



HI-YES GROUP.

海悅國際開發 create your lifestyle



2023 Sustainability Report

CONTENT

01

Stakeholder Engagement and Material Topic Assessment

1.1 Sustainability Committee	05
1.2 Identifying Stakeholders	06
1.3 Stakeholder Communication Channels and Key Issues	07
1.4 Identifying Material Topics	08

02

About Hiyes

2.1 Company Profile	14
2.2 Management Philosophy	17
2.3 Awards and Management Systems	18
2.4 Participation in External Organizations	18

03

Integrity Governance

3.1 Governance Practices	20
3.1.1 Board of Directors	21
3.1.2 Functional Committees	24
3.1.3 Internal Audit	25
3.1.4 Ethics and Integrity	26
3.2 Risk Management	27
3.3 Regulatory Compliance	28
3.4 Operational Performance	29
3.5 Customer Relationships	30
3.6 Cybersecurity Protection	31

04

Sustainable Environment

4.1 Energy Management	34
4.2 Carbon Emission	35

05

Social Responsibility

5.1 Employee Overview	37
5.1.1 Human Rights Protection	37
5.1.2 Employee Statistics	38
5.2 The Right Person for the Right Position	43
5.2.1 Compensation and Benefits	43
5.2.2 Talent Development	48
5.2.3 Labor-Management Communication and Occupational Safety	52
5.3 Community Engagement	53

06

Appendix

GRI content index table	57
Climate Chapter	62
Sustainability Accounting Standards Board	64
Verification Statement	66

Message from the Management	02
-----------------------------	----

Editorial Guidelines	03
----------------------	----

Message from the Management

Hiyes International Co., Ltd. upholds the principle of "taking from society and giving back to society" by actively supporting social welfare such as healthcare, underprivileged groups, and local culture. In 2023, Hiyes International donated over 10 million NTD to various organizations, including : Taiwan Food Bank Association, Chinese Institute of Civil and Hydraulic Engineering, Real Estate Sales Joint Association, Mazu Association of Taipei Shengxing Tianhou Temple, Taiwan Cancer Foundation, Noordhoff Craniofacial Foundation, Andrew Charity Association, Ling Jiou Mountain Charity Foundation, Taiwan Pancreas Foundation, Chongqing Junior High School Baseball Team in Taipei, Nantou County Social Relief Fund for Typhoon Kanus Reconstruction, Boyo Social Welfare Foundation, NTU Civil Engineering Education Foundation, Taipei City Firefighters' Association, Franciscan Kindergarten of the Catholic Diocese of Hsinchu, Beunen Foundation, Spinal Cord Injury Foundation, Taiwan Heart Family Children and Youth Care Association, Taipei Autism Parents Association, Taiwan Epidermolysis Bullosa Association, New Taipei City Human Rights and Ethics Promotion Association, Taiwan Fund for Children and Families, San Fa Education Foundation in Kaohsiung, and Christmas Charity Run by the Taipei Architects' Generation Association.

Furthermore, in response to global warming and climate change, our company aims to continuously enhance energy-saving and carbon reduction efforts, improve various environmental control operations, and minimize negative impacts on the environment. As for energy-saving and carbon reduction, our company has replaced old, energy-consuming air conditioning equipment in our reception center and set a lower limit for indoor air conditioning temperatures. The reception center's configuration has been changed to a modular design to reduce our carbon footprint. Additionally, we promote measures such as turning off lights when not in use. With these energy-saving and carbon reduction measures, we hope to see a gradual annual decrease in electricity consumption.

The mission of the Global Real Estate Sustainability Benchmark (GRESB) is to provide participating companies with transparent and feasible ESG (Environmental, Social, and Governance) strategies within their organizations and to deliver credible ESG assessments for the real estate industry. In 2023, Hiyes received recognition from the GRESB assessment.

In the face of today's highly competitive business environment, our company is focused on sustainable operations. This is reflected in our corporate governance, specifically by enhancing

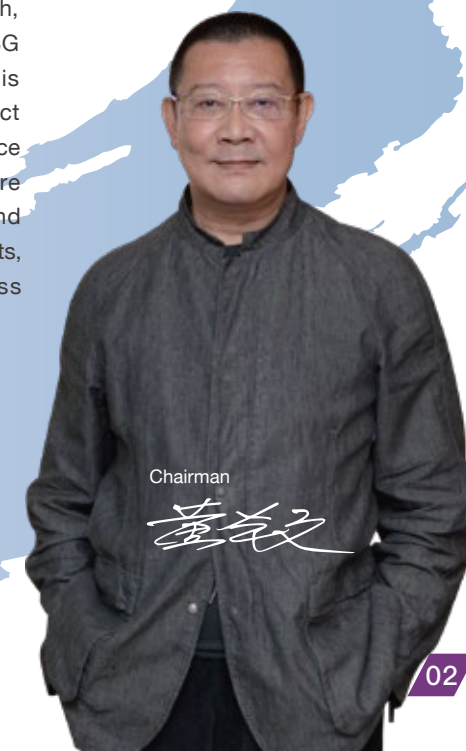
the efficiency of the board of directors. In recent years, with the approval of the board, we have appointed a corporate governance officer who provides the necessary information for directors to perform their duties and assists them in complying with regulations. We have also established a board performance evaluation method to improve the quality of board decisions. Additionally, we have increased the transparency of information disclosure by publishing key company regulations, corporate governance practices, and stakeholder communication on our corporate website. We have also established a Sustainability Promotion Committee to display our commitment to incorporating Environmental (E), Social (S), and Governance (G) practices into our daily operations. Overall, our corporate governance is operating well.

As a leader in the real estate sales industry, the value creation and sales of our products rely heavily on our excellent human resources. We offer competitive compensation and benefits to attract top talent. Each year, we plan comprehensive education and training programs to foster employee growth, provide educational subsidies, and encourage staff to obtain industry certifications. Additionally, we offer various benefits to enhance employee loyalty and help them achieve a balance between work and personal life. Furthermore, our company regularly invites healthcare professionals to provide consultation services, ensuring the physical and mental well-being of our employees is a continuous goal.

Looking ahead, while pursuing corporate profit growth, our company will continue to strengthen various ESG (Environmental, Social, and Governance) aspects. This includes enhancing corporate governance to protect shareholder rights, developing green products to reduce environmental impact, caring for employees to ensure their physical and mental well-being and safety, and participating in charitable activities. Through these efforts, we aim to achieve the goal of sustainable business operations.

Create Your Lifestyle

Create Your Lifestyle · Hiyes International is committed to realizing people's dreams of a home and creating the most ideal and joyful living spaces.



Chairman



Editorial Guidelines 2-2 ~ 2-5

Hiyes International Development Co., Ltd. is committed to achieving sustainable business operations and enhancing information transparency. We are pleased to release our 2023 Sustainability Report (hereinafter referred to as "the Report"), through which we aim to inform our stakeholders about the measures and performance related to our sustainability goals. This includes our efforts in establishing integrity in governance, implementing environmental protection and occupational safety measures, and enhancing employee compensation and benefits. We hope that our stakeholders will continue to pay attention to our progress and provide valuable feedback, helping us to make significant strides on the path to corporate sustainability.

Report Boundary and Scope

This report covers business data from January 1, 2023, to December 31, 2023. The scope of the data includes operations at Hai Yue International Development's locations in Taiwan but does not include subsidiary companies.

Basis of Reporting and Information Verification Methods

- This report is prepared in accordance with the Global Reporting Initiative (GRI) Standards 2021, which are the guidelines for sustainability reporting issued by GRI. It also meets the requirements of the "Regulations Governing the Preparation and Filing of Sustainability Reports by Public Companies" to provide stakeholders with relevant and transparent information.
- The financial data presented in this report has been audited by KPMG Taiwan according to International Financial Reporting Standards (IFRS) and is reported in thousands of New Taiwan Dollars (NTD thousands). Environmental, employee, and occupational safety data are compiled by the responsible departments and verified by department heads, and are presented using internationally accepted indicators.

Frequency of Issuance

This is the second ESG report voluntarily issued by Hiyes International Development Co., Ltd. Moving forward, the company plans to publish an annual report. To improve transparency and accessibility of the report's information, the full electronic version of the report is available for download on the company's website.

- Release Date: August 2024
- Next Release Date: August 2025



Comments and Feedback

If you have any comments or suggestions regarding the content of this report, please feel free to contact us.

Hiyes International Development Co., Ltd. Contact Unit : Finance Department
 Address: No. 260, Dunhua N. Rd., Songshan Dist., Taipei City, Taiwan
 Telephone : 02-8712-2888 Ext : 2258
 Email : esg@hiyes.tw

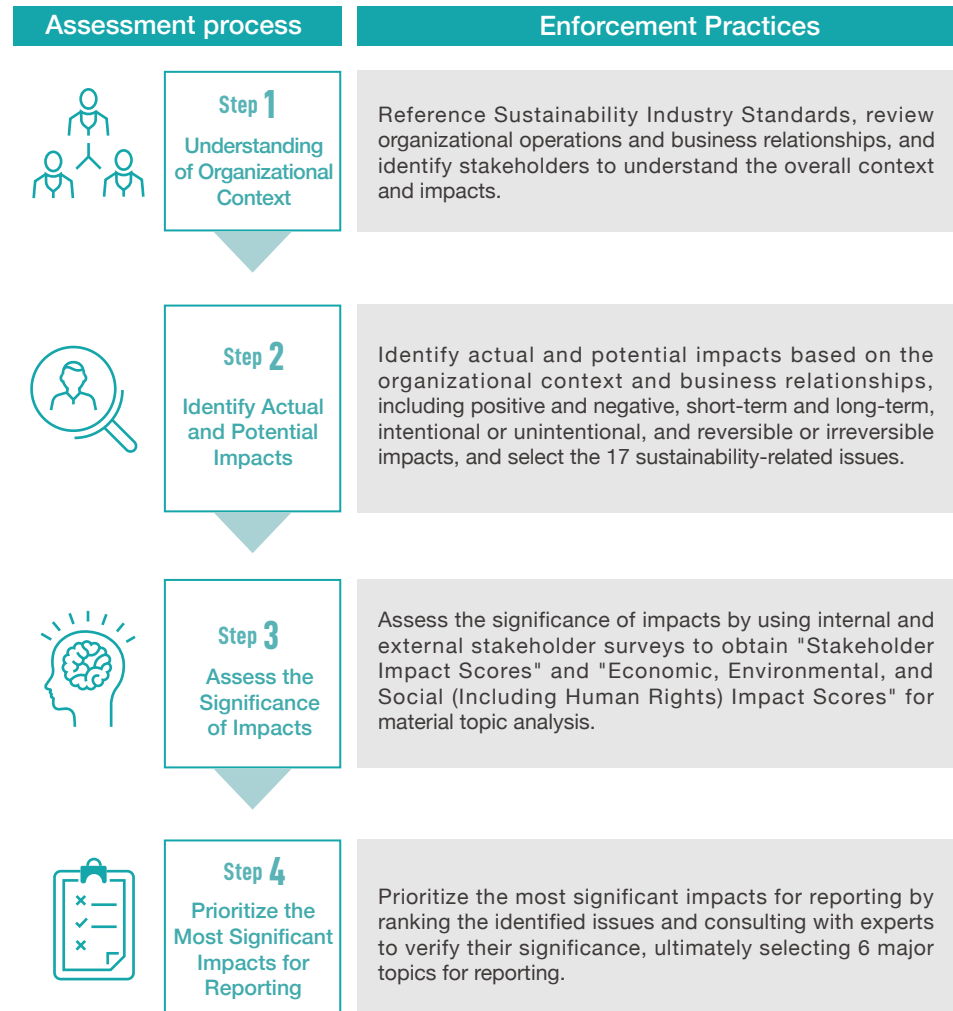
01

Stakeholder Engagement and Material Topic Assessment

2-29

- 1.1 Sustainability Committee
- 1.2 Identifying Stakeholders
- 1.3 Stakeholder Communication Channels and Key Issues
- 1.4 Identifying Material Topics

Stakeholder Engagement and Material Topic Assessment Process

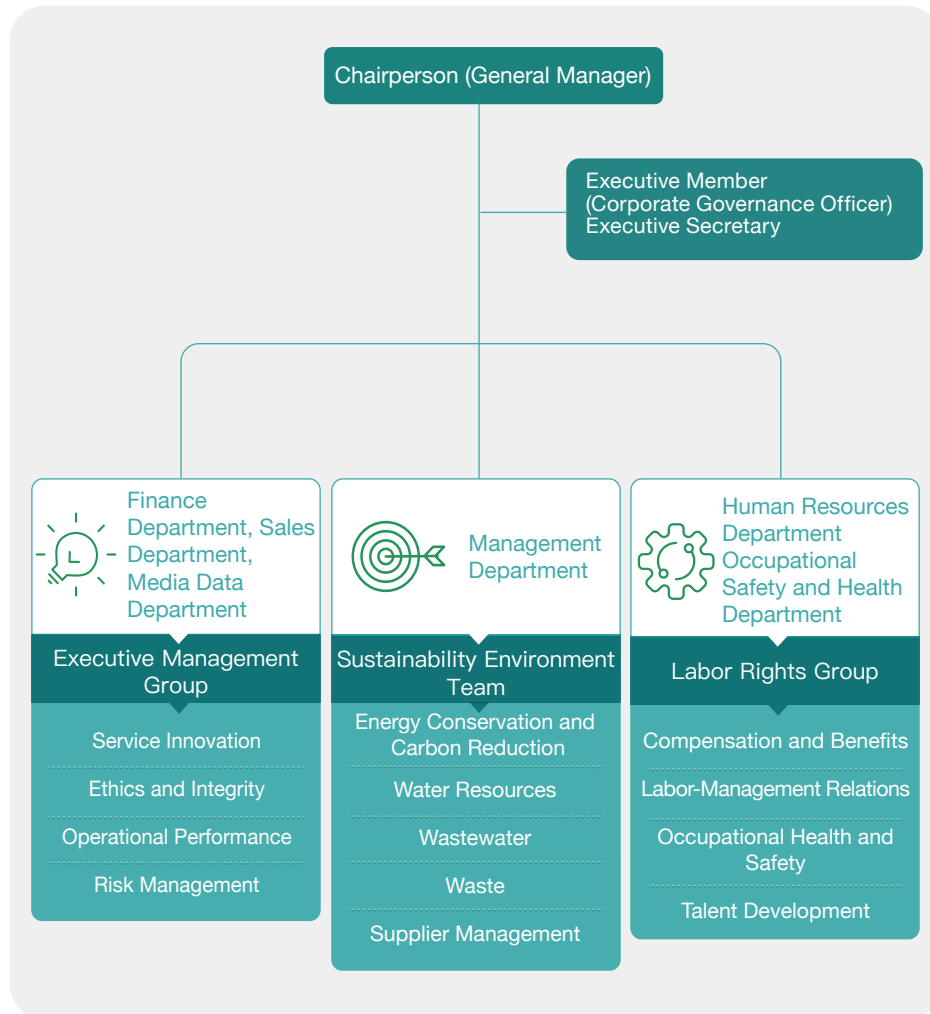


1.1 Sustainability Committee 2-12~ 2-14

Hiyes International Development Co., Ltd. (hereinafter referred to as Hiyes International) has established a Sustainability Promotion Committee led by the General Manager as the Chairperson. Under the Committee, various functional teams are set up with department heads serving as team leaders. Through irregularly scheduled meetings, the Committee strengthens communication mechanisms among departments and mobilizes internal and external resources for project planning and management. This approach aims to continuously improve and achieve the principles of corporate sustainability development, with the results presented to the Board of Directors in the following year. At the same time, the company publishes the "Sustainability Practices Code," which serves as a framework for implementing corporate sustainability practices to align with international trends balancing environmental, human rights (including human rights), and corporate governance development. The Code embodies the company's commitment as a corporate citizen to enhance contributions to the national economy, improve the quality of life for employees, communities, and society, and promote competitive advantages based on corporate responsibility. To fulfill corporate social responsibility, the company respects social ethics and considers the interests of various stakeholders while pursuing sustainable operations and profitability. Environmental, human rights, and corporate governance factors are integrated into management and operations to fully demonstrate the company's dedication to social responsibility.

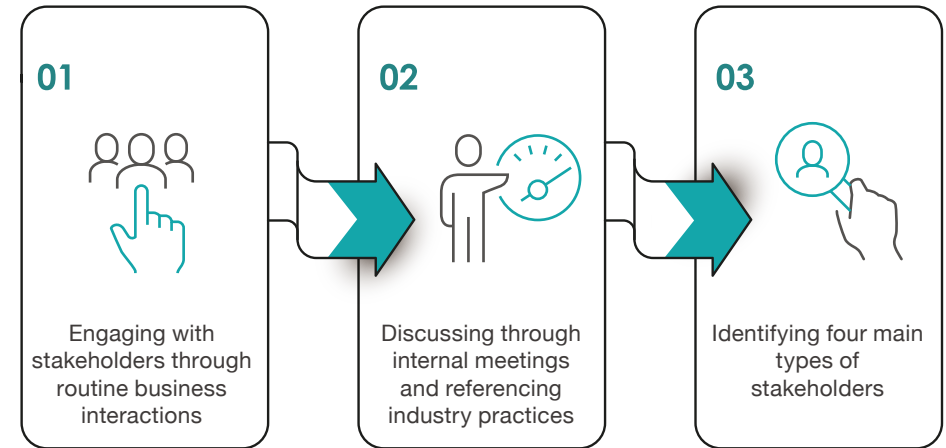


ESG Sustainability Committee Organizational Chart



1.2 Identifying Stakeholders 2-29

Identifying Stakeholders






Hiyes International maintains close and open communication with stakeholders to gather valuable suggestions and feedback, making timely responses and adjustments. The company adopts an open and diverse attitude to listen to various opinions, aiming to understand the real needs and expectations of stakeholders and continuously improve to align with the principles of sustainable business practices. Hiyes International identifies stakeholders based on five key principles (Responsibility, Influence, Tension, Diverse Perspectives, Dependency) and references industry practices to understand the major economic (corporate governance), environmental, and social (including human rights) issues of concern. After identification by all ESG team members, stakeholders are categorized into four main groups: Shareholders, Customers, Employees, and Non-Profit Organizations.

