

## **Sinyi Realty Inc.**

### **CSR Implementation in 2021 and Plan for 2022**

#### **I. Implementation in 2021**

##### **1. Sustainable Environment**

###### **(1) Main implementation**

###### **A. Promote the reduction of carbon emissions of organizations**

###### **(a) Continuous the organizational environment verification**

- ISO 14064-1 greenhouse gases
- PAS 2060 carbon neutral
- ISO 14046 water footprint
- ISO 50001 Energy Management System
- ISO 14001 Environmental Management System

###### **(b) Implementation energy & resource management measures**

- Improve the energy monitoring system and replace the energy-saving equipment
- Fully implement the green procurement policy

###### **B. Promote the reduction of carbon emissions from services**

###### **(a) Continuous service environment verification**

- ISO 14067 carbon footprint

###### **(b) Develop low-carbon green services**

- Fine paperless marketing tools
- Branches promote **community green action services**

###### **C. Promote the concept of environmental protection and sustainability**

###### **(a) Promote environmental education**

- Held lectures on community environment
- Respond to government environmental protection policies (environmental worship, green office enterprises) and international activities (Earth 1 hour)
- Organize perpetual activities and implement ISO 20121 perpetual event management system

###### **(b) Continuous response to international initiatives**

- Net Zero Emissions Initiative
- CDP Carbon Disclosure Program
- Scientific Carbon Target Initiative (SBTi).

###### **(c) Promote environmental rehabilitation**

- Subsidies to support environmental initiative of One Community

- In response to the seed preservation activities of the Mrs. Gu Yan Kuo-Yun Plant Conservation Center, **5** species of endangered plants endemic to Taiwan were adopted

## **(2) Implementation Achievement**

### **A. Promote the reduction of carbon emissions of the Company**

(a) **Expanded store carbon neutrality** (17 in total)

(b) **Fully implement the green procurement policy**

- Accumulated amount of the green procurement of environmental protection products totaled NT\$378.2 million dollars from 2008 to 2020

(c) **Environmental Reduction Performance** (Base Year 2017)

- Per capita carbon emission ↓ **17.24%**.
- Per capita water consumption ↓ **18.03%**.
- Carbon footprint of a single service ↓ **38.08%**.
- Single pen service paper ↓ **65.24%**.

### **B. Promote the reduction of carbon emissions from services**

- The branch continues to promote green mobile services (ex. second-hand book exchange, free replacement of LED bulbs in public settings, recycling of waste batteries, free replacement of screen windows, and free water-saving items)

### **C. Work with all walks of life to promote the concept of environmental protection and sustainability**

- In response to international initiatives
- 2021 participated in the joint formation of the Net Zero Alliance, committed to 2030 Sinyi Net Zero Emissions and planned to use renewable energy
- Approval of the review of Target for the Science Carbon Target Initiative (SBTi) in 2021 – committed to 1.5°C
- In 2021, we responded to the CDP questionnaire and won the highest level A List award
- Held earth hour events, verified by ISO 20121
- In 2021, all branches and headquarters buildings in Taiwan responded to the international environmental protection event "Earth Hour" and passed by the ISO 20121 inspection

## **2. The Social Inclusion of Internal: Employees**

### **(1) Main implementation**

#### **(a) Attract great talent**

- Diversified talent recruitment channel
- High quality talent management and recruitment
- Strengthen the development of business colleagues and supervisor functions
- Shape the brand image of high quality recruitment

#### **(b) Create a friendly workplace**

- Promote flexible work measures
- Create a friendly and safe workplace environment
- Expand the scope of use of flexible benefits

### **(2) Implementation Achievement**

#### **(a) Attract great talent**

- Deeply cultivate key universities and operate high-quality universities at the same time
- Deepen the industry-academia cooperation plans
- Continue to optimize live teaching and improve the quality of digital courses to support the development of affiliated enterprises
- Promote a hierarchical and complete functional development system

