	42	45	50
Signing proportion of Supplier Sustainability Terms	17	100%	100%	100%	100%

[Note 1] In 2020, due to the COVID-19 pandemic, we have suspended Sinyi Lecture Hall and Sinyi volunteer activities in order to avoid group infections.

[Note 2] We have achieved our goals earlier in 2019, thus re-setting our new reduction 2030 goals. In response to the SBT initiative, we have taken Carbon Emissions Per Person (Category 1+2) as our new 2030 indicator.

[Note 3] As the original 40 targets were reached ahead of schedule in 2019, the 2030 target was revised.

Help End Poverty

1 NO POVERTY



◆ Goal 1 | End poverty in all its forms

The Direction of Our Efforts

In response to changes in the social structure, the Sinyi Charity Foundation provides new immigrants, the elderly, rural students, children with rare diseases, and other underprivileged groups with assistance and support. This takes many forms, including rental subsidies, depression prevention efforts, educational support for the impoverished, and emergency rescue efforts.



◆ Our Goals

2019 Performance	2030 Goals
Share what you can The cumulative number of Sinyi volunteers Mobilized 22,030 volunteers	Mobilized 35,000 volunteers
Donate what you can Corporate donation amount 22.55 million NTD	25 million NTD
Donate what you can The cumulative number of scholarships Accumulated 5,217 students	Accumulated 6,000 students

◆ What Did Sinyi Do to Achieve Goal 1?

Learn the causes of poverty at home and abroad

- ◆ In response to changes in social structure, Sinyi Charity Foundation provides care, support, and necessary assistance to vulnerable groups.

Share and donate what you can

- ◆ We try to provide assistance when major events occur in society.
- ◆ We provide scholarships such as the "Sinyi Zhishan (Charitable) Grants" to help students complete their studies.
- ◆ We provide different amounts of mutual funds assistance for marriage, funeral, hospitalization, or major disasters.
- ◆ Sinyi volunteers provide assistance to the community and continue to give back to the community for a long time.
- ◆ We handle second-hand book donation activities and provide everyday lending services for necessities.

Buy from companies that pay people fairly

- ◆ Our "Group Procurement Guidelines" regulate the principle of fair procurement.

Save, borrow, and invest responsibly

- ◆ We are the listed company in Taiwan, and we invest according to the law.
- ◆ We have been selected as a constituent stock of the "Taiwan Sustainability Index (TWSI)."

Provide decent wages and opportunities for all

- ◆ We provide a monthly salary of 50,000 NTD for the first six months, which is higher than the starting salary for freshers in other industries.
- ◆ We ensure that there is "No double yellow line" for promotion and provide equal opportunities for our colleagues, even new employees can have the chance to surpass older employees.



Care for Children and Elderly, Support Dr. Red Nose Domestic Research on Dysphagia

Sinyi Charity Foundation supports the National Taiwan University Children's Hospital through the magic of clowns, bringing strength and smiles to children and their families who have been struggling with long-term illness. The project also helps to cheer up medical staff.

Sinyi also provided foundational support to the University Hospital Swallowing Disorder Center. Dysphagia is a serious but common medical disorder, will cause malnutrition, aspiration pneumonia, and affect the overall quality of life of patients. The center provides quality medical services to make patients live better.

Stay Healthy and Happy



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

The Direction of Our Efforts

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

◆ Our Goals

	2019 Performance	2030 Goals
Safety promotion and training Injury Rate ²	8.53 →	6
Vaccinations for all Number of vaccinations ³	546 people →	500 people
Medical care for all Proportion of taking the health checkups	94.8% →	96%

◆ What Did Sinyi Do to Achieve Goal 3?

Learn about and share ways to stay healthy

- ◆ We developed the Sinyi Health Plan to prevent the occurrence of diseases such as providing a series of seminars on health topics including handling stress, psychological care, healthy diet, and passion for work. Any necessary medical assistance we cared, and to ensure work-life balance of workers including good physical and mental health.
- ◆ We established supply chain sustainability terms and guidelines to work with suppliers to promote the health and well-being of their labor.

Promoting exercise regularly

- ◆ In addition to holding a sport meet once every five years, we also hold various activities, such as the annual basketball league and annual slow softball league, etc.
- ◆ We were awarded the "Taiwan iSports Certification" by the Ministry of Education's Sports Administration to encourage our colleagues to establish regular exercise habits and to promote trends in sports.

Safety promotion and training

- ◆ We focus on promoting traffic safety awareness, reminding workers to abide by traffic rules, and encourage them to wear safety helmets and maintain a valid driving license. Moreover, we hired a professor to have a compulsory lecture on line.
- ◆ We hold safety promotion courses regularly, such as fire safety and first aid training programs, to reduce the toll of casualties.

Value mental health and well-being

- ◆ We run the Employee Assistance Program (EAP), which provides confidential counseling services for our colleagues and dependents by relying on external professional consultants.
- ◆ We provide mental health checkups for our colleagues to fill out the online mental health questionnaire to assess their mental health status.

Provide medical care and vaccinations for all

- ◆ We provide company-funded health checkups that are better than those provided by the government under law. Our employees can participate in high-quality company-funded health checkups once every two years (every year for those aged above 40 years), and their dependents can also enjoy the benefits of these programs.
- ◆ All employees are covered by the vaccine subsidy provided by Sinyi. In addition, we raised the quota in 2019 and listed it into our flexible benefits system- Sinfu Coin. We aimed to make up the gap between people who is beyond the field of subsidy by the government.

² Injury Rate = (Total Number of Injury Incidents / Total Working Hours) x 1,000,000

³ The population receiving the government's free vaccination has increased each year, and Sinyi has provided public subsidies for all employees, including the youth for whom such services have not been subsidized by the government.



Happy Health Management Center

We set up a unit dedicated taking care of the physical and mental health of our staff called it the "Happy Health Management Center." It comprises dedicated nursing and medical professionals who make use of their expertise to provide treatment and to inform the staff on healthcare.