1.3 Stakeholder Communication Channels and Key Issues

Due to their different identities and roles, the key stakeholders of Hiyes International Development Co., Ltd. focus on various issues concerning the company. Each department proactively engages with stakeholders through diverse channels to maintain positive interactions. This approach ensures that stakeholders are kept informed about the company's operations and that their demands and expectations are addressed in a timely manner. The company reports the main stakeholder communication status to the Board of Directors annually.

Hiyes International Development Co., Ltd. collects the issues of concern raised by key stakeholders during routine business interactions through various departments. These issues are then consolidated by the ESG Implementation Committee. In addition, the committee references the GRI Sustainability Reporting Standards 2021 and peer ESG reports to identify sustainability topics that cover economic, environmental, and social (including human rights) aspects. This process ensures that the sustainability information disclosed by Hiyes International Development meets the GRI Standards' requirements for completeness and diversity.

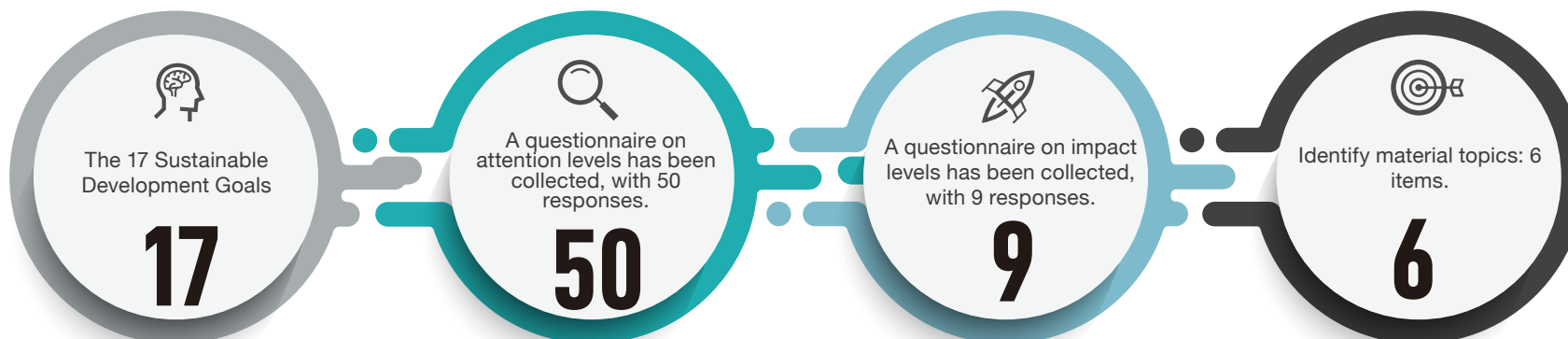
Main Stakeholders	Importance to the Company	Material Topics	Communication Channels/Frequency
 Stakeholder	Investors provide the fund needed for the company's operations. Hiyes International Development continues to deliver solid business performance to reward investors, enhance their support, stabilize funding, and create investment value.	<ul style="list-style-type: none"> • Integrity in Business Operations • Operational Performance • Corporate Governance • Risk management • Customer Service • Regulatory Compliance 	<ul style="list-style-type: none"> • Contact Channels : spokesman1@hiyes.tw • (02)8712-8888#2268 Finance Department Mr. Huang • Shareholder Services Agent : Shareholder Services Department, Capital Securities Corp. (02)27023999 • Regularly • General Meeting (Annual) • Investor Relations Meeting (Annual) • Financial Reports (Annual/Quarterly) • Revenue Report (Monthly) • Official Website • Public Information Observatory
 Customer	Customers are the revenue source for Hiyes International Development. We listen to their needs, grasp industry trends, and provide high-quality projects to enhance customer satisfaction.	<ul style="list-style-type: none"> • Operational Performance • Customer Service • Information Security • Ethics and Integrity • Regulatory Compliance 	<ul style="list-style-type: none"> • Contact Channels : service@hiyes.tw • 0800-520-666 Customer Service Department Ms. Chen • Site Phone Numbers • Irregularly • Official Website / Social Media (LINE 、 Facebook)
 Employee	Employees are the most important partners in the sustainable development of Hiyes International Development. In addition to ensuring employees' work rights and providing a competitive compensation and benefits system, we also respect and care for our employees to attract talented individuals and help them realize their full potential.	<ul style="list-style-type: none"> • Compensation and Benefits • Ensure and Respect Human Rights • Employee Development • Legal and Fair Evaluation • Safe and Healthy Environment • Corporate Sustainability • Regulatory Compliance 	<ul style="list-style-type: none"> • Contact Channels : hr@hiyes.tw (02)8712-8888#7671 Human Resources Department Ms. Chen • Regularly • Performance Evaluation (Annual) • Irregularly • Internal Complaint Email Address • Training and Development • Internal Company Website • Employee Travel • Employee Gatherings

Main Stakeholders	Importance to the Company	Material Topics	Communication Channels/Frequency
 Non-Governmental Organization (NGO)	As a responsible corporate citizen, Hiyes International Development is committed to fulfilling its social responsibilities and maintaining good relationships with non-governmental organizations.	<ul style="list-style-type: none"> • Integrity in Business Operations • Risk Management • Regulatory Compliance • Operational Performance 	<ul style="list-style-type: none"> • Contact Channels : esg@hiyes.tw (02)8712-8888#2258 Finance Department Mr. Chiu • Charity Donation Activities (Irregular) • Internship Program (Annually)

1.4 Identifying Material Topics 3-1 3-2

The Sustainability Implementation Committee of Hiyes International Development established a set of sustainability topics and distributed an online questionnaire to key stakeholders. A total of 50 valid responses were collected, including 10 from shareholders, 20 from employees, 11 from customers, and 9 from non-governmental organizations. The results provided a ranking of the stakeholders' level of concern for each sustainability topic. An additional online questionnaire was distributed to 9 company executives to assess the impact of each sustainability topic on the company. The results from both questionnaires were then consolidated to produce a significant topic matrix. After discussion by the Sustainability Implementation Committee, the top two sustainability topics from each of the three dimensions—Environmental, Social (including Human Rights), and Economic—were selected as this year's major topics. The six major sustainability topics for Horizon International Development to prioritize this year are: Energy Saving and Carbon Reduction, Ethics and Integrity, Operational Performance, Talent Development, Compensation and Benefits, and Information Security. This report will outline the management strategies and relevant disclosure items for each major topic, and to ensure a balanced sustainability report, it will also include a summary of the company's community engagement achievements.

Identifying Material Topics Process





01 Environmental Aspect

Sustainable Issues

Energy Saving and Carbon Reduction, Waste Management, Green Products, Water Resource Management, Sustainable Supply Chain



02 Human Aspect (including human rights)

Sustainable Issues

Compensation and Benefits, Talent Development, Human Rights Protection, Labor-Management Communication, Occupational Safety, Community Engagement



03 Economic Aspect

Sustainable Issues

Operational Performance, Ethics and Integrity, Information Security, Product Responsibility, Customer Service, Innovation and Research & Development

Prioritization	Material Topics for 2022	Material Topics for 2023	Comparison
1	Operational Performance	Operational Performance	–
2	Ethics and Integrity	Ethics and Integrity	–
3	Compensation and Benefits	Energy Saving and Carbon Reduction	↑ 1
4	Energy Saving and Carbon Reduction	Talent Development	↑ 1
5	Talent Development	Compensation and Benefits	↓ 2
6	-	Information Security, Product Responsibility	Adding New Items

Material Topic Matrix



1 Human Rights Protection

2 Labor-Management Communication

3 Sustainable Supply Chain

4 Innovation and Research & Development

5 Waste Management

6 Water Resource Management

7 Green Products

8 Customer Service

9 Product Responsibility

10 Occupational Safety

11 Community Engagement

12 Information Security, Product Responsibility

13 Talent Development

14 Compensation and Benefits

15 Ethics and Integrity

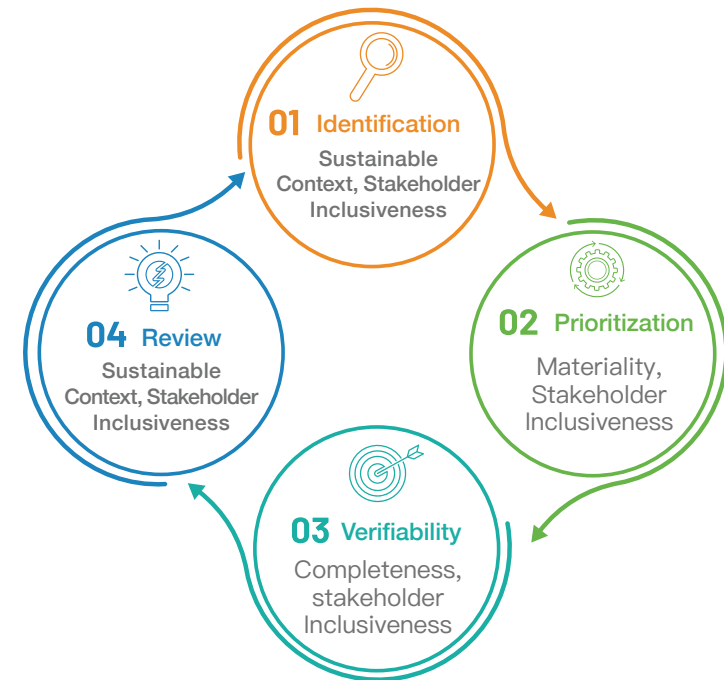
17 Energy Saving and Carbon Reduction

16 Operational Performance

Principles for Writing a Report



Identifying Material Topics and Boundaries



Hiyes International follows GRI standards requirements: Applying the 8 principles for defining report content to Prepare the ESG Report, including stakeholder inclusiveness: Initial identification of 4 main categories of stakeholders; accuracy: The information in the report should be sufficient, accurate, and detailed for stakeholders to assess the company's ESG performance; sustainability context: Disclose how Hiyes International takes measures to improve or mitigate the impact of its operations on the economic, environmental, and social (including human rights) development trends in the local and surrounding areas; Completeness: The report covers material topics and their internal and external boundaries to reflect the scope of Hiyes International' s significant impacts on the economy, environment, and social (including human rights) areas; Balance: The report' s information reflects both positive and negative performance to enable stakeholders to make a reasonable assessment of Hyatt International' s overall performance; Clarity: The way Hiyes International presents information ensures that stakeholders can easily understand and access the information provided; Comparability: Hiyes International collects and discloses relevant information according to internationally recognized standards, and presents the information in a way that allows stakeholders to analyze the company' s long-term performance; Verifiability: The information disclosed by Hiyes International is collected, compiled, and disclosed in a way that allows for review, ensuring the quality and materiality of the information; Timeliness: Hiyes International provides important operational information in a timely manner, enabling stakeholders to promptly grasp the company' s status and enhance information transparency.

Aspects	Material Topics	Significance to the Company	Internal Boundary	External Boundary				GRI Standards Correspondence	Disclosure in the Report
			Company	Stakeholder	Customer	Employee	Non-Profit Organization		
Governance	Operational Performance	Pursuing maximum profit is a continuous goal for Hiyes International. In addition to enhancing the confidence of our investors, employees, suppliers, and customers, it also aims to create mutual benefits and advance towards a path of sustainable development.	●	●	●	●		201 Economic Performance : 2016 (201-1~4)	3.4 Operational Performance
Governance	Ethics and Integrity	Ethical integrity is the core business philosophy of Hiyes International and the foundation of trust for investors, suppliers, and customers.	●	●	●	●	●	Custom Topics	3.1.4 Ethics and Integrity
Environment	Energy Saving and Carbon Reduction	Comprehensive energy management and climate change strategies, along with waste reduction and resource recovery practices, can lower operational costs and risks for the company.	●	●	●	●		GRI 305 Emission : 2016 (305-1、305-2、305-4)	4.1 Energy Saving and Carbon Reduction
People (including Human Rights)	Talent Development	Enhancing employees' professional skills and cultivating professional talent can improve the company's external competitiveness. Hiyes International provides diverse training provides diverse training programs tailored to different job roles to enhance employees' job competencies and enthusiasm for learning.	●			●		404 Training and Education: 2016 (404-1~3)	5.2 Right Person for the Right Job
People (including Human Rights)	Compensation and Benefits	Providing competitive compensation and benefits to attract and retain top talent, recognizing employees' hard work and contributions. This approach links the company's overall operations with individual performance, enhancing employees' sense of belonging.	●			●		GRI 401 Labor-Management Relations: 2016(401-1~3)	5.2 Right Person for the Right Job
People (including Human Rights)	Information Security	Once data is stolen, damaged, or lost, it represents a significant loss for both individuals and businesses, becoming a major concern for information security. Therefore, we should approach all types of data handling with a cautious attitude.	●	●	●	●		Custom Topics	3.6- Information Security Protection

02

About Hiyes

2-1

2-6

2.1 Company Profile

2.2 Management Philosophy

2.3 Awards and Management Systems

2.4 Participation in External Organizations



2.1 Company Profile

Hiyes International' s core business focuses on real estate sales and brokerage. With a full range of professional services and enthusiasm, we offer developers expert advice in land planning, architectural design, spatial planning, public space design, garden landscaping, and artistic taste. Regardless of whether it' s high-end residences or affordable homes, our company is dedicated to serving clients and property owners with a passionate and professional corporate culture. We approach each project with innovative and detailed planning to meet the needs of homebuyers. As a result, our company' s sales achievements have led us to be recognized as the top real estate brokerage in the national top ten for twelve consecutive years, establishing us as a representative of exquisite real estate. Currently, in addition to our established brokerage services, we are also involved in land development and investment construction, positioning ourselves as a professional leader in sustainable architecture.



For details on the various projects we broker, please refer to our company website.

Company Name	Hiyes International Development Co., Ltd.
Headquarters Location	7F, No. 260, Dunhua N. Rd., Songshan District, Taipei City
Operational Sites	7F, No. 260, Dunhua N. Rd., Songshan District, Taipei City
Main Products/Service	Real Estate Brokerage and Development
Capital	1,471,081 (Unit: NT\$ Thousand)
Revenue for 2023	7,754,584 (Unit: NT\$ Thousand)
Number of Employees	175



Note: Data as of the end of 2023.

History

- May, 2013 Established a Subsidiary, Hiyes Construction Co., Ltd., to engage in real estate sales and leasing, as well as building development and rental services.
- June, 2013 Established a Subsidiary, Hixia Construction Co., Ltd., to engage in real estate sales and leasing, as well as building development and rental services.
- July, 2013 Established a Subsidiary, Yue Da Construction Co., Ltd., to engage in real estate sales and leasing, as well as building development and rental services.
- July, 2013 Acquired Land in the Fengming Section of Yingge District for Development, with a Total Price of NT\$ 271,790 Thousand.

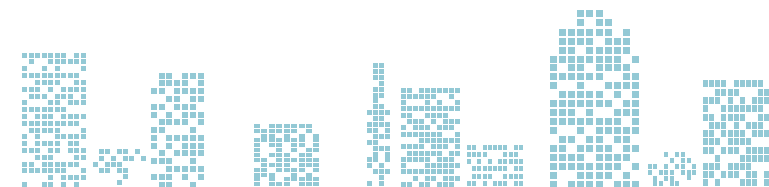
- January, 2014 Acquired Land in the Fengming Section of Yingge District for Development, with a Total Price of NT\$ 130,325 Thousand.
- September, 2014 Issued the First Phase of 2014 Guaranteed Senior Corporate Bonds with a Total Value of NT\$ 300 Million.
- May, 2015 The Stock Exchange Adjusted the Company's Industry Category from Electronics Distribution to Other, Effective from July 2015.
- October, 2015 Issued 13,210,461 Shares of Common Stock in a Private Placement for Public Offering, with a Par Value of NT\$ 10 Per Share, for a Total Amount of NT\$ 132,104,610, and Listed for Trading on October 30, 2015.

April, 2016	● Issued 70,000,000 Shares of Common Stock in a Private Placement for Public Offering, with a Par Value of NT\$ 10 Per Share, for a Total Amount of NT\$ 700,000,000, and Listed for Trading on April 27, 2016.
June, 2016	● Elected Five Directors and Three Supervisors for the Expiring Terms, and Added Two Independent Directors.
April, 2017	● Established a Subsidiary, Hisin International Co., Ltd., to Engage in Real Estate Brokerage Business.
September, 2017	● Repaid the First Phase of 2014 Guaranteed Senior Corporate Bonds with a Total Amount of NT\$ 300 Million.
May, 2019	● Established a Subsidiary, Unified Construction Co., Ltd., to Engage in Real Estate Development Business.
June, 2019	● The “Smiling Hiyes” Land Development Project in the Fengming Section of Yingge District is Officially Launched for Sale.
July, 2019	● Issued Taiwan's First Guaranteed Convertible Bonds with a Total Value of NT\$ 500 Million. (Code: 23481; Abbreviation: Hiyes I)
November, 2019	● Established a Subsidiary, Hiju Development Co., Ltd., to Engage in Real Estate Brokerage Business.
January, 2020	● Established a Subsidiary, Hihui Construction Co., Ltd., to Engage in Real Estate Development Business.
April, 2020	● Established a Subsidiary, Hiyu International Co., Ltd., to Engage in Real Estate Brokerage Business.

January, 2021	● Acquired Two Director Seats at Jinyutai Co., Ltd. and Became a Subsidiary with a 50.23% Shareholding, Engaged in Land Development Projects.
April, 2021	● Established a Subsidiary, Nanyue Construction Co., Ltd., to Engage in Real Estate Development Business.
September, 2021	● Conducted a Cash Capital Increase by Issuing 30,000 Thousand Class A Preferred Shares at NT\$40 Per Share, Raising NT\$1.2 Billion (Code: 2348A; Abbreviation: Hiyes A Preferred).
December, 2021	● Completed the Yingge District Fengming Land Development Project "Smile Hiyes" and Handed Over the Properties.
June, 2022	● Held Board Election for Term Renewal, Added Two Independent Directors, and Established an Audit Committee.
December, 2023	● Completed the Taichung City Beitun District Land Development Project "Dali Genesis" and Handed Over the Properties.