#### **(b) Create a friendly workplace**

- Emergency response measures to protect the safety of colleagues
- Implementation of Staff flexible working hours systems
- Anti-smoking publicity and implementation of related regulations
- Obtained ISO 45001 occupational safety and health management system certification
- Flexible welfare "Sinfu Coin" system: increase of the same safety item (full-cover helmet)
- Establish operational specifications for the guidelines for the resumption of work

## **3. Social Inclusion External: Customers, Society**

### **(1) Main implementation**

#### **A. Community building and common good**

- Enhance the participation of people in community building and contact with different ethnic groups

- Create a resource matching platform, promote the balanced development of urban and rural areas and regions, and establish the Taiwan Regional Revitalization Foundation
- Optimize the participation of Sinyi volunteers

#### **B. Enterprise ethical value initiative**

- Advocate ethical values through multiple communication channels
- The first small and micro enterprise ethics cultivation plan in Taiwan

#### **C. Promote industrial development**

- Continue the cooperation between industry, government and academia, and lead the industry with professionalism
- Service quality audit operation optimization
- Build a full-platform customer service experience
- Make good use of numbers and innovation to change the look of service

#### **4. Other social participation**

- Everyone fights the epidemic together and establishes a mutual assistance network for community symbiosis actions
- Sinyi Academy holds online lectures and continues to exert its influence
- Plan of the common good by Sinyi Public Welfare Foundation together for the sixth year

### **(2) Implementation Achievement**

#### **A. Action plan for Community Building**

- A total of 1069 cases were registered, 221 were awarded, and the online award ceremony was held in Q4 of 2021
- Co-organized the "Society" with the Sinyi Academy. Film Festival" line release performance symposium
- Actual annual completion of 6,600 hours of volunteers

#### **B. Enterprise ethical value initiative**

- Completed the recording of 12 episodes of Podcast; cooperated with social enterprise streaming to hold an online forum
- The first year of the course was opened to 51 students and the first year of the course ended in mid-November

#### **C. Promote industrial development**

- Published the 26th yearbook of Real Estate
- DiNDON adds AI lecture room function

- Membership ecosystem shaping
- Community service E-registration continues to improve

#### **D. Other social participation**

- Raise and sponsor 100 practices under the epidemic
- Completed 37 sessions of Sinyi Academy (physical 15, online 22) in the year)
- Accumulated more than 5,000 ideas, more than 50 plans to implement, and this year and the first exclusive Silver Blessing Award for over 65 years old

### **4. Corporate Governance: Investors**

#### **(1) Main implementation**

##### **A. Optimize corporate governance**

- Corporate governance information disclosure improvement and effectiveness advocacy
- Strengthen corporate governance as a function and advocate
- Improve the operation of the board of directors

##### **B. Implement transparency, integrity and compliance**

- Group law compliance system is implemented
- Group risk management monitoring and promotion
- Optimize the internal audit operation structure and procedures

#### **(2) Implementation Achievement**

##### **A. Optimize corporate governance**

- Completed the revision of the IR website
- Formulate measures to prevent insiders violations
- To assist the SOP before the appointment of the new independent directors
- Passed the highest level of TCFD compliance check and SASB verification
- Complete the on-site review of corporate governance assessment certification

##### **B. Implement transparency, integrity and compliance**

- Revised advertising and marketing review benchmark manual for new marketing patterns
- Continuous monitoring and promotion of major risk management of the Group
- Amend the Internal Audit Implementation Rules

- The internal control self-assessment at the operation level is systematic
- Complete the annual audit operations of the company and its subsidiaries

### **C. Awards are affirmed**

- For seven consecutive years, the listed group of corporate governance evaluation ranked in the top 5%.
- Seven times selected TCSA Top Ten Sustainable Model Enterprises
- Asian Corporate Social Responsibility Awards (AREA) Corporate Governance Award