In our effort to provide health management support, we have established several checkpoints for our staff including Health Consultations, Health Checkups, and Follow-ups, promoting Health through the Sinyi Health Program, Health Management Platform, Prevention Plan, Immunization Services, and the EAP. We provide health management services in all respects, and aim to improve the health of all our staff while enhancing the attention of our staff toward their health and well-being.



Promote Business Ethics in Education

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

The Direction of Our Efforts

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



◆ Our Goals

2019 Performance

2030 Goals

Keep learning throughout life

Accumulated participants who attended lectures at Sinyi Lecture Hall

Accumulated
125,000 participants

Accumulated
200,000 participants

Help kids stay in school

The cumulative number of scholarships supported

5,217 students

supported
6,000 students

Support teachers

The cumulative number of ethics teachers trained

Accumulated
374 teachers

Accumulated
500 teachers

◆ What Did Sinyi Do to Achieve Goal 4?

Keep learning throughout life

- ◆ Sinyi Volunteers: We provide the Sinyi Volunteer Service, which is an alternative training course at Sinyi Realty, through which one can re-learn "service" empathy by serving the community.
- ◆ We encourage colleagues to learn spontaneously or participate in external training programs and provide subsidies for external courses.

Teach staff kindness

- ◆ We hold business philosophy seminars every month to talk about issues related to business ethics, in order to internalize the ethics education.

Support teachers and keep schools open

- ◆ Chinese Business Ethics Education Association (CBEEA): Each year, CBEEA holds National Business Ethics Teachers Training Camps, and rural areas and disadvantaged families can continue their studies in school.
- ◆ Sinyi School at NCCU: We assist domestic scholars in writing research papers and case studies on business ethics, and send teachers abroad for intensive studies. In addition, we also hold teaching workshops and set up events to share and refine existing teaching methods, thus cultivating an environment for higher-quality business ethics teaching to cultivate more business ethics teachers and educational resources.

Help kids stay in school

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

Defend everyone's right to education

- ◆ Sinyi Lecture Hall: We provide free lectures to eliminate unfairness in the education system and make opportunities available in society, while simultaneously conveying ethical values.
- ◆ Industry-academia collaboration: Through the Sinyi Campus Seeds project and the real estate sales specialist licensing courses, we aim to enhance the value of professions in the real estate industry. We also engage in cooperative projects such as those with the China University of Technology - Sinyi College, Soochow University Department of Business Administration - Finance and Economics Lecture Hall, etc.



Business Ethics Cultivating Project

In view of the lack of resources for business ethics education, Sinyi Realty launched the Business Ethics Cultivating Project in universities and colleges, and encouraged teachers to develop teaching plans and other activities. With school education supplemented with practical cases, we hope all the future managers can "start from the heart" and thoroughly understand the importance of business ethics, and then implement it in business operations. Sinyi Realty continues to spread ethical awareness, holds business ethics lectures in Sinyi Lecture Hall to promote business ethics to the public, and cultivates more new generations with business ethics awareness. It has accumulated fruitful results for more than a decade.

- ◆ **Publication of "Business Ethics: Internal and External Management Perspectives and Cases"**: We continuously update new ethical cases and trends in recent years.
- ◆ **Ethics case analysis and micro-film competition**: We continue to hold micro-film competitions, workshops, and symposiums in colleges.
- ◆ **Sinyi Lecture Hall**: We provide free lectures attempt to get more attention to issues related to business ethics.
- ◆ **Sinyi School at NCCU**: Through education, research, and promotion of business ethics, we will cultivate future talents to improve the ability of the ethical education system.

Gender Equality and Non-Discrimination

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



The Direction of Our Efforts

In line with the Act of Gender Equality in Employment, our people-oriented approach guided us to provide employees with varying levels of leave and assistance during pregnancy, childbirth, and parenting as needed.



◆ Our Goals

2019 Performance		
Diversity Employment Female employee ratio	Equal opportunity Female management ratio	Defend women's reproductive rights Received applications for Second-child Grants
37.32% ↓	17.83% ↓	Accumulated 540 applications ↓
2030 Goals		
40%	20%	Accumulated 1,000 applications

◆ What Did Sinyi Do to Achieve Goal 5?

Learn and share ways to end sexism

- ◆ We implemented measures to eliminate workplace discrimination. In line with regulations such as the Sexual Harassment Prevention Act and the Act of Gender Equality in Employment, we created the "Sinyi Realty Sexual Harassment Prevention, Complaints, and Investigation Guidelines." We also organize workshops on the prevention of sexual harassment regularly and encourage our staff to take part.

Diversity Employment

- ◆ Gender Equality in Employment: We continue to adhere to a diverse and inclusive talent strategy, while placing great importance on diversity in all aspects of hiring and development.
- ◆ We standardize equal opportunities under the "Sinyi Group Code of Conduct."

Respect men and women who care for their families

- ◆ Parental leave is made available to both genders, and applicants can retain their job without pay for a set period and apply for reinstatement at the end.
- ◆ We offer courses for new parents, along with a range of other kinds of assistance. We also arrived at a cooperative agreement with Hess, the national childcare organization, to provide enrollment discounts, thus reducing the load on staff who also have to raise young children.

Defend women's reproductive rights

- ◆ We provide "Second-child Grants" (including having two children or more) of 120,000 NTD, to encourage childbirth.
- ◆ We provide maternity benefits: We allow for breastfeeding time and provide lactation rooms (received an "Excellent Lactation Room" certification), and have in place plans and measures to protect maternal health as required by law so as to ensure that mothers can enjoy physical and mental wellbeing.

Oppose violence against women and girls

- ◆ We engage in public welfare activities. We cooperate with The Garden of Hope Foundation to "use shoe boxes together to make society more harmonious" project.
- ◆ We drafted the "Sinyi Realty Sexual Harassment Prevention, Complaints, and Investigation Guidelines," and standardized the harassment appeal line. We established a complaint mailbox and other related procedures to process complaints of sexual harassment.