Hiyes Development Co., Ltd. operates in the midstream real estate sales sector of the real estate construction and development industry. We are connected to various real estate-related industries, including construction, engineering, architectural design, building materials, electrical and plumbing configurations, financial services, appraisal and notary services, and interior decoration, forming a comprehensive real estate industry value chain. The Relationships among the upstream, midstream, and downstream sectors in the real estate industry, as well as the connections within the real estate construction and development sector, are illustrated in the diagram below:



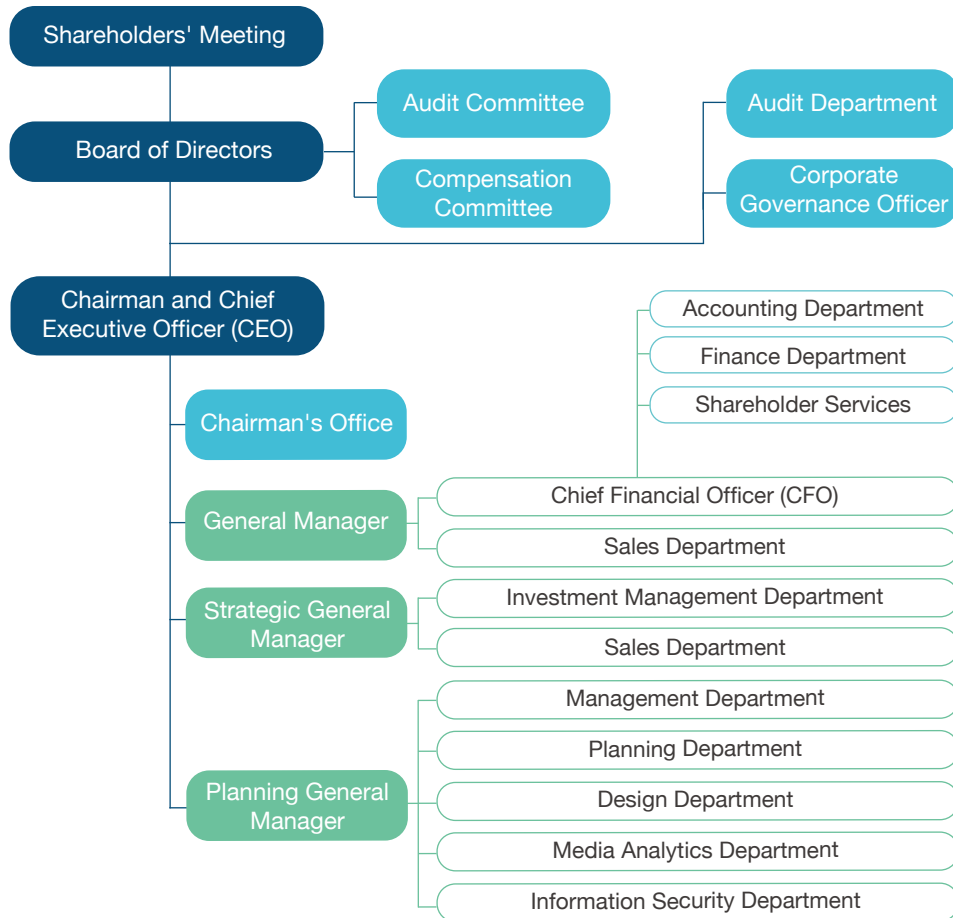
The upstream raw materials for the real estate construction and development industry include land and construction materials. Land is sourced through private sales, joint development releases, government auctions for non-public land, and urban renewal projects to redevelop old areas. As for construction materials, while technological advancements offer alternatives, there is still a significant reliance on traditional materials like sand, gravel, and steel due to limited resources and supply-demand imbalances.

In the midstream, the focus is on the construction industry, along with advertising, sales agency services, and real estate brokerage. Construction companies often delegate the sales of newly developed projects to sales agencies, while existing properties or leftover units from construction projects are handled by brokerage firms. Additionally, the process is supported by services from notaries, construction management companies, and financial institutions. The downstream sales target individuals or corporate entities seeking to purchase properties.

Generally, construction companies plan and develop real estate products, which are then marketed and packaged by sales agencies before being sold to consumers. In this system, sales agencies serve as a bridge between construction companies and consumers, facilitating communication and coordination between the two parties.

To mitigate risks, reduce transaction costs, and achieve higher profits, construction companies rely on sales agencies with in-depth market knowledge to better understand consumer needs and design real estate products that cater to customer preferences. In the real estate construction and development industry, our company plays a crucial intermediary role in the midstream sector, coordinating between construction firms and consumers.

Organization Structure 2-9



2.2 Management Philosophy



Vision

Our company engages in real estate agency services, grounded in integrity. We aim to provide comprehensive and professional services and advice to property owners and related industries. Additionally, we aspire to offer high-quality residential products to consumers.



Mission

A good product positioning requires effective market planning to gain market and consumer recognition. The company executes projects led by the chief commissioner and supported by several project managers. This team oversees every detail, from the design style and spatial layout of the reception hall, the presentation in the showroom, advertising appeals, control and integration of market channels, to the on-site sales frontline. Every aspect is meticulously perfected to present the most ideal sales process and satisfactory service to our clients, successfully shaping the best image for both the property owners and the project.



Value

Correct product positioning and planning are key factors in the success of a project. Our company's strength, which surpasses our competitors, lies in our product planning capabilities. We fully engage in every aspect, including product positioning, spatial functionality, public spaces, and even the architectural facade. We work closely with property owners and architects, continuously refining ideas to develop products that resonate with customers. This results in high consumer satisfaction, reflected in sales rates. This process not only helps property owners build their brand and corporate image but also maximizes their profits.

2.3 Awards and Management Systems

The Global Real Estate Sustainability Benchmark (GRESB) is established from an investor's perspective. Its mission is to provide participant companies with transparent and actionable ESG (Environmental, Social, and Governance) approaches within their organizations and to submit credible ESG assessments for the real estate industry. Globally, 2,100 asset investment portfolios, comprising over 150,000 buildings and infrastructure assets, participate in the assessments. Additionally, 170 investment institutions utilize GRESB report data to monitor investment performance and make informed decisions. This includes asset management divisions of companies such as BlackRock, J.P. Morgan, and ING.

Hiyes International operates with integrity, empathy, and full transparency, offering professional and objective advice to help homebuyers make significant life decisions. By fostering mutual trust and benefit between consumers and the real estate agency, we achieve a win-win-win situation for policy goals, real estate market development, and consumer peace of mind. In 2023, we received recognition from the GRESB assessment.



2023 GRESB Award-Winning Companies Group Photo

2.4 Participation in External Organizations 2-28

In addition to enhancing its own operational competitiveness, Hiyes International Development Co., Ltd. actively communicates with various stakeholders. By participating in industry-related associations, we engage in positive interactions with association members and stay informed about the latest industry trends and developments.

2023 Participation in External Associations

Participate in associations	Membership
Taipei Association of Real Estate Brokers	Member
The Real Estate Development Association of Taipei	Member
The Real Estate Development Association of Kaohsiung	Member
Taiwan Listed Companies Association	Member
Taiwan Society for Circular Economy	Member
Taipei Real Estate Marketing Agency Association	Member

03

Integrity Governance

- 3.1 Governance Practices
- 3.2 Risk Management
- 3.3 Regulatory Compliance
- 3.4 Operational Performance
- 3.5 Customer Relationships
- 3.6 Cybersecurity Protection



Effective corporate governance includes a sound board of directors, stringent internal control systems, and stable financial management. These practices not only help reduce business risks but also enhance the company's competitiveness and create brand value. By establishing a culture of integrity and adhering to legal regulations, we implement responsible business practices. A well-functioning corporate governance structure ensures sound operational development and protects the interests of investors and other stakeholders.

To establish an effective corporate governance structure and safeguard shareholders' rights while balancing the interests of other stakeholders, Hiyes International has implemented the "Code of Conduct for Integrity Management" and the "Corporate Governance Best Practice Principles." These frameworks are based on principles of fairness, justice, and transparency in board member selection procedures and include measures such as the appointment of independent directors to strengthen the board's management and supervisory functions. Furthermore, Hiyes International upholds principles of accurate, timely, and equitable disclosure by establishing a comprehensive information disclosure system. We provide information related to operations, finances, the board of directors, and shareholder meetings on the company's website and through the Public Information Network System to ensure shareholders have access to the latest information about the company.

Hiyes International integrates its integrity management policies, employee performance evaluations, and human resource policies by including a confidentiality agreement in the "Labor Contract." This agreement mandates that employees have an absolute obligation to maintain the confidentiality of business operations and documents, prohibiting disclosure unless required by law or authorized. Additionally, during the new employee training program, we strictly prohibit the acceptance of gifts from suppliers related to the group, in order to establish a culture of integrity and transparency.



Code of Conduct for
Corporate Governance



Code of Conduct for
Integrity Management

3.1 Governance Practices

The General Shareholders' Meeting, composed of all shareholders, is responsible for making decisions on significant company matters and regularly receives reports from the board of directors, serving as the highest decision-making authority of the company. The Board of Directors is the highest governance body, with all members fulfilling their duties with the care of a prudent manager. The Board sets the company's strategic policies, reviews financial performance, and ensures compliance with legal regulations. To enhance corporate governance and strengthen the company's competitiveness, the Board has established an Audit Committee and a Compensation Committee to ensure effective board operations. Additionally, an independent Internal Audit Department operates under the Board of Directors, performing regular audits and reporting results to the Audit Committee and the Board.

Hiyes International places great importance on corporate governance, pursuing sustainable growth and integrity in business operations. We continuously strengthen our corporate governance framework, adhering to principles of transparency and implementing effective internal control systems to protect stakeholder interests. In accordance with the guidelines for internal control systems for publicly listed companies, Hiyes International designs and enforces internal control systems that reflect the company's overall operational activities. We regularly review these systems to adapt to internal and external changes, ensuring that the design and implementation of internal controls remain effective. Through a well-established management mechanism, we aim to enhance operational performance and achieve our goal of sustainable business practices.

To strengthen support for the board of directors in fulfilling their duties and to enhance the effectiveness of the Board, the Board of Directors resolved in November 2021 to appoint the Chief Financial Officer as the Corporate Governance Officer. The Corporate Governance Officer is responsible for assisting the board in performing their duties, providing necessary information, arranging for continuing education, managing board and shareholder meetings in accordance with legal requirements, and helping the company adhere to board and shareholder resolutions while maintaining investor relations. Moving forward, the company will also strive to enhance overall corporate governance effectiveness and strengthen stakeholders' trust in Hiyes International.

2023 Achievements of the Corporate Governance Officer

- Completed 12 Hours of Corporate Governance-Related Professional Courses
- Managed the pre-registration of the general shareholders' meeting date, prepared meeting notices, meeting handbooks, and minutes within legal deadlines, and handled amendments to the Articles of Incorporation and board member elections.
- Drafted the Board Meeting Agenda, notified directors at least seven days in advance, convened the meeting, provided meeting materials, and completed the Board Meeting Minutes within twenty days after the meeting.
- Responsible for the release of significant information related to important resolutions of the Board of Directors and the General Shareholders' Meeting, ensuring the legality and accuracy of the information to protect equal access to trading information for investors.
- Provided information on professional development courses for independent and general directors and assisted in the completion of the directors' training programs.
- Maintained regular communication between independent directors and certified public accountants to understand the company's financial operations.
- Assessed and secured suitable Directors' and Officers' Liability Insurance.

In addition, the company's financial statements are regularly audited and certified by an accounting firm. All information required by law to be disclosed is completed accurately and in a timely manner by designated personnel. A spokesperson system is established to ensure that significant information is appropriately and promptly disclosed for the reference of shareholders and stakeholders on the company's financial and business affairs.

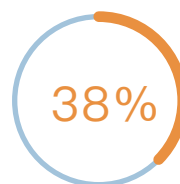
Looking to the future, Hiyes International is committed to strengthening board operations, enhancing information transparency, and gradually integrating sustainability governance strategies into the corporate governance framework.

3.1.1 Board of Directors

The highest governance unit of Hiyes International is the Board of Directors. The primary responsibilities of the Board of Directors include guiding the company's strategy, overseeing the management team, being accountable to the company and its shareholders, managing various aspects of the corporate governance system, and ensuring that the Board exercises its authority in accordance with laws, the company's articles of incorporation, and shareholder resolutions, with the aim of protecting stakeholder interests and maximizing shareholder value.

The Board of Directors is organized based on the scale of the company's operations and the major shareholders' holdings, with a total of 13 directors, including 4 independent directors. The proportion of employee directors is 38%, the proportion of independent directors is 30%, and the proportion of female directors is 15%. Independent directors' terms do not exceed 3 consecutive terms. When nominating directors, the principle of merit-based selection is followed, with a focus on diversity among Board members. In addition to ensuring that directors who also serve as company managers do not exceed one-third of the Board seats, a diverse set of qualifications is considered, including gender, age, nationality, culture, professional knowledge and skills, and industry experience. This approach aims to lead Hae Yue International towards sustainable management and to enhance the functions of corporate governance.

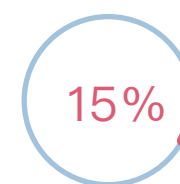
The Board of Directors meets at least once per quarter, and in 2023, a total of 8 Board meetings were held. Each director possesses the professional knowledge, skills, and qualifications necessary for executing business operations, providing advice and consultation on areas such as operational strategies, financial planning, and technical development. When discussing matters related to employee and director remuneration or annual bonuses, directors with a conflict of interest recuse themselves from the discussion and decision-making process. To mitigate the risk of significant damage to the company and its shareholders from errors or omissions by directors, Hae Yue International has purchased liability insurance for its directors. This insurance allows directors to provide their professional opinions and guidance on the company's operations without concerns for personal liability. For information on the educational background, concurrent positions, and other details of the Board members, please refer to the company's annual report.



Employee Director Ratio



Independent Director Ratio



Ratio of female directors

To implement corporate governance and enhance the effectiveness of the Board of Directors, Hiyes International has established performance goals to improve the efficiency of the Board's operations and has formulated a Board Performance Evaluation Method. Initially, the performance evaluation is conducted annually at the end of each fiscal year, covering both the overall functioning of the Board and the individual performance of Board members. The internal Board performance self-evaluation is carried out by the Chairman, who collects relevant data and conducts the evaluation using a questionnaire. Each director also completes a self-evaluation questionnaire to assess their individual performance.

Evaluation Cycle	Conducted annually
Evaluation Period	From January 1, 2023, to December 31, 2023
Evaluation Range	<ul style="list-style-type: none"> • Performance Evaluation of the Board of Directors and Individual Directors • Performance Evaluation of Functional Committees and Individual Committee Members
Evaluation Method	Using Internal Questionnaires for the Self-Evaluation of the Board of Directors and Individual Directors
Evaluation Content	<ul style="list-style-type: none"> • Board of Directors Performance Evaluation: Participation in Company Operations, improving Decision-Making Quality, Board Composition and Structure, Director Selection and Continuing Education, Internal Control. • Individual Director Performance Evaluation: Understanding of Company Goals and Objectives, awareness of Director Responsibilities, Participation in Company Operations, internal Relationships and Communication, Professional Expertise and Continuing Education, internal control. • Functional Committees Performance Evaluation: Participation in Company Operations, Understanding of Committee Responsibilities, Improving Decision-Making Quality, Committee Composition and Member Selection, internal control.

Hiyes International's overall Board of Directors performance self-evaluation average score is 97.50 out of 100, the average score for individual directors' performance self-evaluation is 98.90 out of 100, and the average score for the performance self-evaluation of functional committees is 100 out of 100. The evaluation results are favorable, clearly demonstrating the effectiveness of the company's efforts to enhance the performance of the Board of Directors and functional committees.

The attendance rate of the Board of Directors for Hae Yue International in 2023 is as follows:

Title	Name	Actual Attendance	Number of Proxy Attendances	Actual Attendance Rate	Board of Directors Continuing Education
Director	Fuyue Investment Co., Ltd.	5	3	63%	All About Business Succession 3H Climate Change and TCFD 3H
		6	0	75%	
		6	1	75%	
		7	1	88%	
		7	1	88%	

Director	Rendian Investment Co., Ltd.	3	1	75%	2023 Insider Trading Prevention Advocacy Meeting 3H Corporate Governance Seminar 3H
Director	Rendian Investment Co., Ltd.	4	0	100%	12023 Insider Trading Prevention Advocacy Meeting 3H Corporate Governance Seminar 3H
Director	Yanwen Asset Management Consulting Co., Ltd.	7	1	88%	Using Excel for business valuation and managing Investor Relations (IR) tasks 3H Introduction to the Newly Released Corporate Governance Blueprint 3.0 in Our Country. 3H
Director	Wan Century World Co., Ltd.	8	0	100%	
Director	Ju-Jung Chiang	7	0	88%	All About Business Succession 3H Climate Change and TCFD 3H
Independent Director	Jyh-Dean Huang	8	0	100%	
Independent Director	Wen-Chung Chen	8	0	100%	Climate Change and TCFD 3H All About Business Succession 3H Analysis of Directors' Fiduciary Duties and Legal Responsibilities 3H Domestic and International Economic and Industry Trends and Corporate Response Strategies 3H The Impact of Carbon Pricing on Business Operations 3H
Independent Director	Chia-Ying Ma	8	0	100%	How Boards Can Implement TCFD Recommendations for Corporations 3H 2023 Insider Trading Prevention Advocacy Meeting 3H 2023 Cathay Sustainable Finance and Climate Change Summit 6H 2023 TaiSin Net Zero Power Summit 3H
Independent Director	Hsin-Hsin Lee	7	1	88%	Controlled Foreign Corporations (CFC): Tax Regulations and Practices 3H Legal Liabilities for Tax Crimes and Case Analysis 3H Common Internal Control Failures in Enterprises and Practical Case Analysis 6H

3.1.2 Functional Committees

To strengthen supervisory functions and enhance management capabilities, the Board of Directors establishes the Audit Committee and the Compensation Committee. Functional Committees, except those that are required by laws and regulations to independently exercise their powers, are accountable to the Board of Directors and submit their proposals for board resolution.

Audit Committee

The Audit Committee (hereinafter referred to as the "Audit Committee") is established to assist the Board of Directors in overseeing the quality and integrity of the company's accounting, auditing, financial reporting processes, and financial controls. The Audit Committee's responsibilities primarily include: reviewing financial statements, auditing and accounting policies and procedures, internal control systems and related policies and procedures, major asset transactions or derivative transactions, major financing activities, endorsements, or guarantees, securities issuance or offering, derivative financial products and cash investments, regulatory compliance, related party transactions and potential conflicts of interest, complaint reports, fraud prevention plans and fraud investigation reports, information security, corporate risk management, certified public accountant's qualifications, independence, and performance evaluation, appointment, removal, or compensation of certified public accountants, appointment and removal of financial, accounting, or internal audit executives, review of the Audit Committee's performance, and providing the Board with evaluations and recommendations based on the Audit Committee's assessments.