## **5. Suppliers**

### **(1) Main implementation**

#### **A. Implement corporate ethics with suppliers for the first time to introduce ISO 20400 to improve ESG sustainability performance**

- Upstream and downstream key suppliers greenhouse gas check
- Maintain the policy of giving priority to local procurement and green procurement
- Share resources and innovate with suppliers to jointly propose a new model of living and living
- Track social shocks from suppliers
- Develop the spirit of Sinyi to revitalize the sustainable development partnership
- Suppliers are invited to fill out the CSR Self-Assessment Form to review their ESG practices
- Introduced ISO 20400 perpetual procurement
- The on-site visits pay special attention to the implementation of the supplier's compliance with laws such as human rights, labor safety, and the environment

### **(2) Implementation Achievement**

- The upstream and downstream key suppliers are consistent with Sinyi housing's carbon reduction path towards net zero emissions
- For 13 consecutive years, it has been awarded the green procurement benchmarking unit of private enterprises

- During the epidemic period, we will continue to find the most suitable service modules in various service scenarios, improve the service quality of suppliers, create a good living circle, and create a win-win situation for consumers, the Company and suppliers
- In 2020, a total of 1093 on-site inspection visits were made; the inspection rate of key suppliers was 93.55%.
- Obtained ISO 20400 certificate

## **6. 2021 Awards**

### **(1) International awards**

#### **A. Global Sustainability Awards GCSA**

- Sustainability Reporting Gold Award [4 consecutive years] Best Practice Best Practice Best Case Award
- Outstanding Person Award - Mr. Chou Chun-Chi

#### **B. Asia CSR Awards AREA**

- Human Investment Award, Corporate Governance Award, Responsible Business Leader Award - Mr. Chou Chun-Chi

#### **C. CDP Carbon Disclosure Project: Leadership Level A (Carbon Disclosure Project)**

- The first company in real estate brokerage industry in Taiwan to receive this honor

#### **D. Sinyi Advertising "In Love We Trust" Cannes Creative Awards Entertainment Lions Grand Prix, Busan International Advertising Festival (AD STARS) "Film Craft-Direction" Gold Award, "Branded Viral Videos" Silver Award, "PSA" Bronze Award**

### **(2) Domestic awards**

#### **A. Corporate Governance**

- The 7<sup>th</sup> Corporate Governance Appraisal of the Stock Exchange - Top 5% of listed companies [7 consecutive years].

#### **B. Environmental protection**

- Executive Yuan Environmental Protection Department Low Carbon Product Award Special Award
- BSI British Standards Institute "Sustainable Resilience Pilot Award"

#### **C. Happy workplace**

- 1111 Human Resources Bank 2021 Happy Enterprise Award - Gold Award in the Construction Category

#### **D. Enterprise sustainability**

- Taiwan Perpetual Award TCSA Top 10 Sustainable Model Enterprise Award (Service Industry) Real Estate and Construction Industry- Best Report Book Award, Social Inclusion Leadership Award, TSAA Taiwan Sustainable Action Award - Gold Award
- The 17<sup>th</sup> Global Views Magazine Corporate Social Responsibility Awards won the first prize for three consecutive years - won the highest honor of the annual honor list, and the model award of the age-friendly group "Silver Collar Evergreen - My Happiness, I Decide"
- "CommonWealth Magazine" Corporate Citizenship Award, the sixth place in the large enterprise group [awarded for 15 consecutive years].
- 2021 "CommonWealth Magazine" two thousand enterprises survey - for 27 consecutive years top 1 in real estate brokerage industry
- Tough 200 enterprises - V-type reversal TOP100 Ranked first in the service sector, it is listed as one of the winners of adversity in 2020
- Medal of the Cultural Association of the Ministry of Culture - Mr. Chou Chun-Chi / Community Building Group