Second-Child Grants Program: First and Highest Such Grants to be offered in Taiwan

Facing the impact of the low birth rate and aging impact, we put in place our Second-Child Grants Program to raise birth rates. Sinyi has seen a total of 1,434 newborns (including firstborn children) join the Sinyi family from 2013 to 2019.

This program received a personal letter of appreciation from the Minister of Interior. Besides, it was also mentioned in a speech delivered by former President Ying-jeou Ma on the occasion of Chinese New Year, and words of praise in his Facebook post.



Save Water

◆ Goal 6 | Ensure availability and sustainable management of water and sanitation for all

The Direction of Our Efforts

The real estate brokerage industry is not a high-water-use one, but in response to our stakeholders' concerns, we engage with the regular tracking and management of water use data as the basis for framing our response to future droughts or other stakeholder requirements, as well as showcasing the results of our environmental protection efforts.

◆ Our Goals

	2019 Performance	2030 Goals
Save water Per-capita water consumption	14.7 kiloliters	13 kiloliters
Cherish water resources Cumulative reduction in the proportion of per capita water consumption	↓ 21.27% (Base year: 2017)	↓ 30% (Base year: 2017)
Learn why clean water matters Number of environmental seminars	22 seminars a year	30 seminars a year



◆ What Did Sinyi Do to Achieve Goal 6?

Learn why clean water matters

- ◆ We listed water resources as an area of importance and added the corresponding material topic (GRI 303).
- ◆ We promoted the issue through our Sinyi Living Newsletter, and through lectures on the environment at the Sinyi Lecture Hall.

Full implementation of water resources management

- ◆ We conduct staff education and training programs regularly.
- ◆ We formulate water management practices and water saving measures in place through a water footprint inventory approach.

Report and fix leaks – big or small

- ◆ We completed leak-proofing and waterproofing projects at the top floor and terrace in our premises.
- ◆ We repair and maintain the pipeline regularly to avoid leakage.
- ◆ The Sinyi "Watertightness Guarantee System" provides good guarantee services.
- ◆ Sinyi Living provides waterproof repair and strict selection of manufacturers.

Save water and cherish water resources

- ◆ We conduct water footprint inventories, manage per-capita water consumption, and formulate water reduction measures on a regular basis.
- ◆ We formulate a water conservation budget regularly. We also installed water conservation equipment and made slogans, stickers, and posters toward promoting water conservation.
- ◆ We constantly encourage colleagues to propose actions for water conservation.

Defend people's right to clean water and a toilet

- ◆ We inspect water quality regularly.
- ◆ Our branch operates as a friendly store, as we provide for people who are in need of borrowing toilets.



Water Footprint Inventory

Taiwan is listed as one of the world's most water-deficient countries. The real estate brokerage industry is not a high-water-use one, but in response to our stakeholders' concerns, we included water resources among the issues that we deemed as important in 2017 and added corresponding material topics, in tracking and managing data on water use regularly. Most water resources we consumed were through daily usage, there is no waste water generated by the production process. Therefore, we strengthen internal promotion of water-saving measures and improve management approach. We began doing a water footprint inventory and passed the ISO 14046:2014 verification, demonstrating the fruits of our water conservation efforts by managing water usage data. 2019 total water consumption was 69,334 kiloliters, and the per-capita water consumption was 14.7 kiloliters. Compared with 2017, we have reduced our water consumption by 21.17%, thus achieving our 2025 goal earlier of "making a 15% reduction compare to 2017." Therefore, we have redefined our goals to read as "achieving a 30% reduction in per-capita water consumption by 2030." (Base year: 2017)

Reverse Employment Relationships

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

The Direction of Our Efforts

As a result of the high-pressure characteristics of the real estate brokerage industry, the turnover rates of employees is far higher than that of other industries. In order to effectively reduce the turnover rate, we have made unremitting efforts to introduce various innovative strategies. In addition to assisting young people be prepared, we also aim to expand our opportunities to recruit talent.



◆ Our Goals

2019 Performance	2030 Goals
Create job opportunities Total number of new employees 1,707 people	2,000 people
Decent safe working conditions Turnover rate 28%	lower than 27%
Stand up for everyone's rights at work Average training hours 45.19 hours	50 hours

◆ What Did Sinyi Do to Achieve Goal 8?

Learn family finance skills

- ◆ We cultivated the campus and continue to build young people's business continuity and real estate professional abilities.
- ◆ We promoted financial knowledge and skills through project cooperation, such as "Sinyi Lecture Hall" lectures or "SooChow University Department of Business Administration - Finance and Economics Lecture Hall."

Decent safe working conditions

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

Check that no one was exploited to make what you buy

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

Support local businesses at home and abroad

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

Stand up for everyone's rights at work

- ◆ We continue to provide a complete education and training system so that new colleagues can acquire professional knowledge and service skills specific to real estate that can satisfy customers.
- ◆ We continue to encourage new recruits and provide more job opportunities. We designed a salary system with a long-term development perspective to provide a monthly salary of "NT\$ 50,000+50,000" for new employees.



Sinyi Provides High Salary for New-hired Salespeople

Sinyi provides the second highest salary for new hires among listed companies. It not only meets the international requirements for human rights, but also far exceeds the current salary level of university graduates.

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. Sinyi actively increases the existing benefits and rights in innovative ways. We would achieve the purpose of enhancing recognition and satisfaction with the organization from employees.



Ethnic Fusion and Reduce Inequality

◆ Goal 10 | Reduce inequality within and among countries

The Direction of Our Efforts

We strive to eliminate inequalities in access to opportunities. We provide scholarships to ensure that students from rural and disadvantaged families and backgrounds have the opportunity to be educated.

We also provide short-term subsidies to reduce the economic pressures caused by changes in the family.



◆ Our Goals

2019 Performance

2030 Goals

Reduce inequality

Accumulated participants of Sinyi Lecture Hall

Accumulated
125,000 participants

Accumulated
200,000 participants

Protect the vulnerable group

The cumulative number of scholarships provided

Accumulated
5,217 students

Accumulated
6,000 students

Buy from fair and ethical businesses

The amount of green procurement

35.14 million NTD

30 million NTD

◆ What Did Sinyi Do to Achieve Goal 10?