The Audit Committee of Hiyes International is composed of four Independent Directors. The Committee meets at least quarterly, and specific meeting content can be referenced in the annual report's corporate governance report on the operations of the Audit Committee.

To fulfill its duties, the Audit Committee is authorized by its charter to conduct any appropriate audits and investigations and has direct communication channels with the company's internal audit manager, certified public accountants, and all employees. In addition to receiving audit reports monthly, Hai Yue International holds at least one annual meeting where the internal audit manager reports on the execution of the company's audit plans and audit results, which is recorded in the minutes. Additionally, during the annual meeting, the certified public accountants report to the Audit Committee on the scope, strategies, and plans of the financial statement audit for the year. The Audit Committee is also empowered to hire and supervise lawyers, accountants, or other consultants to assist in the performance of its duties.

The attendance rate of Hiyes International's independent directors at the Audit Committee meetings in 2023 is as follows :

Title	Name	Actual Attendance Frequency	Attendance by Proxy Frequency	Actual Attendance Rate
Independent Director	Jyh-Dean Huang	9	0	100%
Independent Director	Wen-Chung Chen	9	0	100%
Independent Director	Chia-Ying Ma	9	0	100%
Independent Director	Hsin-Hsin Lee	8	1	89%

Compensation Committee

To establish a sound compensation system for directors and managers and to evaluate whether their performance and received compensation are fair and reasonable, Hiyes International's Board of Directors passed the "Compensation Committee Charter" and established the Compensation Committee under the Board. The committee must include at least one independent director. Currently, all four committee members are independent directors. In 2023, the committee held a total of three meetings.

The primary responsibilities of the Compensation Committee include establishing and regularly reviewing the performance and compensation system and standards for directors and managers, as well as regularly assessing the compensation of directors and managers. When conducting evaluations, the Compensation Committee should comprehensively consider the following principles: The company's compensation should comply with relevant laws and regulations and be sufficient to attract outstanding talent; the performance evaluations and compensation for directors and managers should refer to the usual standards in the industry and consider the time invested, responsibilities undertaken, achievement of individual goals, performance in other positions, compensation for equivalent positions in recent years, the achievement of the company's short-term and long-term business objectives, and the company's financial condition to evaluate the reasonableness of the connection between individual performance, the company's operating performance, and future risks; compensation should not encourage directors and managers to engage in behavior that exceeds the company's risk tolerance in pursuit of remuneration; The proportion of short-term performance-related pay and the timing of partial variable compensation for directors and senior managers should be determined by considering the industry characteristics and the nature of the company's business.

In practice, the Compensation Committee diligently adheres to the duty of care of a good manager and faithfully fulfills its responsibilities by establishing and regularly reviewing the policies, systems, standards, and structures for the performance evaluations and compensation of directors and managers. It also regularly evaluates and sets the compensation for directors and managers. The committee's recommendations are then submitted to the Board of Directors for discussion.

The attendance rate of Hiyes International's independent directors at the Compensation Committee meetings in 2023 is as follows:

Title	Name	Actual Attendance Frequency	Attendance by Proxy Frequency	Actual Attendance Rate (%)
Chairperson	Wen-Chung Chen	3	0	100%
Committee Members	Jyh-Dean Huang	3	0	100%
Committee Members	Chia-Ying Ma	3	0	100%
Committee Members	Hsin-Hsin Lee	2	1	67%

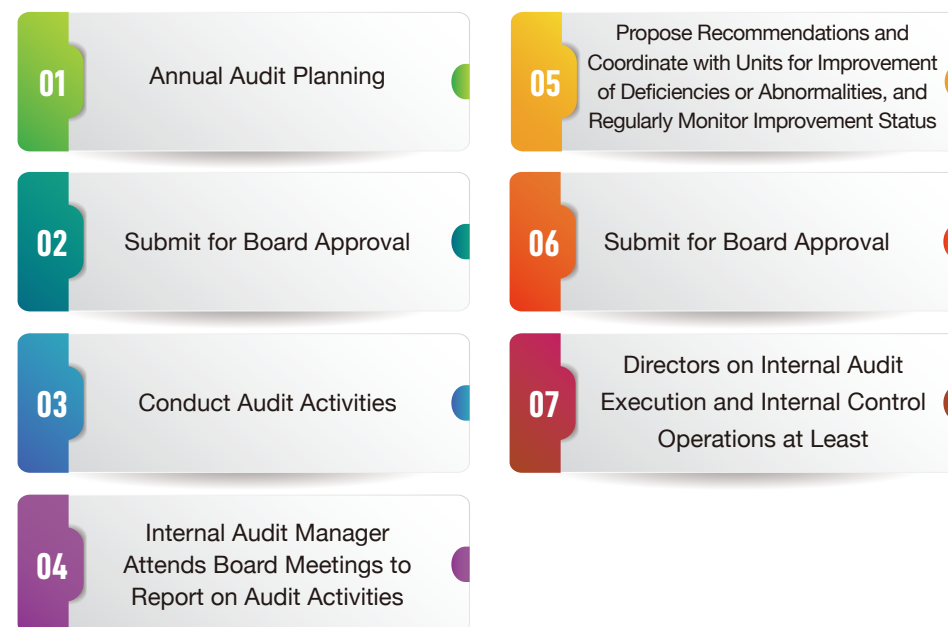
3.1.3 Internal Audit

The Internal Audit Department of Hiyes International reports directly to the Board of Directors and operates with independence, objectivity, and neutrality. Its primary function is to review and assess the effectiveness of the company's internal control systems. In addition to reporting regularly at Board meetings, the department may also report to independent directors or during senior management meetings as necessary. The audit work is primarily carried out according to an audit plan, which is developed based on identified risks. The department conducts regular or as-needed project audits to ensure that the company's operations comply with laws and internal control systems. The department also performs project audits as needed to provide the Board of Directors with insights into potential operational risks and assists the Board and senior management in conducting independent and objective evaluations of the completeness, effectiveness, and implementation of the internal control systems. The department offers timely recommendations for improvements to ensure the continued effectiveness of the internal control systems and provides related investigation, assessment, or advisory services to support the Board's corporate governance responsibilities. In 2023, the Internal Audit Department conducted 34 audit operations and did not identify any major abnormalities or deficiencies.

In addition to conducting thorough internal control self-assessment activities, Hiyes International's Board of Directors and management review the results of each department's self-assessments and the audit reports from the Internal Audit Department at least once a year. The Internal Audit Manager is required to attend Board meetings to report on the execution of audit activities and must also attend at least one Audit Committee meeting per quarter to present reports to the independent directors on the status of internal audit execution and internal control operations.

Furthermore, the Internal Audit Department reviews each unit's internal control self-assessment reports annually and provides the Board of Directors and the General Manager with information on the identified internal control deficiencies and the status of improvement actions. This review serves as the basis for assessing the overall effectiveness of the internal control system and for issuing the internal control system declaration statement. Additionally, to strengthen the professional capabilities of audit personnel, Hiyes International arranges for auditors to engage in continuous education and participate in internal audit training courses organized by designated regulatory bodies. This is aimed at enhancing and maintaining audit quality and effectiveness. In 2023, audit personnel received a total of 18 hours of training.

Internal Audit Flowchart



3.1.4 Ethics and Integrity

Significance for the Company

Hiyes International builds its core corporate values on integrity, conducting its business with a spirit of honesty and compliance with the law. To ensure that the integrity-driven management philosophy is fully implemented within the company, Hai Yue International places a strong emphasis on the moral character of its employees. During the onboarding phase for new hires, the Human Resources department educates them on the company's integrity policies and requires them to sign a "Labor Agreement" to cultivate a sense of integrity among employees. Additionally, management is expected to lead by example and adhere to principles of integrity to subtly shape the company's overall culture of integrity.

Policy / Commitment

Hiyes International is committed to establishing a corporate culture of integrity. The company adopts a "zero tolerance" stance toward unethical behaviors such as bribery and corruption and aligns itself with the "United Nations Convention Against Corruption", "the Code of Integrity Management", "the Code of Ethical Conduct for Directors and Managers", and "the Code of Ethical Conduct for Employees."

Short-Term Goals

1. Arrange Integrity Training Courses for New Hires
2. Achieve 100% Labor Contract Signing Rate

Medium- to Long-Term Goals

1. Arrange Integrity Training Courses for Board Members, Senior Executives, and Employees
2. Achieve 100% Labor Contract Signing Rate
3. Regulatory Compliance Training

Specific Outcomes

1. Training Courses and Hours
2. Designate Personnel to Track Regulatory Updates

Responsible Department / Complaint Mechanism

External stakeholders can submit suggestions or complaints through the "Customer and Investor Services" section on the company's website.

Evaluation Mechanism

Corporate Governance Evaluation






Client and Investor
Services



3.2 Risk Management

The risk management framework of Hiyes International is centered around various responsible departments to conduct risk assessment activities. The framework evaluates risks based on their likelihood of occurrence and potential impact on Hiyes International, and then addresses specific high-risk items with appropriate risk response measures to ensure the company's sustainable development.

Hiyes International Risk Management Framework

Risk Categories	Risk Description	Risk Management Strategies (Response Measures)
 Sustainable Environment	<p>Energy Saving and Carbon Reduction - Energy waste and carbon emissions lead to significant increases in operational costs.</p>	<p>Replace old, energy-consuming air conditioning equipment at the reception center, set a minimum temperature limit for indoor air conditioning, reconfigure the reception center to a modular layout to reduce carbon footprint, and promote energy-saving practices such as turning off lights when not in use.</p>
 Employee	<p>Occurrence of occupational accidents (such as pandemic impact) poses a severe threat to employee health and safety and affects company operations.</p>	<ul style="list-style-type: none"> Continuously monitor pandemic information and adjust in accordance with government regulations. Enhance employee personal hygiene and protective measures awareness: Promote regular hand washing and mask-wearing to reduce the risk of group infections. Enhance access control and environmental hygiene measures: Implement temperature checks for personnel entering the premises and conduct regular disinfection. Plan for office remote work and alternate locations to reduce infection and quarantine risks. Coordinate with the building management committee for fire drill exercises.
 Operational Performance	<p>The loss of talented young employees – It is essential to continue nurturing employees with potential. If young employees leave, it will create a manpower gap, affecting the execution and development of the company's business.</p>	<p>Establish a credible competency assessment and a reward structure superior to industry peers to retain talented individuals with high potential.</p>
	<p>Risk of Ethics and Integrity</p>	<p>Reduce risks through education and training, with regular awareness campaigns.</p>



Operational Performance

Impact of Inflation

Currently, inflation has not had a significant impact on the company's profits and losses. The company constantly monitors market price fluctuations and maintains good relationships with suppliers and customers to avoid any adverse effects of inflation on the company's financial performance.

Technological Changes and Industry Shifts

Considering market response and financial status, the company should scale up project initiatives while effectively controlling costs. By implementing detailed execution plans for each project, we can enhance marketing effectiveness, reduce unnecessary losses, and increase profitability. Additionally, we should closely monitor industry changes to swiftly and effectively respond to market trends.

The Impact of Corporate Image Changes on Crisis Management and Response Measures

The company has maintained a strong focus on its core business operations, achieving positive results and a good reputation. Since its establishment, the company has been committed to upholding its corporate image. A dedicated spokesperson is appointed to maintain relationships with the public and investors. The company complies with relevant legal regulations, actively strengthens internal management, and enhances management quality and performance. Additionally, it maintains harmonious labor relations.

3.3 Regulatory Compliance

Regulatory compliance is fundamental to business operations. At Hiyes International, we not only introduce new employees to our integrity policies and have them sign labor contracts upon their onboarding but also stay updated on regulatory changes through interactions with government agencies and media reports. Each department conducts internal and external training to ensure that the company's operations comply with all relevant regulations.

First, in terms of corporate governance, Hiyes International has established functional committees to oversee the company's financial operations and internal control systems. We have implemented the "Corporate Governance Best Practice Principles" and the "Board Performance Evaluation Guidelines" to ensure that the board actively participates in key decision-making processes. We have also appointed a Chief Governance Officer to assist the board and provide professional advice, thereby strengthening the board's effectiveness. Moving forward, Hiyes International will continue to adhere to corporate governance evaluation standards and best practice principles to further enhance our employees' awareness of legal compliance.

Hiyes International effectively implements regulatory compliance practices and maintains strict standards for consumer health and safety. In 2023, there were no significant violations of laws or regulations related to corporate governance, business accounting, environmental protection, labor rights, or occupational safety.

3.4 Operational Performance

Hiyes International primarily engages in real estate agency and brokerage services. Our offerings include product planning and advisory, integrated marketing for products, and transaction mediation. We focus on presale homes, new homes, leftover inventory, general office spaces, land, and parking spaces as our main products. Originally concentrating on real estate sales in Northern Taiwan, we have recently expanded our services to Southern Taiwan to enhance both the coverage and professionalism of our service offerings. Additionally, we have ventured into real estate development, commissioning construction firms to build community projects, residential buildings, and other new developments, with primary uses including residential, office, and retail spaces.

The Significance for the Company

Economic performance is primarily reflected in the growth of operating revenue and the improvement of profitability, which are essential for achieving the goal of "sustainable business management." By presenting financial performance metrics, Hiyes International enables stakeholders to clearly understand the company's investment value. Strong financial performance allows Hiyes International to consistently create higher economic value and provide returns to all stakeholders, including shareholders, employees, customers, and non-profit organizations. Financial performance is particularly important as it often influences shareholders' investment evaluations of the company.

Policy / Commitment

By implementing strong corporate governance, we continuously strengthen our business structure, integrate our supply chain, reduce production costs, and enhance our competitive capabilities. This not only builds confidence among shareholders, employees, and customers but also creates a win-win situation that fosters mutual prosperity and leads us towards sustainable management.

Short-Term Goals

Short-Term Business Development Plan

- Expansion of Service Areas to Enhance Completeness

Increasing the scope and scale of project proposals to extend business operations to major cities across Taiwan, thereby enhancing profitability and building operational expertise and reputation.

- Effective Cost Management to Enhance Profitability

Implementing detailed case execution plans to rigorously review market reactions, marketing expense management, and financial conditions for effective cost control to minimize unnecessary expenditures and enhance company profitability.

- Professional Competency Development to Provide Comprehensive Services

Through regular and comprehensive training to enhance sales personnel professionalism, establish a strong foundation for new employees, provide superior sales services, and improve company profitability, reputation, and consumer satisfaction.

- Effectively Utilizing Innovative Marketing Channels to Create Marketing Value

Innovative marketing channels offer diverse options with relatively low entry costs. By leveraging existing marketing channels, we create new value for individual projects, provide enhanced information exchange services, and improve company profitability, visibility, and customer perception. In recent years, we have integrated novel marketing channels and techniques to offer better services to property developers and customers, providing timely real estate market information.

Mid-to-Long-Term Goals

- Building Trust-Based Partnerships with Leading Developers

Collaborating with reputable developers through a sales agency model to undertake housing projects. This includes planning the main floor areas, designing the appearance, deciding on interior partitions, planning public facilities, managing the bidding for the reception center, creating sample rooms and advertising models, choosing advertising media, preparing sales tools, and handling public relations and advertising. This approach aims to enhance and solidify long-term profitability for both parties and establish mutual trust.

- Expanding into the Real Estate Development Sector

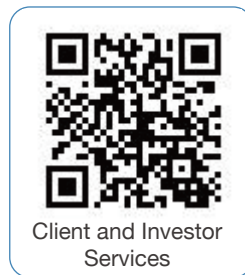
Transitioning from a service intermediary role to the real estate development sector, leveraging years of practical experience to provide products and services that better meet market and consumer demands, while integrating the upstream and downstream aspects of the real estate industry to expand the company's development opportunities.

Specific Achievements

Hiyes International holds a management meeting every two weeks, attended by representatives from each department, to facilitate cross-departmental communication, coordination, and resource integration for projects. Senior executives oversee project progress and performance to establish the company's management model.

Responsible Department / Complaint Mechanism

External stakeholders can submit suggestions or complaints through the "Customer and Investor Services" section on the company's official website.



Evaluation Mechanism

Hiyes International ranked as the top real estate agency in Northern Taiwan for 2023, with a total project value of NT\$219.61 billion, reflecting growth from NT\$218.42 billion in 2022.

Unit: NT\$ Thousand

Item	2021	2022	2023
Revenue	6,356,334	5,092,277	7,754,584
Operational Cost	3,107,130	2,811,583	5,071,813
Compensation and Benefits	617,854	558,729	660,374
Payments to Investors	804,885	899,874	809,616
Payments to Government	551,460	386,842	443,923
Community Investment	35,006	10,060	7,075

3.5 Customer Relationships

Products and Services

Customers often leave the same questions across different platforms. Hiyes International integrates multiple platforms including FB, Line@, email, and 0800 through a centralized marketing and customer service system. This approach avoids having multiple employees handle the same case, allows for the integration of similar cases, and strategically organizes tasks to enhance the coordination and efficiency of the customer service team, ensuring consistency in the customer experience.

Customer Relationships

Online Platform	Customer Feedback Channels
<ul style="list-style-type: none"> Official Website https://www.hiyes.tw/ Facebook 	<ul style="list-style-type: none"> Customer Service Hotline : 0800-520-666 Customer Service Email : service@hiyes.tw One-on-One Line@Official Account

Customer Service Process



Customer Satisfaction Survey

Hiyes International not only continuously explores building product planning but also pays great attention to the experiences of each customer after their visit. The day after a customer tours a property, they will receive a satisfaction survey via text message from our system. This survey assesses the sales center tour experience, the professionalism and service attitude of the sales staff, and other aspects of the visit. We use this feedback to understand customer needs and experiences and provide the most appropriate service in response to their suggestions. Additionally, every quarter, we recognize outstanding sales staff to encourage and inspire our front-line colleagues to serve customers with greater enthusiasm and dedication.