#### **E. Customer Service Class**

- Reader's Digest Credibility Brand Survey Platinum Award in the Real Estate Agent Category [14th degree won the first place in real estate agent industry].
- 4A Advertising Awards - Grand Prize
- 2021 The 5<sup>th</sup> Digital Singularity Awards "In Love We Trust" won the Silver Award for Best Video Creativity Award, the Silver Award for Best Content Entertainment Award, and the "DiNDON Smart House Appreciation" won the Best AI Silver Award for Application Awards
- Ministry of the Interior - Government Graphics Platform "TGOS Value-added Application Award"



- DailyView Network Thermometer 2021 Internet Word of Mouth Star Sinyi Home Furnishing won the "Pilot Innovation Award" for the residential economy industry

## **II. Plans and Outlook for Fiscal 2022 (ESG).**

### **1. The Environment**

#### **A. Towards net zero emissions**

- Establish a strategy to promote net zero emissions and plan a plan of action
- The target of the proportion of renewable energy (green electricity) used will be 10%.
- We continue to promote the adoption of various environmental-related verifications and participation in the CDP Carbon Disclosure Program
- Introduction of ISO 46001 water resources efficiency management system verification

### **2. The Society inside (Employees)**

#### **A. Attract outstanding talents**

- Operate diversified talent recruitment channels
- Enhance the Company's brand of employer
- Develop business credit courses and certification mechanisms
- Continue to improve the digital learning environment
- Carry out the career development plan of colleagues

#### **B. Healthy and happy workplace**

- Continuous maintenance of ISO 45001 occupational safety and health system related specifications (including affiliated enterprises)
- Establish a mental health care system
- Innovative application of Sinfu coin
- Attendance tool upgrade

### **3. Suppliers**

#### **(1) Good supply chain management**

- In 2021, the ISO 20400 supply chain management system was implemented, and in 2022, we will continue to deepen the management of suppliers and move towards a low-carbon green supply chain
- Strengthen the connotation of ESG in the selection and evaluation procedures/forms of suppliers in the procurement management measures/, and continuously track the social impact of suppliers

#### **4. The Society outside (Customers)**

##### **(1) Based on customer needs, develop innovative services**

- Change the appearance of service with digital empowerment and innovation
- Community service activities in line with the United Nations Sustainable Development Goals (SDGs)
- Continues to develop the membership ecosystem
- House search function innovation and optimization, accurate response to customer needs
- Develop community support functions for non-management-committees communities

#### **5. Society**

##### **(1) Connect resources to create a sustainable and good life**

- We will continue to promote community building and review the database to facilitate the development of the work of the Taiwan Regional Revitalization Foundation, and will also deepen community development through supporting the local industries
- Corporate ethics continues to focus on youth empowerment and sustainability, and promotes the spread of influence through diversified approaches and emerging media
- Grasp market trends/new knowledge, regularly publish reports and publish yearbooks, and continue to lead the development of the industry
- The Sinyi School and Sinyi Volunteers will be more flexible in planning in response to the post-epidemic period, and the elderly friendly society will continue to be promoted through the Sinyi Charity Foundation

#### **6. Investors**

##### **(1) Optimize corporate governance**

###### **A. Strengthen corporate governance as a function and advocate**

- Achieve the top 5% ranking in the 2022 Corporate Governance Appraisal of the listed companies
- Provision and arrangement of relevant courses of preventing the insiders from breaking the laws
- Complete and obtain the external certification of intellectual property management plan

###### **B. Improve the operation of the board of directors**

- Improve matters related to the comprehensive re-election of directors by the board of directors
- Establish a talent pool of independent directors
- Arrange reporting on ESG-related developments on the Board of Directors

**C. Implement transparency, integrity and compliance**

- Reform of legal service operation process
- Revision of business secret and personal data protection system
- Continuous monitoring and promotion of major risk management of the Group
- Strengthen the ability to use computer audit tools
- Plan R&D cycle internal control system
- The electronization of overall level of internal control self-evaluation