Stay open-minded, listen, and learn from others

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

Protect and welcome the vulnerable group

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

Buy from companies that pay tax and treat people fairly

- ◆ Green Procurement: We practice green procurement and green consumption concepts, and prioritize the procurement of environmentally friendly products.
- ◆ Apply for "carbon labels" and "carbon reduction labels" for each transaction (buy/sell one house) in order to provide responsible services.

Support leaders who reduce inequality

- ◆ Living justice: Reflecting on the industrial issues, we provide advice on government-related projects and policy planning adjustments.

Stand up for your rights and the rights of others

- ◆ Through our Gung-Ho (Be good together) activities, we aim to support each other through intergenerational cooperation. We strive to work together for the advancement of society with the aim of implementing the spirit of good for all generations.
- ◆ Guarantee services: We provide "Four Guarantee Services" for housing purchases, and "Guarantee Service of Stigmatized House Compensation," "Protection against Pest-caused Timber Decay" and "Safe Rental Guarantee Project for Commercial Real Estate."



The Gung Ho Project

Every year, the Sinyi Charity Foundation will host "Gathering Ideas Contest" to seek out creative ideas from the public for issues related to ageing and the dreams of elderly, and implement the ideas through the Gung Ho Project. In order to encourage the creative ideas to be implemented, the First Prize of the Contest will be selected as the "Special Jury Prize," and provide them implementation fund and mentor's assistance to strengthen the idea's enforceability. All ages can make their proposals, which promote the joint creation of young generation and the elderly, and create happiness to the elderly in Taiwan.

The Gung Ho Project witnesses young people breaking their prejudice with creativity and action. They are willing to work together with the elderly, and the intergenerational cooperation outlines the common vision and the blueprint for sustainable development of the society, which stimulates the sparkle of cross-generation.



Community Engagement Shaping a Better Home

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

The Direction of Our Efforts

Industry policy plays a vital role in leading the way toward a safer, more reasonable, and more efficient environment for both providers and consumers of real estate services. We continue to focus on major developments in the industry and remain involved in joint activities that are conducted among the industry, academia, and government in the hope of providing the government with reliable policy recommendations that can help foster robust industrial development.



◆ Our Goals

2019 Performance

Get to know our neighbors

The cumulative number of Sinyi volunteers

Accumulated
22,030
volunteers



Protect local communities

The cumulative number of proposals for the "We are ONE" project

Accumulated
10,661
proposals



Refining industrial development

Published an annual Taiwan Real Estate Almanac

The
24th
edition



2030 Goals

Accumulated
35,000
volunteers

Accumulated
15,000
proposals

The
35th
edition

◆ What Did Sinyi Do to Achieve Goal 11?

Learn about and take part in local decision-making

- ◆ We provide a detailed record of the history of the Taiwanese housing industry and continue to publish the Taiwan Real Estate Almanac and the National Housing Price Index for Major Cities.
- ◆ We reflect on industrial issues, provide policy planning advice, and promote housing justice and industrial development.



Prepare for emergencies

- ◆ We implement employee disaster prevention training programs regularly to enhance emergency awareness.
- ◆ We provide disaster-support donations to assist in the reconstruction of disaster-affected areas.

Get to know your neighbors and welcome new people

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

Protect local communities and build a sustainable city

- ◆ The "We are ONE" project cares for the community and promotes the community-building spirit.
- ◆ We introduced the ISO20121 Sustainable Event Management System and continue to organize activities in accordance with the spirit of sustainable development.

Demand safe and good quality public transport

- ◆ We engage in regular traffic safety promotion activities.
- ◆ Our Sinyi Lecture Hall promotes environmental protection awareness through regular lectures.



We have actively been engaged in improving cohesion among members of the community. We hope that by working together with the community and the residents, we can increase the interactions among people, and enhance the foundation of mutual trust, thus creating emotional connections to build a happy Taiwan.

The "We are ONE" Project

The "We are ONE" Project is the longest-running and largest corporate-supported action plan for community building. In 2015, we unrolled Stage 2 of the project. We hope that the decade-long Community Capacity Building Project will help make community building a national movement by building on the accomplishments of the preceding decade.

ISO 20121

We introduced and passed the "ISO20121 Sustainable Event Management System" third-party verification, taking sustainable development as the main axis, considering the impact of environment, society, and governance (ESG) and supply chains, and achieving the sustainable goal through the Plan-Do-Check-Act (PDCA) cycle while hosting events. In the future, when the branch store holds activities, they will follow the spirit of sustainable terms and guidelines and will respond appropriately to issues of concern to stakeholders from the planning to the implementation stages.

Responsible Production and Consumption

◆ Goal 12 | Ensure sustainable consumption and production patterns

The Direction of Our Efforts

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



◆ Our Goals

2019 Performance	2030 Goals
Learn about sustainable development Accumulated participants of Sinyi Lecture Hall Accumulated 125,000 participants	Accumulated 200,000 participants
Implement the 3Rs: Recycle, Reuse, and Repair Paper Usage per Real Estate Transaction 15.66 kg	14.5 kg
Demand that businesses respect people and planet Achieve carbon-neutral branches 15 branches	30 branches

◆ What Did Sinyi Do to Achieve Goal 12?

Learn about sustainable development

- ◆ We publish our sustainability report regularly and clearly indicate all that we do on sustainability.
- ◆ We enhance awareness of sustainable development among the public through the promotion of ISO20121 sustainable event, environmental education, Sinyi Lecture Hall, and Sinyi Sustainability Website.

Recycle, Reuse, and Repair, Share and Borrow

- ◆ We have developed low-carbon innovative services such as digital dispatches system, Top Agent App, 2D/3D interactive house touring to reduce in paper usage.
- ◆ We engage in circular economy: lending service, second-hand book small library in our local branches.