Customer Satisfaction

Year	Score	Customer Source	Improvement Explanation
2021	8.97	Customer Satisfaction Survey Questionnaire	In response to the pandemic and the inability to visit the sales center, each project now offers online video tours of the properties.
2022	9.21	Customer Satisfaction Survey Questionnaire	Reduce printed materials and promotional brochures, and switch to creating EDMs to save energy, reduce carbon emissions, and protect the Earth.
2023	9.31	Customer Satisfaction Survey Questionnaire	Optimize the property viewing process to avoid long wait times for customers during peak periods.

Note: The customer satisfaction rating system was introduced in 2021, with a maximum score of 10.

3.6 Cybersecurity Protection

Significance to the Company

Regardless of the era, data preservation has always been a crucial issue. In the past, measures such as file rooms and safes were used to protect data, and safeguarding data in specific locations was sufficient for protection. Today, however, much of the information and data are stored as digital files on various media. For instance, individuals might store data on computer hard drives or USB flash drives, while businesses might use file servers or storage devices. If this data is stolen, damaged, or lost, it represents a significant loss for both individuals and businesses, becoming a major concern for information security. Therefore, we must approach data management with a careful and cautious attitude.

Policy / Commitment

- Strengthen information security for customer data.
- Prevent Internal data leakage.
- Safeguard company operations against cybersecurity threats.

Short-Term Goals

- Prevent ransomware and computer virus threats.
- Prevent customer data breaches.
- Enhance employee cybersecurity awareness.

Mid-to-Long-Term Goals

- Continuously strengthen firewall security and use network segmentation to prevent malware spread.
- Upgrade hardware and software to implement the latest cybersecurity detection technologies.
- Enhance information protection.

Specific Achievement

- Updated antivirus software to the latest version for enhanced overall protection.
- Training: Educate employees to avoid clicking on unknown websites and not to download suspicious email attachments.
- Upgrade operating system version on hardware that has not been updated and enable automatic updates to enhance information security.
- Authentication required for all login devices to gain authorized access and prevent data theft.
- Routine execution of virus definition updates.

Responsible Department / Grievance Mechanism

Information Department

Evaluation Mechanism

In 2023, there were no incidents of computer infections or customer data breaches within the company.

Information Security

Data Security Protection Focus Areas:

- Disaster Preparedness (Earthquakes, Floods, Power Outages, etc.)
- Antivirus Protection
- Theft Prevention

Data Encryption and Identity Verification

In data security, it is important not only to ensure the preservation of data but also to consider the possibility of data theft. Currently, there are many mechanisms and technologies available for data encryption that prevent unauthorized individuals from reading or interpreting the data. In case of theft, these measures can enhance data protection and reduce damage. Recent outbreaks of ransomware have posed serious challenges to data protection. Traditional methods of merely preventing data theft are no longer sufficient against such malicious activities. It is necessary to adopt new cybersecurity strategies and protection technologies to safeguard data. In modern life, tasks can be performed online without needing to visit specific locations, greatly increasing convenience. However, this also brings challenges in ensuring authorized identity verification, data management, and usage. In recent years, international standards and certifications have been developed to address data protection. Government agencies, financial institutions, and business websites can refer to or follow these international standards or national regulations to protect and manage public data.

SSL Certificate

Application Security

In the context of software security, application security is a key component. Applications are diverse and integral to various aspects of our lives, from document processing and information transmission to commercial transactions. It is crucial to understand how to prevent malicious individuals from discovering vulnerabilities within applications and exploiting them to compromise personal privacy, financial assets, or even personal safety. Therefore, users must be vigilant and consider whether the application they are using comes from a trustworthy source and whether the organization or entity that developed the application actively reviews the application's security. Additionally, it is essential to protect the application throughout its entire lifecycle to guard against potential threats and attacks. Minimize the risk of cybercriminals who identify and exploit vulnerabilities in applications to steal data, intellectual property, and confidential information.

- **Actual Measures:** Website vulnerability scanning for company information archives.
The company encourages employees to switch to Apple computers as part of its employee benefits, which also strengthens information security. The robust hardware

and software defenses of Mac computers deter hackers from targeting them easily. Apple began integrating the Apple T1 and T2 security chips into Mac computers in 2016. Today's Apple M3 chips also include a secure enclave to provide file-level encryption capabilities. In terms of software, macOS comes with sophisticated runtime protection technologies that, by default, only permit applications reviewed and approved by Apple to run on the system. Furthermore, any application that requires access to sensitive features like the camera or location services must obtain explicit user consent. Additionally, we strengthen employee awareness to avoid downloading or executing untrusted software and browsing suspicious websites.

- **Malware Prevention**
Anti-malware is a type of malicious software that can steal or damage your personal data, such as files, photos, or messages. Anti-malware can also track or spy on you, steal your money, or use your device to perform other malicious activities, such as attacking others. On Windows, Mac, and Android, Microsoft Defender can scan files or applications you download and install, as well as existing files on your system, to detect any malicious code that may threaten your device.
- **Web Protection**
Many visible digital attacks are carried out through malicious websites that attempt to deceive you into revealing personal information (such as usernames and passwords, credit card or other account information) or install malicious code on your system. If we find harmful links, we will block them and notify you.
- **Device Authorization**
You can install the application on other devices and sign in with the same personal Microsoft account to add up to 4 additional devices to your Microsoft Defender account. These devices will be displayed on the Microsoft Defender dashboard, so you can view the security status of all devices in one place and prevent unauthorized devices from compromising user security.



04

Sustainable Environment

4.1 Energy Management

4.2 Carbon Emission



Hiyes International has always adhered to environmentally friendly and sustainable practices in its operations. We implement measures to manage energy use and greenhouse gas emissions to minimize our negative impact on the environment. Although our company does not produce significant amounts of water waste or waste products as we operate a business office building, we are committed to reducing carbon emissions, which helps lower environmental damage, air pollution, and environmental costs. Simultaneously, we aim to reduce utility consumption to lower operational costs. While providing high-quality products and services, we recognize our responsibility to protect the Earth's environment, and environmental protection remains a key focus of our ongoing efforts.

4.1 Energy Management

302-1 302-3~4

Hiyes International's electricity consumption statistics primarily focus on the headquarters building. The electricity usage data is used as the basis for calculating greenhouse gas emissions. In 2023, the total electricity consumption was 25,908 kWh, resulting in a Scope 2 greenhouse gas emission of 12,824 kg CO₂e. Based on the sustainable development policy of environmental friendliness and green operations, the company continuously supervises and improves energy management and greenhouse gas emissions reduction efforts to effectively minimize the environmental impact of its operational activities.

Power Consumption Statistics of the Headquarter Building of Hiyes International

	2021	2022	2023
Kilowatt-hour	26,540	26,896	25,908
Carbon Emissions (kilograms of CO ₂ e)	13,509	13,314	12,799
Gigajoule (GJ)	95.54	96.83	93.27
Emission Intensity	2.13	2.61	1.65

Note:

1. Operational Control Approach applied.
2. The types of gases included in the calculation are carbon dioxide.
3. One kilowatt-hour is equal to 3.6 million joules, and one gigajoule is equal to 1 billion joules.
4. The coefficients for carbon emissions are based on the annual power carbon emission factors provided by the Ministry of Economic Affairs: 0.509 for 2021, 0.495 for 2022, and 0.494 for 2023 (unit: kg CO₂e/kWh).
5. Calculations are based on Hiyes International's occupancy of approximately 30% of the total floor area of the building.

Energy Intensity	Headquarters		
	Sale(Million)	Gigajoule(GJ)	Energy Intensity (Gigajoule/Sale)
2021	6,356.33	95.54	0.015
2022	5,092.28	96.83	0.019
2023	7,754.58	93.27	0.012

In terms of energy conservation, Hiyes International's main business model primarily involves general office spaces. Energy consumption is largely driven by air conditioning and lighting equipment. In response to international environmental trends, Hiyes International continuously promotes various energy-saving initiatives in the office to reduce energy consumption. By encouraging all employees to participate and cooperate, the company aims to achieve the maximum energy-saving effectiveness.

4.2 Carbon Emission 305-1~5

Significance to the Company

In response to global emission reduction trends, Hiyes International actively promotes emission reduction strategies. At the same time, in accordance with laws, customer, and other relevant requirements, all levels of management implement energy management policies to create an environmentally friendly and energy-saving work environment.

Commitment

To effectively implement energy management, we conduct regular reviews and adjust relevant energy-saving programs. With the support of policies and collaboration with the safety department, we explore relevant energy consumption factors and build a foundational energy data database. In addition to referring to energy consumption indicators from international peers, we implement various energy management and conservation measures within the company to deepen energy management and strengthen energy-saving technology and benefit control, with the aim of gradually becoming an industry leader.

Short-Term Goal

Greenhouse gas emissions reduced by 0.5%

Mid-to-Long-Term Goal

Prioritize the procurement of energy-efficient designs for energy-consuming equipment

Specific Strategies

A. Air Conditioning Systems

- Schedule the air conditioning system to turn on and off during working hours.
- Set the air Conditioning temperature based on outdoor temperature, and record, review, and adjust regularly.
- Hire a professional service provider to clean the air conditioning fans regularly.
- Install blinds on windows to block strong summer sunlight and prevent indoor temperature increase, reducing air conditioning energy consumption.
- Introducing fresh air in winter to reduce air conditioning usage.

B. Lighting

- Replace fluorescent tubes and light bulbs with energy-efficient LED lighting to reduce energy consumption.
- Encourage employees to develop the habit of turning off lights when not in use.

C. Other

- Promote collective energy saving, such as encouraging employees to use shared appliances (like the rice cooker) during specific times.
- Purchase of Energy-Efficient Inverter Refrigerators.

Responsible Department and Complaint Mechanism

- General Affairs Department
- Company Website

Evaluation Mechanism

- Electricity Consumption and Energy Intensity.

In addition, Hiyes International differentiates itself from other industry peers by purchasing air conditioning units outright for our sites across the province, rather than leasing them. This approach not only reduces costs when replacing sites, but also ensures that we use energy-efficient, Grade 1 energy-saving certified products, which offer greater energy efficiency compared to leased equipment. Furthermore, the layout of our reception centers is redesigned to be modular, aiming to reduce our carbon footprint.



05

Social Responsibility

5.1 Employee Overview

5.2 The Right Person for the Right Position

5.3 Community Engagement



5.1 Employee Overview

Hiyes International values employees' labor rights, listens to employee needs, and works diligently to create a happy and safe workplace environment. We offer fair and equal employment opportunities, implement gender equality policies, and provide competitive compensation and benefits packages. We conduct various training programs on an irregular basis to enhance employees' professional skills and strengthen the company's competitiveness and talent capabilities. We provide employees with a positive work environment where they can achieve a work-life balance and grow together with the company.

5.1.1 Human Rights Protection

In fulfilling our corporate social responsibility and safeguarding the fundamental human rights and related interests of all employees, Hiyes International supports and adheres to the "Universal Declaration of Human Rights" and the "United Nations Global Compact", and strictly follows the labor laws and regulations of our country to prevent any actions that violate or infringe upon human rights. Ensure that employees' salaries are not differentiated based on personal factors such as gender, age, race, religion, or political beliefs.

Based on the operational characteristics of our company, we place special emphasis on the following human rights issues:

1. Prohibition of Child Labor
2. Providing a Safe and Healthy Work Environment
3. Prohibition of Forced Labor
4. Eliminate Unlawful Discrimination
5. Privacy Protection
6. Promoting Diversity and Equal Opportunity

To promote effective communication between the company and employees, an email address has been established for feedback, complaints, and submissions. This channel is

managed under the strictest personal data protection regulations to ensure an effective and appropriate means of communication. There were no recorded human rights violations in 2023.



Prevention of Sexual
Harassment



Human Rights Policy

Hiyes International has established the 'Workplace Sexual Harassment Prevention, Complaint, and Disciplinary Procedures' to protect employees from sexual harassment threats, create a friendly work environment, and promote gender equality awareness. We have publicly displayed notices of "No Sexual Harassment" at all project sites to ensure the implementation of gender equality and a respectful work environment.



5.1.2 Employee Statistics

As of December 31, 2023, Hiyes International employs a total of 175 people, all of whom are Taiwanese. Among the employees, 46% are male and 54% are female. Additionally, 98.85% of employees hold a diploma or higher educational qualification. The age distribution of the workforce primarily consists of individuals aged 30 to under 50, making up approximately 57.14% of the total employee count.

Hiyes International upholds the principles of transparency, fairness, and integrity in its employee recruitment practices. We have established the “Recruitment and Appointment Regulations” to guide processes such as staffing, recruitment, selection, salary determination, and appointments. By continuously recruiting new employees who meet the company’s needs, we enable experienced staff to pass on their expertise and experience, thereby strengthening the organization and maintaining market competitiveness.

Diversity Statistics / Year		2021		2022		2023	
		Employee Numbers	Percentage	Employee Numbers	Percentage	Employee Numbers	Percentage
Gender	Male	6	85.71%	10	76.92%	11	84.62%
	Female	1	14.29%	3	23.08%	2	15.38%
Director	Under 50	0	0.00%	1	7.69%	1	7.69%
	50 ~ 65	6	85.71%	10	76.93%	10	76.93%
	Above 65	1	14.29%	2	15.38%	2	15.38%
	Graduate School	5	71.42%	11	84.62%	11	84.62%
Education	Colleges and Universities	1	14.29%	1	7.69%	1	7.69%
	Other	1	14.29%	1	7.69%	1	7.69%

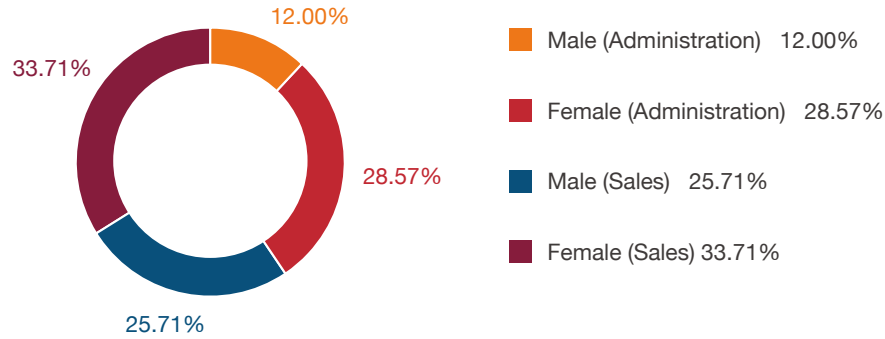
Diversity Statistics / Year			2021		2022		2023	
			Employee Numbers	Percentage	Employee Numbers	Percentage	Employee Numbers	Percentage
Employee	Gender	Male	23	11.27%	21	10.94%	21	12.00%
		Female	44	21.57%	49	25.52%	50	28.57%
	Age	Under 30	21	10.29%	21	10.94%	25	14.29%
		Above 30 but under 50	36	17.65%	40	20.83%	38	21.71%
		Above 50	10	4.90%	9	4.69%	8	4.57%
	Education	Graduate School	10	4.90%	8	4.17%	10	5.71%
		Colleges and Universities	55	26.96%	60	31.25%	59	33.71%
		Other	2	0.98%	2	1.04%	2	1.14%
	Gender	Male	86	42.16%	72	37.50%	59	33.71%
		Female	51	25.00%	50	26.04%	45	25.71%
	Age	Under 30	56	27.45%	49	25.52%	42	24.00%
		Above 30 but under 50	81	39.71%	73	38.02%	62	35.43%
		Above 50	0	0.00%	0	0.00%	0	0.00%
	Education	Graduate School	11	5.39%	11	5.73%	8	4.57%
		Colleges and Universities	115	56.37%	102	53.13%	96	54.86%
Other		11	5.39%	9	4.69%	0	0.00%	

Note: The calculation method is as follows:

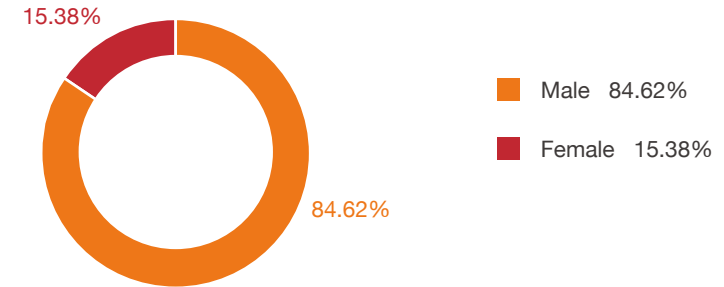
Percentage of female directors = (Number of female directors at the end of the Year / Total number of directors at the end of the Year) * 100%.

Percentage of sales personnel with graduate degrees = (Total number of sales personnel with graduate degrees during the year / Total number of employees at the end of the year) * 100%.

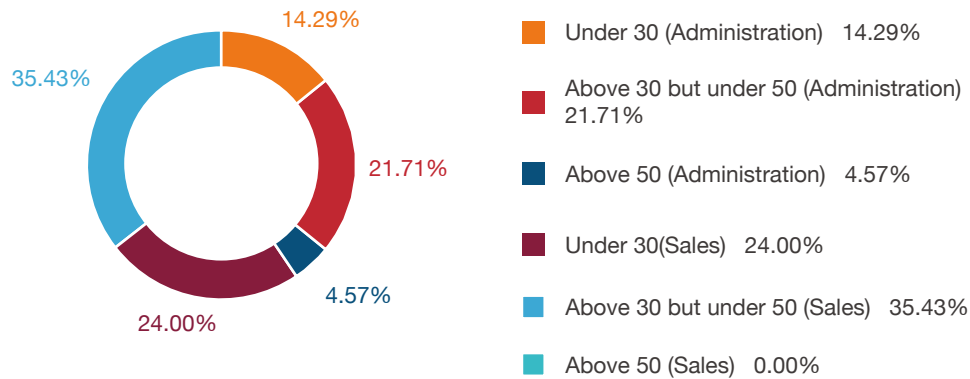
Annual Gender Ratio of Employees



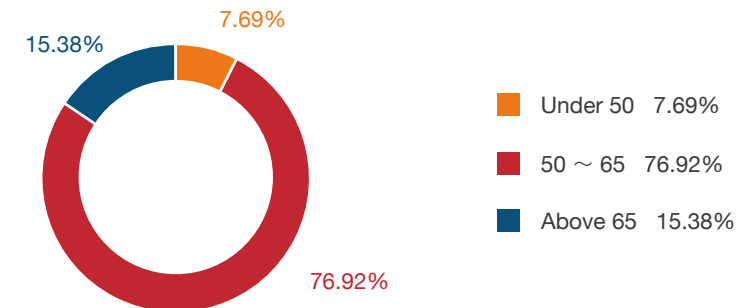
Annual Gender Ratio of Directors



Annual Age Ratio of Employees



Annual Age Ratio of Directors



Item/Year		2021		2022		2023	
Annual Employee Numbers		204		192		175	
Employee Recruitment Statistics		Number	Ratio (Note)	Number	Ratio (Note)	Number	Ratio (Note)
Age	Under 30	26	12.75%	11	5.73%	23	13.14%
	Above 30 but Under 50	13	6.37%	5	2.60%	2	1.14%
	Above 50	0	0.00%	0	0.00%	0	0.00%
Gender	Male	15	7.35%	2	1.04%	14	8.00%
	Female	24	11.76%	14	7.29%	11	6.29%
Education	Graduate School	3	1.47%	0	0.00%	3	1.71%
	Colleges and Universities	34	16.67%	16	8.33%	22	12.57%
	Other	2	0.98%	0	0.00%	0	0.00%
Region	Taiwan	39	19.12%	16	8.33%	25	14.29%
	Overseas	0	0.00%	0	0.00%	0	0.00%

Note 1: Data is based on the total number of employees as of the end of the year (12/31).

Note 2: New hire rate = (Total number of new employees in a specific category for the year / Total number of employees for the Year) * 100%.

For example, the female new hire rate = (Total number of female new hires for the year / Total number of employees for the year) * 100%.

The turnover rate is calculated as: (Total number of employees who left in a specific category for the year / Total number of employees for the year) * 100%.

The turnover rate for employees under 30 is calculated as: (Total number of employees under 30 who left for the year / Total number of employees for the year) * 100%.

Note 3: In 2021, 28 employees were transferred to the subsidiary Hiyes International; in 2023, 9 employees were transferred to other subsidiaries.

Item/Year		2021		2022		2023	
Annual Employee Numbers		204		192		175	
Resigned Employees		Number	Ratio (Note)	Number	Ratio (Note)	Number	Ratio (Note)
Age	Under 30	31	15.20%	9	4.69%	21	12.00%
	Above 30 but Under 50	27	13.24%	18	9.38%	20	11.43%
	Above 50	2	0.98%	1	0.52%	1	0.57%
Gender	Male	38	18.63%	18	9.38%	27	15.43%
	Female	22	10.78%	10	5.21%	15	8.57%
Education	Graduate School	2	0.98%	2	1.04%	4	2.29%
	Colleges and Universities	53	25.98%	25	13.02%	29	16.57%
	Other	5	2.45%	1	0.52%	9	5.14%
Region	Taiwan	60	29.41%	28	14.58%	42	24.00%
	Overseas	0	0.00%	0	0.00%	0	0.00%

Note 1: Data is based on the total number of employees as of the end of the year (12/31).

Note 2: New hire rate = (Total number of new employees in a specific category for the year / Total number of employees for the Year) * 100%.

For example, the female new hire rate = (Total number of female new hires for the year / Total number of employees for the year) * 100%.

The turnover rate is calculated as: (Total number of employees who left in a specific category for the year / Total number of employees for the year) * 100%.

The turnover rate for employees under 30 is calculated as: (Total number of employees under 30 who left for the year / Total number of employees for the year) * 100%.

Note 3: In 2021, 28 employees were transferred to the subsidiary Hiyes International; in 2023, 9 employees were transferred to other subsidiaries.

5.2 The Right Person for the Right Position

Hiyes International regards its employees as partners in sustainable operations. From a pragmatic and long-term management perspective, placing the right person in the right position, keeping up with the times, and maintaining harmonious labor relations are key aspects of human resources. The company offers competitive compensation and benefits, adheres to the principle of treating employees equally, establishes various channels for two-way communication with employees, and strives to create a friendly workplace culture where employees can enjoy their work.

In addition, to better understand employees' work conditions, the company strives to place employees in suitable positions where they can maximize their strengths and motivate them to achieve their goals. An annual performance evaluation is conducted regularly, and the individual year-end bonus is linked to the company's overall profitability for the year, serving as the basis for promotions and salary adjustments. In 2023, 100% of employees who qualified for the annual performance evaluation completed it.

2023 assessment statistics		Actual number of people assessed	Total number of employees	Percentage
Gender	Male	65	175	37.14%
	Female	85	175	48.57%
Employee Categories	Administration	58	175	33.14%
	Sales	92	175	52.57%

Note: Employee performance evaluations exclude managers and above.

5.2.1 Compensation and Benefits

Significance to the Company

Employees are a crucial and valuable asset to Hiyes International and serve as the cornerstone of the company's sustainable development. We provide a stable and market-competitive compensation system along with comprehensive employee benefits to meet career development needs and continue to attract top talent.

Commitment

To implement a career philosophy of "doing our best and valuing each contribution," we determine salary levels based on employees' academic background, professional knowledge and skills, years of experience, and individual performance. We ensure that salary decisions are not based on personal physiological or psychological differences, thereby upholding gender equality and equal pay for equal work. As employees' tenure with the company increases and they develop expertise and experience in their roles, Hai Yue International is pleased to share its profits with them. This approach not only acknowledges their contributions but also ensures their personal financial well-being, thereby enhancing their sense of belonging and commitment to the company's contributions.

Short-term, Mid-term, and Long-term Goals

Adjust the salary structure promptly according to individual employee performance and contributions.

Specific Results

In addition to base salary and meal allowances, Hiyes International further offers a 'Health Allowance' to encourage employees to quit smoking and remain smoke-free. Annual bonuses are distributed based on the company's operational performance, motivating employees and sharing the fruits of the company's success. Comprehensive employee benefits are provided, including labor insurance, national health insurance, and labor pensions as mandated by law. Additionally, the company provides group insurance (life, medical, and accident) that surpasses the requirements of the Labor Standards Act, ensuring employees enjoy multiple layers of protection.

In compliance with legal requirements, the “Employee Welfare Committee of Hiyes International Development Co., Ltd.” was established. In 2023, the total expenditure was 1,567,110 NTD. The committee offers numerous employee benefits, allowances, and workplace amenities that exceed the standards of the Labor Standards Act. These benefits include wedding bonus, maternity allowances, funeral subsidies, employee travel subsidies, year-end party events, and birthday vouchers. (In 2023, wedding gifts were given to 8 employees, maternity allowances were provided to 5 employees, and funeral subsidies were granted to 15 employees.)

Create Your Lifestyle," fulfilling employees' dreams of homeownership by creating the most livable and happy residences for them. To ensure that hard-working employees can have a place to call their own, Hiyes International offers home purchase discounts to its employees.

“To do a good job, one must first sharpen their tools.” To enhance the convenience and presentation skills of the employees in the business department, Hai Yue International subsidizes the purchase of Apple Mac laptops for employees to improve work efficiency and performance.

To alleviate the burden on business department employees who are assigned to work in other locations, the company seeks to enhance their living conditions and commuting convenience by offering housing allowances and transportation subsidies for trips home. Additionally, considering the frequent travel required between the company and project sites, Hiyes International provides additional fuel subsidies.

Responsible Department/Complaint Mechanism

Direct communication with department heads. For the Human Resources Department, the HR contact information is: hr@hiyes.tw (02)8712-8888

Evaluation Mechanism

In 2023, no salary or benefits-related disputes occurred.



Employee Benefits Items	Full-time Employees
Group Insurance	✓
Wedding Bonus	✓
Maternity Allowance	✓
Funeral Subsidy	✓
Mid-Autumn Festival Bonus	✓
Dragon Boat Festival Bonus	✓
Year-End Bonus	✓
Birthday Voucher	✓

Employee Benefits Items	Full-time Employees
Employee Travel Subsidy	✓
Cultural and Arts Activities Subsidy	✓
Employee Housing Discount	✓
Year-End Party	✓
Departmental Dinner	✓
Health Subsidy	✓
Breastfeeding Room	✓
On-Site Health Services	✓

2023 Year-End Party



2023 Sales Department – Team Year-End Party



2023 Sales Department – Team Dinner and Activities



2023 Administrative Department Team Dinner



Parental Leave

Hiyes International, in consideration of employees' needs for child-rearing, supports employees in balancing family and work responsibilities by adhering to the Gender Equality in Employment Act and providing parental leave benefits. Employees who have been with the company for at least six months are eligible to apply for unpaid parental leave until their child turns three years old, with a maximum leave period of two years. After the leave period ends, employees are guaranteed the opportunity to return to their original position and duties, ensuring a smooth transition back to work.

In 2023, a total of 6 employees applied for parental leave.

Parental Leave per Year	Gender	Statistics		
		2021	2022	2023
Number of Employees Eligible for Parental Leave	Male	6	8	4
	Female	13	13	12
Number of Employees Applying for Parental Leave	Male	0	0	0
	Female	3	4	5
Number of Employees Scheduled to Return to Work After Parental Leave (A)	Male	0	0	0
	Female	3	4	6
Number of Employees Who Actually Returned to Work After Parental Leave (B) (Including Early Returns)	Male	0	0	0
	Female	2	3	5
Reinstatement Rate (B/A)	Male	0.00%	0.00%	0.00%
	Female	66.67%	75.00%	83.33%
Number of Employees Who Returned to Work and Stayed Employed for One Year After Parental Leave (C)	Male	0	0	0
	Female	3	2	3
Retention Rate (C/Previous Year B)	Male	0.00%	0.00%	0.00%
	Female	100.00%	100.00%	100.00%

Note 1: The number of employees eligible for parental leave is based on the number of male and female employees who have applied for maternity or paternity leave in the past three years.

Note 2: Reinstatement Rate = (Number of Employees Who Actually Returned to Work in the Current Year / Number of Employees Scheduled to Return to Work in the Current Year) × 100%

Note 3: Retention Rate = (Number of Employees Who Remained Employed for Twelve Months After Returning to Work Last Year / Number of Employees Who Actually Returned to Work Last Year) × 100%

Stakeholder's Message - Business Department, Lin Chih-Tung

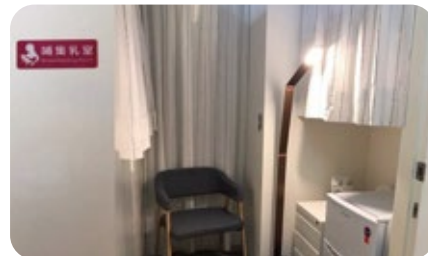
When I was pregnant, I kept wondering how having a baby might affect my work. Friends and family shared their experiences of requesting parental leave from their employers, and some mentioned that it might not be feasible for them to continue their jobs afterward. Some of them used implicit suggestions, so their only option was to resign and find a babysitter. Since I wanted to take care of my child myself, I requested parental leave from the company. The company handled my request in a supportive manner, unlike the negative experiences shared by some of my friends. My senior colleagues confirmed the expected duration of my leave and assisted with the necessary paperwork. They also kept in touch with me during my leave and provided online training upon my return to help me resume my work responsibilities smoothly.



In the current society, the traditional belief that men should work outside the home while women take care of the household still prevails. Many women have to leave their jobs after starting a family, and I have also seen many women who become full-time mothers and focus solely on their children and husbands, losing touch with their own identity and society. I am very grateful that the company values employees' needs and allowed me to focus on taking care of my child during my parental leave without any worries.

Breastfeeding Room

Hiyes International values the work-family balance for female employees and responds to government regulations and measures by providing a dedicated breastfeeding room. This private and unaffected space ensures that employees can continue breastfeeding comfortably after returning to work, thereby effectively implementing maternity health protection.



Retirement Policy

To ensure employees' financial planning for retirement, Hiyes International's retirement policy is a Defined Contribution Plan (New Pension System). Starting from July 1, 2005, in accordance with the Labor Pension Act, 6% of each employee's monthly salary is compulsorily contributed to the Labor Pension Fund Bureau's individual pension account. For employees who wish to voluntarily contribute to their pension, an additional 1% to 6% of their monthly salary can be voluntarily deducted and contributed to their individual pension account.

As of December 31, 2023, the total amount contributed to the pension fund account is NT\$6,437,002.

5.2.2 Talent Development

The Significance for the Company

Talent is a key factor for Hiyes International's sustainable operation and growth. We focus on developing employees' skills and capabilities, allowing them to fully utilize their expertise and potential, and grow together with the company to enhance market competitiveness. Through diverse channels for talent recruitment and selection, including job banks, industry-academia cooperation, employee referrals, and internal transfers, we aim to attract outstanding talents with varied professional backgrounds and experiences. New employees receive orientation training on their first day, arranged by the HR department, which covers company background, organizational structure, office environment, administrative rules, and employee benefits. This training aims to familiarize them with the company culture and systems, as well as to provide a quick overview of departmental functions and regulations, fostering a sense of belonging and alignment with the company.

Commitment

To cultivate and enhance employees' professional abilities, each department provides relevant training and learning resources based on job requirements to support their job functions and career development. Hiyes International primarily focuses on "on-the-job training," aiming to pass on valuable experience through sharing from department managers and senior staff.

Short-term, Mid-term, and Long-term Goals

To meet job requirements, all employees in the Sales Department are required to complete a 12-hour DraftSight drawing (CAD design) course. Additionally, to encourage employees to pursue further education and professional development, the company subsidizes the cost of the real estate agent certification exam registration fee and related study materials, ultimately aiming for employees' optimal development.

Specific Outcome

Since 2021, we have been dedicated to developing professional talent in the real estate brokerage (sales) industry through off-campus internship programs in collaboration with university departments. These internships offer students who are passionate about the real estate field valuable practical experience and foster industry-academic partnerships. Assist interns in accumulating practical experience during their semester by adopting a "learning by doing" approach, which helps them connect with the industry early and gain a deeper understanding of industry operations and job tasks. 2023 is the third year of our internship collaboration program, and we have six senior students involved in the program this year.

Hiyes International makes the dream of immediate employment for young graduates a reality! We collaborate with the Department of Land Management at Feng Chia University and the Department of Real Estate Management at National Pingtung University, and we will continue to provide internship opportunities and positions in the future.

Responsible Department/Complaint Mechanism

irect communication with department heads. For the Human Resources Department, the HR contact information is: hr@hiyes.tw (02)8712-8888

Evaluation Mechanism/Results

- In 2023, five of the students who participated in the internship program were offered full-time positions after completing their internships.
- The training completion rate for new employees is 100%.



Alumni from the Department of Real Estate Management at National Pingtung University returned to their department to share their Hiyes International internship and work experiences with current students.

Stakeholder's Message - Sales Department, Huang Yu-Hsiang

During the second semester of my senior year, I took the opportunity provided by the department to intern at Hiyes International. During my studies, I had heard about the company and knew that many of my senior classmates were working there. These factors increased my desire to take part in the internship, and I hoped to gain practical experience beyond classroom knowledge before graduation.

During my internship, I was fortunate to be assigned to a project that was yet to be launched. From the early stages of the internship, I was able to witness the entire process of setting up the reception center, from its construction to the decoration of the model units. Through the guidance of senior colleagues, I learned how to communicate with the construction team, review various construction plans, and understand how to increase the project's exposure during the pre-launch phase through outdoor billboards and online promotions. Once the project was officially launched, I observed how the sales strategy was developed and how negotiations with clients on pricing were handled. What I gained the most from the experience was the opportunity to actually engage in sales during the project. Facing customers directly made me realize the details that consumers pay attention to. Interacting with different types of customers allowed me to refine my sales pitch and become more effective in addressing their concerns. These experiences cannot be learned in the classroom, and they have further enhanced my practical skills and adaptability.

Through the internship experience, I discovered that the real estate sales industry is far more complex than I had anticipated before starting. This realization highlighted my own areas for improvement and motivated me to strive for personal growth, making me excited to face new challenges every day. As our collaboration with the Land Management Department is about to enter its third year, many younger students have come to ask me for advice on the internship. I always encourage them positively, welcoming them to seize this valuable opportunity to join Hiyes and prepare themselves for the challenges of entering the professional world before graduation.



Stakeholder's Message - Sales Department, Lin Yu-Han



During my internship at Hiyes International, I was very fortunate to experience the entire project lifecycle, from the initial planning stages, through the construction and sales phases, to post-sale services. This allowed me to gain a comprehensive understanding of the complete process involved in a real estate project. From the hot-selling project I joined at Dali in the first six months of my sales career, I worked with the team to organize events to attract customers. In the middle of my internship, I worked with the team on pre-launch tasks, attended meetings with the construction company to discuss the sales process, such as the ordering and contract procedures, and how to present reports. I also witnessed the transformation of the reception center from an empty lot into a beautiful and eye-catching building. I participated in sales training sessions with

experienced team members, learned alongside them, and was fortunate to have a group of seniors willing to share their experiences throughout the entire internship.

During this time, I encountered a wide range of tasks and situations, which were very dynamic. Without being familiar with the company's operations, I had to keep up with the team in handling sales cases, such as supporting other sales activities, interacting with clients, and learning how to navigate different situations. These experiences taught me how to quickly adapt to new conditions, which was something I hadn't anticipated before starting my internship. This has made me more flexible in the workplace and better prepared to handle unexpected challenges.

During the process of supporting different projects, the most memorable and special experience for me was going through the final inspection and handover of the property. When it comes to sales, the last step is actually the most important one. Understanding how a house is built, what issues might arise, and how to properly hand over the property to the clients are all aspects that you can't learn from textbooks or hear from others. For me, this internship experience has been very enriching and comprehensive, significantly contributing to my growth and deepening my understanding of the real estate industry.



Statistics/Year		2022	2023
Average Training Hours per Employee		27.67	25.50
Average Training Hours per Employee by Gender	Female	10.25	10.06
	Male	46.22	43.83
Average Training Hours per Employee by Category	Administration	2.57	2.48
	Sales	42.07	41.22

Note 1: Average training hours per employee = Total training hours for all employees during the year / Total number of employees at the end of the year.

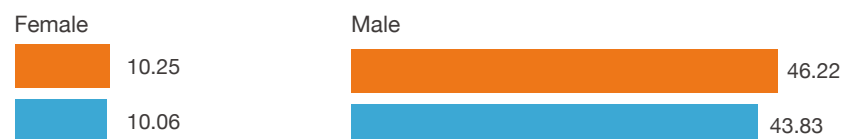
Note 2: Average training hours per female employee = Total training hours for female employees during the year / Total number of female employees at the end of the year.