Waste less food and recycle leftovers

- ◆ We implement kitchen waste and tableware recycling projects.

Collect friends and experiences, not just things

- ◆ We established the supply chain sustainability terms and guidelines.
- ◆ We promote and educate suppliers to work together for sustainable operations.

Demand that businesses respect people and planet

- ◆ We implement the ISO20121 Event Sustainability Management System certification.
- ◆ Expand the promotion of branch carbon neutrality project and implement sustainable management principles.



Carbon Neutrality: Branch Carbon Neutrality Project

We continue to ensure sustainable consumption and production patterns, adopt a business model that can be sustainable, and continuously promote the concept of sustainable development.

In 2020, we actively expand our branch carbon neutrality project.

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

For more information: Verification Opinion Statement of Carbon Neutrality Declaration

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



Act on Climate

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

The Direction of Our Efforts

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

◆ Our Goals

	2019 Performance	2030 Goals
Responding to climate change		
Carbon Emissions per Real Estate Transaction	394.42 → kgCO ₂ e	365 kgCO ₂ e
Carbon Emissions per Person (category 1+2)	1,351.6 → kgCO ₂ e	1,228 kgCO ₂ e
Paper Usage per Real Estate Transaction	15.66 kg →	14.5 kg

Responding to climate change

- ◆ We develop climate risk management and response measures as a means to incorporate response measures into annual strategic planning.
- ◆ We strengthen carbon management approaches and verify the process through third parties.
- ◆ We continue to innovate low-carbon digital services such as digital dispatches system, Top Agent App, online interactive house touring, etc.
- ◆ We drafted the world's first real estate operation services product category rules (PCR) and applied for Carbon Footprint Label and Carbon Reduction Label.
- ◆ We continue to verify the environment-related third-party certificates every year: ISO 14001, ISO 14046, ISO 14064-1, ISO 50001, ISO 14067, and PAS 2060.

◆ What Did Sinyi Do to Achieve Goal 13?

Learn about climate solutions and promote green concepts

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

Green procurement

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



Carbon Footprint

While calculating Sinyi's emissions of carbon footprint, we found paper usage for marketing constituted the largest proportion of carbon emissions. We have prioritized the reduction in service paper usage as one of our green goals and have introduced innovative green services, to achieving our sustainable green goals. In addition, we obtained Carbon Footprint Label of per real estate transaction, and further obtained Carbon Reduction Label the next year by early achievement of carbon reduction goals. Through optimizing carbon emission reduction projects, we have already reduced 45% carbon emission per transaction compared to the carbon footprint base year in 2015. Therefore, in 2020, we apply for extension of Carbon Footprint Label and Carbon Reduction Label.

🔗 For more information of carbon footprint, please refer to <http://csr.sinyi.com.tw/en/environment/carbon-footprint.php>



Come Together

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

The Direction of Our Efforts

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



◆ Our Goals



◆ What Did Sinyi Do to Achieve Goal 17?

Discover and share the SDGs

- ◆ Our founder Mr. Chun-chi Chou keeps addressing sustainable development through his speeches and columns.
- ◆ We issue the SDGs brochure and address the SDGs and our sustainability actions.

Get involved and volunteer in your community

- ◆ We cooperate with suppliers to hold public welfare activities and co-create value with them.
- ◆ We promote community service to create a better home.
- ◆ We launched the “We are ONE” project in 2004 to make community building a national movement.

Help make tomorrow better than today

- ◆ Our founder Mr. Chou promotes CSR in the China Urban Realty Association (CURA).
- ◆ Our founder Mr. Chou and other entrepreneurs have jointly established the Society of Entrepreneurs and Ecology (SEE) Association.
- ◆ We participate in activities hosted by the Center for Corporate Sustainability (CCS), the World Business Council For Sustainable Development (WBCSD), and other sustainable organizations.



The “White Paper” Release Ceremony

⁴ <http://csr.sinyi.com.tw/en/governance/organization.php>



Promote corporate social responsibility together with CURA

China Urban Realty Association (CURA) was founded in 1999 by the influential real estate companies and developers who follow equality and mutual benefit as a matter of principle. To our founder, Mr. Chun-Chi Chou, the direction of CSR and the alliance with CURA are almost the same. We began our work in the field of CSR rather early on, and our work in this space has been highly recognized. Mr. Chou is willing to take the lead in promoting CURA's CSR work.

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

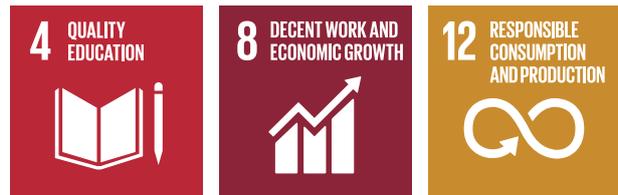
Community Development

Making Community Building a National Movement to Maintain Closer Relationships



Promoting Sustainable Knowledge

Deeply Cultivating Ethics and Promoting Lifelong Learning



Care of Vulnerable Populations

Seeing Social Needs and Reducing Disparities



Promoting Partnerships

Building a Sustainable Supply Chain and Creating Win-win Value



Corporate Commitment: Community Development

Making Community Building a National Movement to Maintain Closer Relationships



Our Commitment

Our hope is that our long-term sponsorship of community building will help make communities and society better by expanding the concept of “home” to include neighbors, communities, cities, and even the country. Through this, we will address interpersonal alienation by building community capacity with our own distinctive cultures and ecologies.

Through ongoing community-building efforts, we plant the seeds of care in communities, thereby expanding the scope of each person’s attention from the home to the community, and ultimately to all of Taiwan.

- ◆ Goal 11 | Make cities and human settlements inclusive, safe, resilient, and sustainable
- ◆ Goal 17 | Strengthen the means of implementation and revitalize the global partnership for sustainable development

Project: “We are ONE”

The “We are ONE” Project is the longest-running and largest corporate-supported action plan for building communities. In 2015, we unrolled Stage 2 of the project, the decade-long Community Capacity Building Project that we hope will help make community building a national movement.