Statistics/Year ■ 2022 ■ 2023

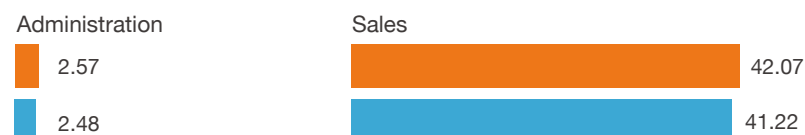
Average Training Hours per Employee



Average Training Hours per Employee by Gender



Average Training Hours per Employee by Category



5.2.3 Labor-Management Communication and Occupational Safety

Hiyes International values the opinions of every employee and adopts an open and two-way communication approach. Employees are encouraged to communicate directly with their immediate supervisors if they have any ideas or suggestions. If there are any matters to be reported, employees can also use the grievance mailbox, the general manager's mailbox, or communication software to report illegal activities or file complaints. These diverse and accessible communication channels help to avoid unnecessary labor-management communication costs, enhance mutual trust and beneficial relationships between labor and management, and ultimately establish a harmonious workplace environment.

In 2023, there were no labor disputes or grievance incidents.

According to Article 16 of the Labor Standards Act, in the event of a termination of a labor contract pursuant to Article 11 or the proviso of Article 13, the notice period shall be as follows:

- For employees who have worked for more than three months but less than one year, a notice must be given ten days in advance.
- For employees who have worked for more than one year but less than three years, a notice must be given twenty days in advance.
- For employees who have worked for more than three years, a notice must be given thirty days in advance.

If the employer fails to provide the notice required under Paragraph 1 of this Article before terminating the contract, the employer shall pay wages equivalent to the notice period.

The physical and mental health of employees is crucial for the sustainable development of a business. Therefore, protecting employee health and safety and creating a friendly work environment are top priorities. Specific practices include regularly coordinating with building management to conduct fire safety equipment inspections, reviewing the conditions of work environment hardware and software, recording and promptly repairing issues, and regularly cleaning and disinfecting the office environment.

In accordance with Article 6 of the Occupational Safety and Health Act, which mandates the prevention of human factor hazards, we manage employee health by implementing an electronic questionnaire called the "Musculoskeletal Symptoms Survey" to prevent musculoskeletal injuries caused by repetitive tasks in the workplace. Additionally, we regularly arrange for designated nurses and licensed physicians to provide on-site health services and health education, safeguarding employee health and preventing diseases, and raising health awareness among employees. In 2023, a total of 20 on-site health service sessions were conducted.

Hiyes International adheres to labor health protection regulations by appointing a certified first-aider and installing an Automated External Defibrillator (AED) in the office. In 2023, we completed regular health check-ups for all employees. Additionally, in compliance with the Occupational Safety and Health Management Act, we have appointed a Class A Occupational Safety and Health Manager.



5.3 Community Engagement

Hiyes International upholds the principle of “From Society, To Society,” sponsoring a variety of charitable and philanthropic activities. We are committed to caring for vulnerable groups and supporting local cultural development, fulfilling our corporate social responsibility.

Hiyes International Co., Ltd. upholds the principle of “taking from society and giving back to society” by actively supporting social welfare such as healthcare, underprivileged groups, and local culture. In 2023, Hiyes International donated over 10 million NTD to various organizations, including : Taiwan Food Bank Association, Chinese Institute of Civil and Hydraulic Engineering, Real Estate Sales Joint Association, Mazu Association of Taipei Shengxing Tianhou Temple, Taiwan Cancer Foundation, Noordhoff Craniofacial Foundation, Andrew Charity Association, Ling Jiou Mountain Charity Foundation, Taiwan Pancreas Foundation, Chongqing Junior High School Baseball Team in Taipei, Nantou County Social Relief Fund for Typhoon Kanus Reconstruction, Boyo Social Welfare Foundation, NTU Civil Engineering Education Foundation, Taipei City Firefighters’ Association, Franciscan Kindergarten of the Catholic Diocese of Hsinchu, Beunen Foundation, Spinal Cord Injury Foundation, Taiwan Heart Family Children and Youth Care Association, Taipei Autism Parents Association, Taiwan Epidermolysis Bullosa Association, New Taipei City Human Rights and Ethics Promotion Association, Taiwan Fund for Children and Families, San Fa Education Foundation in Kaohsiung, and Christmas Charity Run by the Advanced Developers Association.

We passionately respond to blood donation drives. Hiyes International has been actively involved in blood donation drives for three consecutive years, inviting the public to roll up their sleeves and donate blood. In 2023, we expanded the scope of our efforts by moving the “Third Annual Blood Donation Drive” to Taichung to maximize the impact of the event. The blood collected reflects our commitment to giving back to society. A total of 190 people, including Hiyes International employees and the general public, participated in the blood donation drive, successfully collecting 268 bags of blood and transforming our compassion into action.



Donated NT\$500,000 to the 17th Annual Top 10 Cancer Fighters Selection Event and NT\$100,000 to the “Joyful Voice, Joyful Life” Charity Concert.



Donated NT\$854,000 to the Noordhoff Craniofacial Foundation.

Supported youth baseball and congratulated Taipei Municipal Chongqing Junior High School Baseball Team for winning the Gold Dragon Cup National Youth Baseball Elite Tournament Championship for the first time. Donated NT\$500,000 to the Taipei Municipal Chongqing Junior High School Baseball Team.



In July 2023, we donated NT\$200,000 to the Andrew Charity Association and participated in volunteer services (South). Our efforts aimed to assist vulnerable children and youth, disadvantaged elders, and families in urgent need across Taiwan, helping them overcome life's challenges and regain their strength.



In November 2023, we donated NT\$200,000 to the Andrew Charity Association and participated in their volunteer services (North).



After Typhoon Kanu severely impacted Ren'ai Township in Nantou County, Hiyes International contributed NT\$50,000 towards disaster recovery efforts to support residents in resuming their normal lives.



Warmly supporting children in bravely pursuing their education and dreams, a donation of NT\$100,000 has been made to Chongzhen Elementary School in Pingzhen District, Taoyuan City.



Warmly supporting children to bravely pursue their education and dreams, Hiyes International donated NT\$100,000 to Jiaxing Elementary School in Jianshi Township, Hsinchu County.

Hiyes International donated NT\$100,000 to the National Taiwan University Civil Engineering Education and Development Foundation, which supports the development of the Department of Civil Engineering at National Taiwan University. This foundation unites NTU civil engineering alumni to contribute their knowledge and work together to create a better and fulfilling life.



Hiyes International carries out social care by donating NT\$196,000 to the Beunen Foundation, a Catholic charity. This donation supports the United Nations Sustainable Development Goals and the Family Support Service Program for children with developmental delays and special needs students in elementary schools, helping these "slow-flying angels" from vulnerable families to grow up in a loving environment and unlock their infinite potential.



Hiyes International donated NT\$3,000,000 to support the Bo-Yo Social Welfare Foundation aimed at helping children in remote and disadvantaged areas break the cycle of poverty. Under the leadership of Principal Li Chia-Tsung, the Bo-Yo Social Welfare Foundation has long been providing free after-school tutoring and educational materials to underprivileged children in Taiwan's rural areas. Their mission is to use education to help these children escape the cycle of poverty, improve the academic performance of 3,000 children annually, and equip them with the skills and knowledge needed for a competitive future.

Hiyes International sponsored the 11th Annual ADA (Advanced Developers Association) Charity Christmas Run in 2023, responding to public welfare and encouraging employees to participate in a lively and healthy running event.



GRI content index table

Disclaimer	Hiyes International Development Co., Ltd. has prepared this report in accordance with the GRI Standards, covering the period from January 1, 2023, to December 31, 2023.					
GRI Standards Used	GRI 1: Foundation 2021					
Applicable GRI Industry Standards	Not Applicable					
Topic	Disclosure Items	Item Description	Chapter	Page	Note	GRI Industry Standards Disclosure Items Reference Number
GRI 2: General Disclosures 2021						
Organizational Details and Reporting Practices	2-1	Organizational Details	2.1 Company Overview	14		
	2-2	Entities Included in the Sustainability Report	Editing Principles	03		
	2-3	Reporting Period, Frequency, and Contact Information	Editing Principles	03		
	2-4	Information Recalculation and Restatements	Editing Principles	03		
	2-5	External Assurance / Verification	Editing Principles	03		
Activities and Workers	2-6	Activities, Value Chain, and Other Business Relationships	2.1 Company Overview	14		
	2-7	Employees	5.1.2 Employee Statistics	38		
	2-8	Non-Employee Workers	5.1.2 Employee Statistics	38		
Governance	2-9	Governance Structure and Composition	2.1 Company Overview/Organization Structure	14/17		
	2-10	Nomination and Selection of the Highest Governance Body	3.1.1 Board of Directors	21		
	2-11	Chair of the Highest Governance Body	3.1.1 Board of Directors	21		
	2-12	Role of the Highest Governance Body in Overseeing Impact Management	1.1 Sustainable Development Committee	05		
	2-13	Person Responsible for Impact Management	1.1 Sustainable Development Committee	05		
	2-14	Role of the Highest Governance Body in Sustainability Reporting	1.1 Sustainable Development Committee	05		
	2-15	Conflict of Interest	3.1.1 Board of Directors	21		
	2-16	Communicating Key Significant Events	3.1.1 Board of Directors	21		
	2-17	Collective Knowledge of the Highest Governance Body	3.1.1 Board of Directors	21		
	2-18	Evaluation of the Performance of the Highest Governance Body	3.1.1 Board of Directors	21		

Topic	Disclosure Items	Item Description	Chapter	Page	Note	GRI Industry Standards Disclosure Items Reference Number
Governance	2-19	Remuneration Policies	3.1.1 Board of Directors/Compensation Committee	21/24		
	2-20	Compensation Decision-Making Process	3.1.1 Board of Directors/Compensation Committee	21/24		
	2-21	Annual Total Compensation Ratio	-		This information is confidential and therefore not disclosed.	
Strategy, Policies, and Practices	2-22	Sustainability Strategy Statement	Message from the Management	02		
	2-23	Policy Commitments	3.1.4 Ethics and Integrity	26		
			3.4 Operational Performance	29		
			4.2 Carbon Emission	35		
			5.2.1 Compensation and Benefits	43		
			5.2.2 Talent Development	48		
	2-24	Incorporate policy commitments	3.1.4 Ethics and Integrity	26		
			3.4 Operational Performance	29		
			4.2 Carbon Emission	35		
			5.2.1 Compensation and Benefits	43		
			5.2.2 Talent Development	48		
	2-25	Remediation Procedures for Negative Impacts	3.1.4 Ethics and Integrity	26		
			3.3 Regulatory Compliance	28		
	2-26	Mechanism for Seeking Advice and Raising Concerns	3.1.4 Ethics and Integrity	26		
			3.3 Regulatory Compliance	28		
	2-27	Regulatory Compliance	3.3 Regulatory Compliance	28		
	2-28	Membership Requirements for Public Associations	2.4 Participation in External Organizations	18		
Stakeholder Negotiations	2-29	Stakeholder Engagement Policy	1.2 Identifying Stakeholders	06		
	2-30	Group Agreement	-		Employees of this company have not signed a group agreement.	

Topic	Disclosure Items	Item Description	Chapter	Page	Note	GRI Industry Standards Disclosure Items Reference Number
GRI 3: Material Topics 2021						
Material Topics	3-1	Process for Determining Material Topics	1.4 Identifying Material Topics	08		
	3-2	List of Material Topics	1.4 Identifying Material Topics	08		
Economic Aspect						
Economic Performance						
GRI 3: Material Topics 2021	3-3	Management of Material Topics	3.4 Operational Performanc	29		
GRI 201: Economic Performance 2016	201-1	Direct Economic Value Generated and Distributed by the Organization	3.4 Operational Performanc	29		
	201-2	Financial Impacts of Climate Change and Other Risks and Opportunities	Climate Chapter	64		
	201-3	Definition of Benefit Plan Obligations and Other Retirement Plans	5.2.1 Compensation and Benefits	43		
	201-4	Government Financial Subsidies	-		The company does not receive any government financial subsidies, and therefore, there is no relevant information to disclose.	
Environmental Aspect						
Energy						
GRI 302: Energy 2016	302-1	Energy Consumption Within the Organization	4.1 Energy Management	34		
	302-3	Energy Intensity	4.1 Energy Management	34		
Emission						
GRI 3: Material Topics 2021	3-3	Management of Material Topics	4.2 Carbon Emission	35		
GRI 305: Emissions 2016	305-1	Direct Greenhouse Gas Emissions (Scope 1)	-		Information is not disclosed due to incomplete data.	
	305-2	Direct Greenhouse Gas Emissions (Scope 1)	4.1 Energy Management	34		
	305-3	Indirect Greenhouse Gas Emissions (Scope 2) from Energy	-		Information is not disclosed due to incomplete data.	
	305-4	Other Indirect Greenhouse Gas Emissions (Scope 3)	4.1 Energy Management	34		

Topic	Disclosure Items	Item Description	Chapter	Page	Note	GRI Industry Standards Disclosure Items Reference Number
GRI 305: Emissions 2016	305-5	Greenhouse Gas Emission Reduction	-		Information is not disclosed due to incomplete data.	
	305-6	Emissions of Ozone-Depleting Substances	-		The company does not have any production processes, so there is no relevant information to disclose.	
	305-7	Nitrogen Oxides (NOx), Sulfur Oxides (SOx), and Other Significant Gas Emissions	-		The company does not have any production processes, so there is no relevant information to disclose.	
Social Aspect						
Labor-Management Relations						
GRI 3: Material Topics 2021	3-3	Management of Material Topics	5.2.1 Compensation and Benefits	43		
GRI 401: Labor-Management Relations 2016	401-1	New Hires and Departing Employees	5.2.1 Compensation and Benefits	43		
	401-2	Benefits Provided to Full-Time Employees (Excluding Temporary or Part-Time Employees)	5.2.1 Compensation and Benefits	43		
	401-3	Parental Leave	5.2.1 Compensation and Benefits	43		
	Compensation	Disclosure Requirements for Non-Managerial Full-Time Employees: Headcount, Average Salary, Median Salary, and Year-over-Year Changes	-		This information is confidential and thus not disclosed.	
Occupational Health and Safety						
GRI 403: Occupational Health and Safety 2018 Management Guidelines	403-3	Occupational Health Services	5.2.3 Labor-Management Communication and Occupational Safety	52		
	403-4	Worker Participation, Consultation, and Communication on Occupational Health and Safety	5.2.3 Labor-Management Communication and Occupational Safety	52		
	403-6	Employee Health Promotion	5.2.3 Labor-Management Communication and Occupational Safety	52		

Topic	Disclosure Items	Item Description	Chapter	Page	Note	GRI Industry Standards Disclosure Items Reference Number
Training and Education						
GRI 3: Material Topics 2021	3-3	Management of Material Topics	5.2.2 Talent Development	48		
GRI 404: Training and Education 2016	404-1	Average Training Hours per Employee per Year	5.2.2 Talent Development	48		
	404-2	Programs for Upgrading Employee Skills and Transition Assistance	-		Information is not disclosed due to incomplete data.	
	404-3	Percentage of Employees Receiving Regular Performance and Career Development Reviews	5.2 Right Person for the Right position	43		
Employee Diversity and Equal Opportunity						
GRI 405 : Employee Diversity and Equal Opportunity 2016	405-1	Diversity of Governance Bodies and Employees	5.1.2 Employee Statistics	37		
Human Rights Assessment						
GRI 412: Human Rights Assessment 2016	412-1	Operational Activities Subject to Human Rights Reviews or Impact Assessments	5.1.1 Human Rights Protection	37		
	412-2	Employee Training on Human Rights Policies and Procedures	5.1.1 Human Rights Protection	37		
Custom Topics						
Information Security						
GRI 3: Material Topics 2021	3-3	Management of Material Topics	3.6 Information Security Protection	31		
Custom Material Topics	Customized	No Major Cybersecurity Incidents Occurred	3.6 Information Security Protection	31		
Ethics and Integrity						
GRI 3: Material Topics 2021	3-3	Management of Material Topics	3.1.4 Ethics and Integrity	26		
Custom Material Topics	Customized	No Ethical or Integrity Issues Reported		25		

Climate Chapter

Item	Implementation Status
1. Describe the Board's and Management's Oversight and Governance of Climate-Related Risks and Opportunities.	To address climate change, we will initiate the ISO 14064-1 greenhouse gas inventory process in 2024. The scope for the first year will be limited to the headquarters, with plans to gradually include subsidiaries, and the progress and schedule will be reported to the Board on a regular basis.
2. Describe how identified climate-related risks and opportunities affect the company's business, strategy, and financials (short-term, medium-term, and long-term).	The Impact of Climate-Related Risks and Opportunities on the Company's Business in the Short Term (1 year), Medium Term (2-8 years), and Long Term (more than 8 years).After analyzing the financial and non-financial impacts of climate-related risks, the key climate risks identified are: "transition to low-emission technologies (low-carbon services)", "strengthened reporting obligations for emissions", "increased energy costs", and "increased severity and frequency of extreme weather events". The key climate opportunities identified are: "reducing electricity consumption", "developing low-carbon products and services", and "participating in renewable energy projects and adopting energy-saving measures". In response, three main strategies have been developed: promoting low-carbon services, improving resource efficiency, and achieving near-zero to net-zero emissions for the organization.
3.Describe the financial impacts of extreme weather events and transition actions.	The Financial Impacts of Extreme Weather Events and Transition Actions: Extreme weather events, such as typhoons and sudden heavy rainfall, may cause disruptions to the operations of reception centers, affect employee transportation and safety, and reduce opportunities for clients to visit properties and complete transactions, leading to significant financial impacts on the company.Transition risks include strengthened carbon emission reporting obligations, which will increase operational and carbon reduction equipment setup costs. Transition opportunities include modularizing the building materials for reception centers, which can achieve reuse and sustainability.
4.Describe how the identification, assessment, and management processes of climate risks are integrated into the overall risk management system.	Our company will use the upcoming greenhouse gas inventory to quantify and manage overall emissions, identify significant climate-related risks and opportunities, assign risk control responsibilities to relevant departments, disclose risk management operations and response measures, and regularly review and report to the Board of Directors.
5.When using scenario analysis to assess resilience to climate change risks, describe the scenarios, parameters, assumptions, analytical factors, and key financial impacts used.	Our company has not yet adopted climate change scenario analysis.