After more than 10 years of promotion, we have seen changes in society with time, and proposals have evolved from simple improvements to community facilities to promoting human interactions and spontaneous investments in cultural heritage. In recent years, the age threshold of participants engaging in community activities has become lower and ethnic groups have grown more and more diverse. We will continue to expand the “We are ONE” Project into the future, and hope that everyone will get involved in building up the soft power of Taiwanese society.

In 2017, we were honored with the Presidential Culture Award - Local Hope Award

for 13 years of community work with the “We are ONE” Project, thus making us the first Presidential Cultural Award recipient from the private sector. This is not only an affirmation of the project, but also presents a model for other companies to practice charity and give back to Taiwan through action. The Public Television Service dispatched a team to conduct interviews and shoot a documentary covering the “We are ONE” Project and the stories of what it has done for communities, helping further expand the influence of the project.



Awards Ceremony of the Project

Corporate Commitment: Care of Vulnerable Populations

Seeing Social Needs and Reducing Disparities



Our Commitment

In response to these social changes, we actively work to provide assistance to the underprivileged, caring for those on the margins while also alleviating the burden on the government, society, and families. Bringing resources together is one means of transforming concern into action, and we provide oft-overlooked rural communities and underprivileged groups that suffer from social structural conflicts with timely help and care, thus realizing our principle of giving back to society what we take from it.

- ◆ Goal 1 | End poverty in all its forms
- ◆ Goal 10 | Reduce inequality within and among countries

Project: Sinyi Charity Foundation

In response to changes in social structure, the Sinyi Charity Foundation provides new immigrants, the elderly, rural students, children with rare diseases, and other underprivileged groups with assistance and support. This takes many forms, including rental subsidies, depression prevention efforts, and educational support for the impoverished, alongside emergency rescue efforts.

- ◆ Rural Elderly Care Action: We held rural elderly care concerts. Take the elders on a journey through time where they were young.
- ◆ Dr. Red Nose Program: Together with the Dr. Red Nose Association, we send two-person groups to the National Taiwan University Children's Hospital to put up improv performances twice a week, thus bringing some joy into the

lives of young patients and their families and promoting child-friendly medical treatment.

- ◆ Gung-Ho(Be good together) Activities: We seek out creative ideas and action plans from the public to handle issues related to the elderly and new immigrants, thus funding the implementation of projects.



Dr. Red Nose Program

Corporate Commitment: Promoting Sustainable Knowledge

Deeply Cultivating Ethics and Promoting Lifelong Learning

4 QUALITY EDUCATION



8 DECENT WORK AND ECONOMIC GROWTH



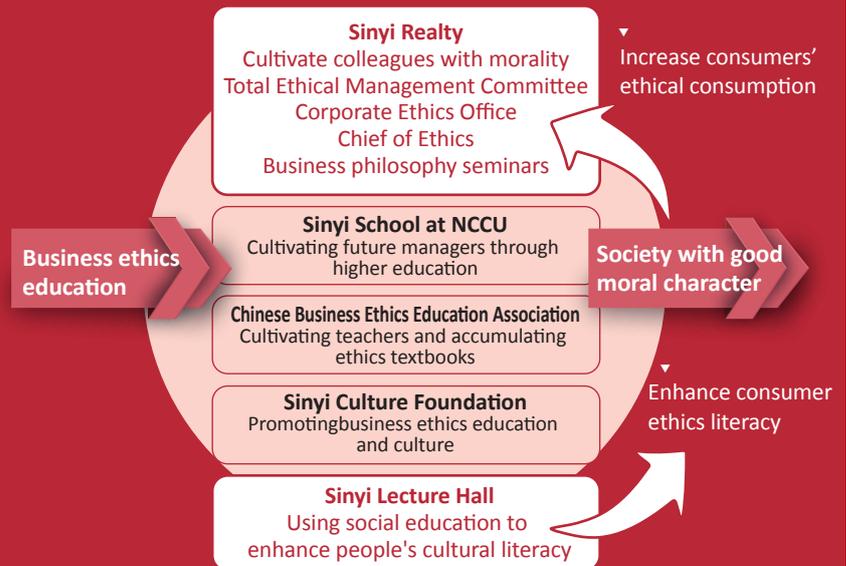
12 RESPONSIBLE CONSUMPTION AND PRODUCTION



- ◆ Goal 4 | Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
- ◆ Goal 8 | Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all
- ◆ Goal 12 | Ensure sustainable consumption and production patterns

Our Commitment

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



Project: Sinyi Lecture Hall

Since the establishment of the "Sinyi Lecture Hall," the aim was to achieve the goal of "Keep learning and sharing a good society" through social education. We define the Sinyi Lecture Hall as a platform for the promotion of our CSR and the facilitation of exchange of information. We hope to achieve the purpose of knowledge interflow through the two-way process of teaching and learning.

In order to expand the scope of influence, Sinyi Lecture Hall invites the public to participate in its studies, to enhance the overall civic literacy of civilized society. We put resources together to strengthen social education, invest in future social justice needs, enhance social stability, work together to shape a healthy business environment, and enhance ethical consumption. The topics of our lectures include business ethics, culture and lifestyle, environmental consciousness, community care, residential spaces, and happy families. We cooperate with like-minded external partners to enhance synergy, work together to create a sustainable learning journey, and enhance the awareness of social ethical values and environmental issues. At the same time, we emphasize the goal of sustainable development and the strategy of sustainable belief, and the main concept of low-carbon innovation in recent years.



The enthusiastic audiences

Project: Sinyi School at NCCU

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

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



Business ethics workshop

Corporate Commitment: Promoting Partnerships

Building a Sustainable Supply Chain and Creating Win-Win Value



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

Our Commitment

We hope to expand our core values to our suppliers. To this end, we have incorporated human rights, purchasing, and other sustainability-related terms into our supply chain management. We also follow up on the implementation of such terms by our suppliers. We provide guidance on an ongoing basis and strive to create a supply chain that fully adheres to business ethics and upholds our core values, thus working together toward building both a society and a world of good faith.

Project: Promotion of Sustainable Activities

We have actively been enhancing cohesiveness at the community level. We hope that by working together with the community and its residents, the interactions between people will increase, and the foundation of mutual trust and emotional connection will be created to build a happy Taiwan. We understand that community activities can have a positive or negative impact on society, environment, and/or economy, and our goal is to provide a better solution to manage activities that can actually mitigate negative aspects and enhance positive long-term sustainability.

We implemented the ISO 20121 - Event Sustainability Management System and passed the third-party certification requirements in July 2017. We became the first service industry chain company in the world to receive this certification. Focusing on sustainable development as the main axis of our consideration of the impact of the ESG and our supply chain, we use the PDCA approach to achieve our goal of sustainable development while organizing events. In the future, our events will adhere to the spirit of sustainability and sustainability terms and standards. This way, we will respond appropriately to issues of concern to stakeholders throughout the process, right from the planning to the execution stages. We also promote the availability of information on sustainable development and enhance awareness among customers, staff, suppliers, the public, and other stakeholders in order to ensure sustainable consumption and production models and achieve sustainable development.



The energy saving activity in Piyaway tribe

Project: Developing a Sustainable Supply Chain

We consider our suppliers as an extension of our company. We understand that working with suppliers is an important part of our work toward the achievement of the SDGs. We extend our concept (Righteousness and Trustfulness) to our suppliers, and establish sustainable goals together. We also introduce sustainable guidelines into the process and combine principles for the supplier's social assessment and procurement, so that the entire supply chain can follow business ethics norms and strive to uphold the core values of Sinyi Group's business philosophy together. Thus, we can continue to move toward building a Sinyi Society and a Sinyi World. ("Sinyi" means "trustworthy" in Chinese.)

Sinyi Realty holds quarterly supplier meetings as an important platform for communication with suppliers. Through the quarterly meeting, we introduced new supplier partners to enter the Sinyi Supplier Platform and announced the latest supply chain management indicators and methods for Sinyi Realty. Through the quarterly supplier meetings, we benchmark and award suppliers for their excellent service and encourage them to learn from each other.



Through the supplier quarterly meeting, we invite suppliers to share cases and service ideas.

Project: Establish a Platform for Real Estate

Even before the government launched an effort to record and disclose actual housing prices, Sinyi has been at the forefront of disclosure of transaction records in the real estate industry, keeping comprehensive information on property rights to ensure that consumers are well aware of their rights. With regard to major developments in the industry, Sinyi will continue to focus on and be involved in joint activities between industry, academia, and government, with the hope of providing the government with reliable policy recommendations that will help foster robust industrial development.

Sinyi assists NCCU Real Estate Research Center in organizing seminars, hoping to bring industry, government and academia some joint discussions. The results can be a reference for policies and urban planning. We also participated in the Ministry of the Interior's Property Information Platform project review and social housing policy discussion, reflecting issues of concern in the industry and providing recommendations for future policy and project adjustments.

Sinyi Realty continues to engage in industry-academia cooperation with a number of schools and departments, setting out internship projects, working together to design real estate industry courses, providing speakers from the industry, and offering corporate visits.

◆ What We Believe

Sinyi Realty was founded on the philosophy: “Established based on trustfulness and righteousness, our pursuit of them is endless.” We constantly strive to keep improving and promoting innovations in all ESG aspects. We contribute toward the achievement of the SDGs while also continuously examining the risks and impacts of our work on both the society and the environment around us, and continue to develop effective countermeasures as necessary.

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

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

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

◆ The Significance of CSR to Sinyi Realty

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

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



Sinyi volunteers enthusiastically participate in community engagement programs

◆ Our Next Steps

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

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

In “The Sustainable Development Goals Report 2018⁵” issued by the UN, it was also pointed out that we must strengthen our sense of urgency. Achieving the 2030 Agenda requires immediate acceleration of action and a collaborative partnership among stakeholders. We must promote the SDGs for everyone and achieve it everywhere.

⁵ <https://unstats.un.org/sdgs/files/report/2018/TheSustainableDevelopmentGoalsReport2018-EN.pdf>

Appendix: Sinyi's SDGs Content Index

 Reference to further reading online  Reference to other pages within the report

SDGs Goals	Targets	Sinyi's Major Contributions Toward the SDGs	
GOAL 1: End poverty in all its forms everywhere	1.4	● Provide emergency relief.	 Sinyi Charity Foundation
	1.5	● Provide scholarships and bursaries to ensure education opportunities for children from rural and disadvantaged families.	 Sinyi Zhishan (Charitable) Grants
		● Major disaster relief.	 "We are ONE" project
GOAL 3: Ensure healthy lives and promote well-being for all at all ages	3.4	● Set up the "Happy Health Management Center" to provide consultation and systematic health management.	 Happy Health Management Center
	3.6	● Hold regular traffic rules, fire drill, and first aid training courses.	 Safety promotion and training
	3.8	● Prepare health plans such as the "Sinyi Health Program" for systematic disease prevention.	
	3.d	● Establish supply chain sustainability terms and standards.	 Supply chain management strategies and goals
		● Promote labor health and well-being with suppliers.	
		● Jointly improve community environmental conditions and enhance community health awareness.	 Community engagement: Sinyi catcher, health promotion seminar
GOAL 4: Ensure inclusive and equitable quality education and promote lifelong learning	4.3	● Regularly arrange advanced education for senior management.	 Director training
	4.4	● Improve the real estate professionalism by taking advantage of the Sowing Seeds on Campus Program, special classes for salespersons, industry-academia collaboration.	 Campus Program
	4.5	● Through Sinyi Lecture Hall, Sinyi School at NCCU, and other charity donations, the concept of sustainability and business ethics is promoted to schools and society.	 Sinyi Lecture Hall  Sinyi School at NCCU
	4.7	● Provide scholarships and bursaries to ensure education opportunities for children from rural and disadvantaged families.	 Sinyi Zhishan (Charitable) Grants
		● Promote sustainable education to children through community engagement.	 Community engagement: Happy story house
		● Publish SDGs report children's version.	 SDGs report: children's version
GOAL 5: Achieve gender equality and empower all women and girls	5.1	● Second-child Grants of NT\$120,000 for birth incentives.	 Second-child Grants
	5.c	● Eliminate workplace discrimination. ● Gender equality at work, diversified employment. ● Provide maternity benefits and develop a maternal health protection plan.	
GOAL 6: Ensure availability and sustainable management of water and sanitation for all	6.5	● Water footprint verification. ● Manage water consumption per capita. ● Formulate water reduction measures.	 Water stewardships