Item	Implementation Status
6.If there is a transformation plan to manage climate-related risks, describe the content of the plan and the indicators and targets used to identify and manage physical risks and transition risks.	Our company manages various physical and transition risks through three main strategic plans: "Regulatory Compliance," "Hardware Equipment Upgrades," and "Greenhouse Gas Inventory."First, we regularly update climate-related regulations, strictly adhere to their requirements, and use them as the foundation for developing our transformation plan. Second, we will replace cooling equipment with energy-efficient and carbon-reducing options and modularize the building materials for the reception center.Third, gradually complete the greenhouse gas inventory and develop reduction policies.
7.If using internal carbon pricing as a planning tool, explain the basis for setting the price.	Currently, our company has not planned an internal carbon pricing mechanism. Apart from waiting for further greenhouse gas regulations or guidelines from government agencies, we plan to implement self-assessment and reduction measures.
8.If climate-related targets have been set, describe the activities covered, the scope of greenhouse gas emissions, the planned timeline, and annual progress towards achieving these targets.If carbon offsets or Renewable Energy Certificates (RECs) are used to achieve related targets, describe the sources and quantities of the carbon reductions achieved or the number of RECs purchased.	In 2023, we published our first Sustainability Report and continue to implement and execute our sustainability plans.To minimize the impact of our operations on the surrounding environment, we invest substantial resources into all environmental indicators to pursue our vision of sustainable development, aiming to reduce the company's greenhouse gas emissions as much as possible to achieve carbon neutrality for our products or activities.
9.Greenhouse Gas Inventory and Assurance Status, Reduction Targets, Strategies, and Specific Action Plans (as detailed in sections 9-1 and 9-2).	According to the Sustainable Development Roadmap, our company, being a company with a capital of less than NT\$5 billion, is required to complete the greenhouse gas inventory for the consolidated financial statements of the parent and subsidiary companies by 2027, with 2026 set as the base year. As of now, we have not yet conducted the greenhouse gas inventory for the consolidated financial statements, and therefore have not established a base year, reduction targets, strategies, or specific action plans.
9-1.Description of Greenhouse Gas Emissions for the Most Recent Two Years (in Metric Tons CO2e), Intensity (Metric Tons CO2e/Million NTD), and Data Coverage.	Our company has not yet conducted a greenhouse gas inventory.
9-2.Describe the assurance status for the most recent two years as of the report publication date, including the scope of assurance, assurance provider, assurance standards, and assurance opinion.	According to the Sustainable Development Roadmap, our company, being a company with a capital of less than NT\$5 billion, is required to complete the greenhouse gas assurance for 2027 by 2028. As of now, we have not yet conducted the greenhouse gas inventory.

Sustainability Accounting Standards Board (SASB)

Infrastructure: Real Estate Services 2023/12 Version

SASB Topic	Number	Accounting Indicators	Disclosure Method	Disclosure Content
Sustainability Services				
Revenue from Energy and Sustainability Services	IF-RS-410a.1	Revenue from Energy and Sustainability Services Should Be Disclosed	Measurement	Hiyes International is a real estate brokerage company that primarily offers intermediary services for property rentals and sales. Their services include pre-sale homes, available properties, and new residential and commercial properties. Hiyes International does not primarily generate revenue from providing energy and sustainability services, and therefore has no direct revenue from these services.
Providing Energy and Sustainability Services (1) Building Area (2) Number of Buildings	IF-RS-410a.2	Disclose (1) the building area that passed the energy assessment during the reporting period Disclose (2) the number of buildings that passed the energy assessment during the reporting period.	Measurement	Not applicable. Hiyes International is a real estate brokerage company and does not provide property management services, so there is no building area or number of properties for energy and sustainability services.
For Energy Assessment Passed (1) Building Area (2) Number of Buildings	IF-RS-410a.3	Disclose (1) the building area that passed the energy assessment during the reporting period Disclose (2) the number of buildings that passed the energy assessment during the reporting period.	Measurement	Not applicable. Hiyes International is a real estate brokerage company and does not provide property management services, so we have not conducted energy assessments for buildings related to energy and sustainability services.
Information Transparency and Conflict of Interest Management				
Brokerage Revenue from Dual Agency Transactions	IF-RS-510a.1	Disclose the revenue directly from dual agency transactions in real estate brokerage services, and describe the company's policies and practices to ensure employees' professional integrity and obligations, and to avoid conflicts of interest in dual agency situations.	Measurement	In Taiwan, the brokerage system operates under a dual agency model (where both the buyer and the seller can be represented by the same company). We disclose information within this disclosure framework. In 2023, Hiyes International's brokerage revenue from dual agency transactions amounted to NT\$5.28 billion. Buyers can also use the Actual Price Registration System to understand the fair transaction prices of the property in question and surrounding properties, ensuring their interests.

SASB Topic	Number	Accounting Indicators	Disclosure Method	Disclosure Content
Revenue from Valuation Service-Related Transactions	IF-RS-510a.2	Disclose Revenue from Transactions Involving Valuation Services	Measurement	Not applicable. Hai Yue International only provides market information to sellers as a price reference during the real estate brokerage process and does not offer valuation services, thus there is no revenue from valuation services.
		Describe the company's policies and practices to ensure employees' professional integrity and obligations, and to avoid conflicts of interest in valuation services.		
Monetary Losses Resulting from Legal Actions Related to Professional Integrity	IF-RS-510a.3	Disclose the total amount of monetary losses resulting from legal actions related to professional integrity or obligations incurred during the reporting period.	Measurement	In 2023, Hiyes International did not face any monetary losses due to fraud, corruption, or bribery.
		Provide a brief description of the nature and background of all monetary losses incurred due to legal proceedings.		
		Provide a description of any corrective actions taken as a result of legal proceedings.		
Activity Metrics				
-	IF-RS-000.A	Number of Property Management Clients (1) Tenant;(2) Property Owner	Measurement	Not Applicable. Hiyes International provides real estate brokerage services only and does not offer property management services, therefore there is no data available on the number of property management clients.
	IF-RS-000.B	Number and Area of Buildings Managed by Owners with Operational Control	Measurement	The headquarters building of Hiyes International, which is under operational control, has a total floor area of 377.13 square meters (114.08 ping). Note: The area is calculated as 30% of the total floor area of the building.
	IF-RS-000.C		Measurement	
	IF-RS-000.D	Number of Lease Transactions (1) Tenant; (2) Property Owner	Measurement	Not Applicable. Hai Yue International is a real estate brokerage firm and does not offer leasing services.
	IF-RS-000.E	Number of Valuations Provided	Measurement	Not Applicable. Hiyes International only provides market information to sellers as a price reference during real estate brokerage services and does not offer appraisal services, so there is no appraisal data.

Verification Statement



海悅國際開發股份有限公司 2023 年永續報告書之獨立保證意見聲明書

聲明書編號:2406011

海悅國際開發股份有限公司(以下簡稱海悅國際)與格瑞國際驗證有限公司(以下簡稱格瑞驗證)為相互獨立的公司及組織,格瑞驗證除了針對該公司 2023 年永續報告書進行評估和查證外,與海悅國際並無任何財務上的關係。

本獨立保證意見聲明書(以下簡稱聲明書)的目的,僅作為對下列有關海悅國際之永續報告書所界定範圍內的相關事項進行保證之結論,而不作為其他之用途。除對查證事實提出聲明書外,對於其他目的之使用,或閱讀此聲明書的任何人,格瑞驗證並不負有或承擔任何相關法律或其他之責任。

本聲明書係基於海悅國際提供予格瑞驗證之相關資訊所作查證之結論,因此審查範圍乃基於並局限在這些提供的資訊內容之內,格瑞驗證認為這些信息內容都是完整且準確的。對於這份聲明書所載內容或相關事項之任何疑問,將全部由海悅國際回覆。

保證範圍

海悅國際與格瑞驗證協議的查證範圍包括:

1. 整份永續報告書內容及海悅國際在 2023 年 1 月 1 日至 2023 年 12 月 31 日的所有營運績效。
2. 依照 AA1000 保證標準 v3 的第 1 應用類型評估海悅國際遵循 AA1000 當責性原則標準(2018)的本質和程度,不包括對於報告書揭露的資訊/數據之可信賴度的查證。
3. 本聲明書以中文作成,並翻譯成英文以供參考。

意見聲明

我們總結海悅國際之永續報告書內容,對於海悅國際的相關運作與績效則提供一個公平的觀點。我們相信有關海悅國際 2023 年的經濟、社會、環境及公司治理等特定績效指標是被正確無誤地展現。報告書所揭露的績效指標展現了海悅國際對鑑別及滿足利害關係人的期望與努力。

我們的查證工作是由一組具有依據 AA1000 保證標準 v3 查證能力之團隊執行,以及規劃和執行這部分的工作,以獲得必要的資訊數據及說明。我們認為海悅國際所提供的證據足夠以表明其依據 AA1000 保證標準 v3 及其 2018 年附錄的報告方法與自我聲明符合 GRI 永續性報導準則。

查證方法

為了收集與作成結論有關的證據,我們執行了以下工作:

- 對來自外部團體相關於海悅國際之公司政策的議題,進行高階管理的審查,以確認本報告中聲明書的合適性;
- 與海悅國際之主管討論有關利害關係人參與的方式,且並未直接接觸外部利害關係人;
- 訪談與永續報告書編制及資訊提供有關的職員;
- 在抽樣基礎上稽核海悅國際之績效數據;
- 審查報告中所作宣告的支持性證據;
- 針對海悅國際之報告及其相關 AA1000 當責性原則(2018)中描述有關包容性、重大性、回應性及衝擊性原則的流程管理進行審查。

結論

針對 AA1000 當責性原則(2018)之包容性、重大性、回應性、衝擊性與 GRI 永續性報導準則的詳細審查結果如下:

第一頁(共二頁)



包容性

海悅國際已建立與主要利害關係人合作的過程,包含股東、客戶、員工及非營利組織等,於 2023 年展開一系列利害關係人活動,涉及經濟、社會、環境和公司治理等一系列重大主題。以我們的專業意見而言,這份報告書涵蓋了海悅國際的包容性議題。

重大性

報告書已載明海悅國際所關注環境、人群(含人權)和經濟等主題,並鑑別出 6 項重大主題包括節能減碳、倫理誠信、經營績效、人才培育、薪酬福利及資訊安全等。以我們的專業意見而言,這份報告書適切地涵蓋了海悅國際的重大性議題。

回應性

海悅國際執行來自利害關係人的要求與看法之回應。實行方法包括股東會、法人說明會、年報及財報、官方網站、公開資訊觀測站、客戶聯絡管道、員工績效考核、內部申訴電子信箱、非政府組織聯絡管道、及公益捐款活動等眾多的內部和外部利害關係人的溝通機制,作為提供進一步回應利害關係人的機會,並能對利害關係人所關切議題及時回應。以我們的專業意見而言,這份報告書涵蓋了海悅國際的回應性議題。

衝擊性

海悅國際已鑑別,並以平衡且有效之量測及揭露方式公正地展現其衝擊。海悅國際已建立監督、量測、評估及管理衝擊之流程,有助於組織內實現更有效之決策與成果管理。就我們的專業意見而言,本報告涵蓋了海悅國際的衝擊性議題。

GRI 永續性報導準則

海悅國際提供有關依據 GRI 永續性報導準則之自我宣告與相關資料,基於審查的結果,我們確認報告書參照 GRI 永續性報導準則的社會責任與永續發展的相關揭露項目已被揭露、部分揭露或省略。以我們的專業意見而言,此自我宣告涵蓋了海悅國際的社會責任與永續性主題。

保證等級

依據 AA1000 保證標準 v3 及其 2018 年附錄,我們的查證與本聲明書為中度保證等級,如同本聲明書中所描述的範圍與方法。

責任

本聲明書的意見聲明供海悅國際使用。我們的責任僅基於所描述的範圍與方法,提供專業意見並提供利害關係人一個獨立的聲明書。

能力與獨立性

格瑞驗證為由各管理系統領域的專家組成。本查證團隊係由具專業背景,且接受過如 AA1000AS v3、ISO 9001、ISO 14001 與 ISO 45001 之一系列永續發展、環境及社會等管理標準的訓練,具有主導稽核員資格之成員組成。

基於保證團隊之查證行為,並由

格瑞國際驗證有限公司(中華民國,台灣)於 2024 年 07 月 03 日簽署發行

張盛 陳天復 總經理



第二頁(共二頁)



Independent Assurance Statement Based on 2023 Sustainability Report of HIYES INTERNATIONAL CO., LTD.

Statement No.: 2406011

HIYES INTERNATIONAL CO., LTD. (hereinafter referred to as HIYES) and GREAT International Certification Co., Ltd. (hereinafter referred to as GREAT) are independent companies and organizations. Except for the evaluation and verification of the company's 2023 sustainability report, GREAT has no financial relationship with HIYES.

The purpose of this independent assurance statement (hereinafter referred to as the Statement) is only to serve as the conclusion of guaranteeing the relevant matters within the scope defined in the following relevant HIYES's Sustainability Report, and not for other purposes. Except for the Statement for fact verification, GREAT does not bear any relevant legal or other responsibilities for the use of other purposes, or anyone who reads this Statement.

This Statement is based on the conclusions made by the relevant information verification provided by HIYES to GREAT. Therefore, the scope of the review is based on and limited to the content of the information provided. GREAT believes that the information content is complete, accurate and precise. Any questions about the content of this Statement or related matters will be answered by HIYES.

The Scope of Assurance

The verification scope of HIYES and GREAT agreement includes:

- The contents of the entire sustainability report and all operating performance of HIYES from January 1, 2023 to December 31, 2023;
- According to the type 1 of AA1000 Assurance Standard v3, evaluate the nature and degree of HIYES's compliance with the AA1000 Accountability Principles (2018), excluding the verification of the reliability of the information/data disclosed in the report.
- This Statement is made in Chinese and translated into English for reference.

Verification Opinion

We summarize the content of HIYES's sustainability report, and provide a fair standpoint of HIYES's related operations and performance. We believe that the specific performance indicators of HIYES in 2023, such as economy, society, environment and corporate governance, are presented correctly. The performance indicators disclosed in the report demonstrate HIYES's expectations and efforts to identify and satisfy stakeholders.

Our verification work is carried out by a group of teams with verification capabilities according to the AA1000 Assurance Standard v3, as well as the planning and execution of this part of the work to obtain the necessary information data and instructions. We believe that the evidence provided by HIYES is sufficient to show that its reporting method and self-declaration in accordance with the AA1000 Assurance Standard v3 and its 2018 appendix are in line with the GRI Sustainability Reporting Guidelines.

Verification method

To gather the evidence relevant to the conclusions, we performed the following:

- To conduct a senior management review of issues from external parties related to HIYES's corporate policies to confirm the appropriateness of the statement in this report;
- To discuss with the managers of HIYES about the way of stakeholder participations, and have no direct contact with external stakeholders;
- To interview with employees related to the preparation of the sustainability report and information provision;
- To audit the performance data of HIYES on a sampling basis;
- To evidence supporting the claims made in the review report;
- To Review the management process of the principles of inclusivity, materiality, responsiveness, and impact described in the company report and its related AA1000 Accountability Principles (2018).

Conclusion

The results of a detailed review of the AA1000 Accountability Principles (2018) including inclusivity, materiality, responsiveness, impact and GRI sustainability reporting standards are as follows:

- **Inclusivity**

Page 1 of 2



HIYES has established a process of cooperation with major stakeholders, including shareholders, customers, employees, and non-profit organization, etc., and will launch a series of stakeholder activities in 2023, involving economy, society, environment, corporate governance and a series of major themes. In terms of our professional opinion, this report covers the inclusivity issues of HIYES.

- Materiality

The report has stated that HIYES focuses on environment, people (include human right) and economy topics, and identified 6 major topics including energy saving and carbon reduction, ethical integrity, operating performance, talent education, salary and benefits, and information security, etc. In terms of our professional opinion, this report appropriately covers the materiality issues of HIYES.

- Responsiveness

HIYES responds to requests and opinions from stakeholders. Implementation methods include shareholders meeting, corporate briefing session, annual report and financial report, official website, public information observatory, customer contract channel, employee performance appraisal, internal grievance email, non-profit organization contact channel, and charity donation activities, those numerous internal and external stakeholder communication mechanisms, as an opportunity to provide further responses to stakeholders, and to promptly respond to stakeholder concerns. In terms of our professional opinion, this report covers the responsiveness issues of HIYES.

- Impact

HIYES has identified and fairly demonstrated its impact with balanced and effective measurement and disclosure. HIYES has established a process for monitoring, measuring, evaluating and managing impacts, which helps to achieve more effective decision-making and results management within the organization. In terms of our professional opinion, this report covers the impact issues of HIYES.

- GRI Guidelines

HIYES provides the self-declaration of compliance with the GRI Sustainability Reporting Standards and relevant information. Based on the results of the review, we confirm that the report refers to the social responsibility and sustainability of the GRI Sustainability Reporting Standards. Relevant disclosure items for developments have been disclosed, partially disclosed, or omitted. In terms of our professional opinion, this self-declaration covers HIYES's social responsibility and sustainability themes.

Assurance level

According to the AA1000 Assurance Standard v3 and its 2018 Appendix, we have verified that this Statement is a moderate level of assurance, as described in the scope and methods of this Statement.

Responsibility

The responsibility of the sustainability report, as stated in this Statement, is owned by the person in charge of HIYES. The responsibility of GREAT is solely to provide professional opinions based on the scope and methods described, and to provide a Statement for the stakeholders.

Ability and Independence

GREAT is composed of experts in various management system fields. The verification team is composed of members with professional background, who have received training in a series of sustainable development, environmental and social management standards such as AA1000 AS v3, ISO 9001, ISO 14001 and ISO 45001, and are qualified as lead auditors.

On behalf of the assurance team JULY 03, 2024

GREAT International Certification Co., Ltd.

Taiwan, Republic of China


Signed by General Manager Wei J. Chen



Page 2 of 2



HI-YES GROUP.

Sustainability Report