 Reference to further reading online  Reference to other pages within the report

SDGs Goals	Targets	Sinyi's Major Contributions Toward the SDGs	
GOAL 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	8.2 8.3 8.4 8.5 8.6 8.8	<ul style="list-style-type: none"> ● Uphold governance with ethics and consider the interests of all stakeholders will naturally obtain reasonable profits and facilitate the sustainable growth for the company. 	<ul style="list-style-type: none">  Sinyi's sustainable innovation
		<ul style="list-style-type: none"> ● Continue R&D innovative services, introduce O2O to enhance the applications of technology, and improve operating efficiency. 	<ul style="list-style-type: none">  Innovation services
		<ul style="list-style-type: none"> ● Diversity in employment, providing fair labor-employer relations and adequate job opportunities. ● We designed our salary and incentives system based on staff long-term development point of view, including higher fixed-portion in monthly salary for new comers and new talent oriented program. 	<ul style="list-style-type: none">  30-day Work Appraisal Program
		<ul style="list-style-type: none"> ● Provide scholarships to children in rural communities. 	<ul style="list-style-type: none">  Scholarship
		<ul style="list-style-type: none"> ● Hire people without real estate agency experience. 	<ul style="list-style-type: none">  Recruiting policy
		<ul style="list-style-type: none"> ● We have comprehensively incorporated Supplier Sustainability Terms into contracts to promote better working environments for both suppliers and labor. 	<ul style="list-style-type: none">  Supply chain management
		<ul style="list-style-type: none"> ● Eliminate all forms of forced or compulsory labor. 	
GOAL 10: Reduce inequality within and among countries	10.2 10.3	<ul style="list-style-type: none"> ● Provide scholarships to ensure that students in rural areas and underprivileged families have access to education. 	<ul style="list-style-type: none">  Scholarships
		<ul style="list-style-type: none"> ● To assist in the elimination of unfairness in access to education in society. The Sinyi Lecture Hall offers a variety of free lectures. 	<ul style="list-style-type: none">  Sinyi Lecture Hall
GOAL 11: Make cities and human settlements inclusive, safe, resilient and sustainable	11.1 11.3 11.4 11.7 11.a	<ul style="list-style-type: none"> ● Reflect on industry issues by providing recommendations on policy planning, promoting housing justice, and the development of the industry. 	<ul style="list-style-type: none">  Real estate industry perfection
		<ul style="list-style-type: none"> ● Keep the community safe. 	<ul style="list-style-type: none">  Community engagement: Traffic safety guard
		<ul style="list-style-type: none"> ● Share housing knowledge with community residents. 	<ul style="list-style-type: none">  Real estate community seminar
GOAL 12: Ensure sustainable consumption and production patterns	12.2 12.6 12.8	<ul style="list-style-type: none"> ● R&D in innovative low-carbon services. 	<ul style="list-style-type: none">  Carbon footprint
		<ul style="list-style-type: none"> ● Regularly publish sustainability reports to document sustainability practices. 	<ul style="list-style-type: none">  Waste management
		<ul style="list-style-type: none"> ● Implement ISO 20121. 	<ul style="list-style-type: none">  Management system
		<ul style="list-style-type: none"> ● Expand the promotion of carbon neutrality projects. 	<ul style="list-style-type: none">  Carbon neutrality
		<ul style="list-style-type: none"> ● Development of "circular economy" services. 	<ul style="list-style-type: none">  Circular economy
		<ul style="list-style-type: none"> ● Promote and educate suppliers for joint sustainable operation. 	<ul style="list-style-type: none">  Sustainable supply chain management
		<ul style="list-style-type: none"> ● Promote the concept of sustainability through various channels. 	<ul style="list-style-type: none">  Environmental education
<ul style="list-style-type: none"> ● Work with the community to make clean products from renewable resources. 	<ul style="list-style-type: none">  Community engagement: Self-produced cleanser, save power seminar 		

Appendix: Sinyi's SDGs Content Index

 Reference to further reading online  Reference to other pages within the report

SDGs Goals	Targets	Sinyi's Major Contributions Toward the SDGs	
GOAL 13: Take urgent action to combat climate change and its impacts	13.3	<ul style="list-style-type: none"> ● Develop climate risk management and response actions. ● Integrate response measures into annual strategic planning. ● Strengthen carbon management and conduct annual environmental verification. 	<ul style="list-style-type: none">  Climate governance action  Carbon footprint  Greenhouse gas management  Management system  Verification statement
GOAL 17: Strengthen the means of implementation and revitalize the global partnership for sustainable development	17.9 17.17	<ul style="list-style-type: none"> ● Establish supply chain sustainability terms and guidelines. <hr/> <ul style="list-style-type: none"> ● Promote and educate suppliers to work together for sustainable operations. <hr/> <ul style="list-style-type: none"> ● Join the CURA, SEE Association, and other organizations. 	<ul style="list-style-type: none">  Supply chain management standards <hr/> <ul style="list-style-type: none">  Gung Ho with suppliers <hr/> <ul style="list-style-type: none">  Join associations

 For more information of the SDGs targets, please refer to <https://sustainabledevelopment.un.org/sdgs>

SUSTAINABLE DEVELOPMENT GOALS

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