

# 2024 永續報告書

SUSTAINABILITY REPORT



**HI-YES GROUP.**  
海悅國際開發 create your lifestyle

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## Message from the Management

Hiyes International insists on the principle of “taking from society and giving back to society,” by taking practical actions to support social welfare, including medical health, disadvantaged groups in society, and local culture. In 2024, Hiyes International donated more than NT\$10 million to the following: NTU Civil Engineering Culture and Education Foundation; Lan-Chui Social Welfare Foundation; Chinese Taipei Mazu Organization; Hong Dow Sports Development Foundation (for the sponsorship of Olympic boxer Huang Hsiao-Wen); Real Estate Marketing Agency Association of the R.O.C; Chung-Hua Elementary School, Hualien City, Hualien County (for the sponsorship of the Archery Team competing in the “Singapore Archery Youth Open”); Formosa Cancer Foundation (Cancer Fighters); Formosa Cancer Foundation (Charity Concert); Noordhoff Craniofacial Foundation; Taiwan Foundation for Disaster Relief (fundraising project for the 0403 Hualien Earthquake); Chinese Taipei Mazu Organization; Shouchuang Culture and Education Foundation; the 4th Mobilization for Blood (blood donation event); NTU Civil Engineering Culture and Education Foundation (road running event); Association of Taipei City Firefighters' Friends; Rongai Care and Service Association; Taiwan Wetland Society; Feng Chia University (Department of Land Management); Celebrity Soccer Association; and expenses for the Baseball Team at Shezi Elementary School, Taipei City.

In addition, due to the impact of global warming and climate change, the Company expects to continuously strengthen energy savings and carbon reduction efforts, improve various environmental management operations, and reduce the negative impact on the environment. Regarding energy saving and carbon reduction, the Company has replaced the old energy-consuming air conditioning equipment in the reception center to reduce its carbon footprint. Additionally, the minimum indoor temperature for the air conditioners has been set, and the configurations of the reception centers have been modularized. The measures, such as turning off lights to save energy, are advocated. We aim to reduce power consumption year by year through the full implementation of energy saving and carbon reduction measures.

As a company that primarily operates as a real estate marketing agency, Hiyes has signed an MOU with the Taiwan Construction Research Institute and the Taiwan Wellness Building Association for the Hiyes International Building, which is currently under construction as part of the superficies project initiated by the previous Taipei City Council. It aims to create a dual platinum sustainable building that provides a healthy working environment, improves the energy efficiency of building spaces, reduces negative environmental impacts, and generates sustainable value.





Facing the fiercely competitive business environment at the moment, the Company has been considering how to make the enterprise sustainable. To reflect the mindset at the corporate governance level, the goal is to strengthen the effectiveness of the board of directors. In recent years, the Company, through its board of directors, has approved the establishment of the Sustainable Development Committee and the Risk Management Committee to enhance its goal of implementing sustainable development, sustainable governance, and establishing a risk management mechanism. The Committee also provides directors with the information required to perform their duties and assists them in complying with laws and regulations. The Company also formulates a performance evaluation method for the board of directors to improve the quality of the board's decision-making. We also disclose important regulations, corporate governance practices, and stakeholder communication on the Company's official website to improve the transparency of information disclosure. To both internal and external personnel, we declare that the Company will concretely implement environmental (E), social (S), and governance (G) principles in its daily operations. Overall, the Company's governance operations run well.

As a leader in real estate marketing agencies, the Company relies on excellent human resources to shape the value of its products and sell them. We offer market-competitive salaries and benefits to attract talent. Every year, we plan a comprehensive education and training system for employees to learn and grow, provide education subsidies as encouragement for them to obtain industrial licenses and qualifications, and implement various welfare measures to enhance their sense of belonging to the Company, enabling them to achieve a balance between work and personal life. Meanwhile, the Company regularly engages medical professionals to provide consulting services. It is the Company's goal to strive to ensure the physical and mental health of its employees.

Looking to the future, while pursuing the growth of enterprise profit, the Company will continuously strengthen its ESG aspects, including improving corporate governance to protect shareholders' rights, developing green products to reduce negative impacts on the environment, caring for employees' physical and mental health and safety, and participating in public welfare, in order to achieve the goal of sustainable corporate 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, Hiyes International Co., Ltd.





## Editorial Guidelines 2-2~2-5

In order to pursue corporate sustainable development and improve information transparency, Hiyes International Co., Ltd. has issued the 2024 Sustainability Report (“the Report”). Through the issuance of the Report, we explain to stakeholders that under the goal of sustainable operation, the Company’s measures and performance in terms of constructing ethical governance, implementing environmental protection measures and occupational safety, as well as increasing the compensation and benefits of employees. The Company expects constant attention and valuable advice from stakeholders to enable it to move faster along the path of corporate sustainable operation.

### Boundaries and Scope of the Report

The Report discloses business data from January 1, 2024 to December 31, 2024. The data covers the operating locations of Hiyes International in Taiwan (excluding subsidiaries), while the operating revenue utilizes the consolidated data.

### Basis of Preparation and the Method to Verify the Information

- The preparation architect of the Report adopts the general principles of the GRI Standards 2021, released by the Global Reporting Initiative (“GRI”), and meets the requirements provided in the “Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies” for the reference of stakeholders.
- The financial data disclosed in the Report primarily consists of consolidated financial data, which have been audited and attested by Deloitte Taiwan in accordance with the International Financial Reporting Standards (IFRS). The calculation unit is in NT\$ thousands. The data on environmental protection, employees, and occupational safety are aggregated and calculated by the responsible departments, verified by department heads, and presented in the format

of internationally accepted indicators. In order to improve the disclosure quality of the Report, Great International Certification Co., Ltd. was commissioned to conduct a Type 1 mid-level assurance verification based on AA1000AS v3, confirming that the Report complies with the requirements of GRI Standards 2021 and that the assurance statement has been obtained. The statement is attached in the appendix of the Report for reference.

- The Report is the third one, and there is no significant change in the scope and subject boundaries, including scale, structure, ownership, and supply chain; therefore, there is no restatement.

### Frequency of Issuance

This is the third ESG report released by Hiyes International Co., Ltd. In the future, the Company will release the Report annually. In order to improve the transparency of the information disclosed in the Report and its accessibility, the complete digital file of the Report is available for download on the official website of Hiyes.

- Release date: August 2025.
- Next release date: August 2026.

### Feedback

If you have any comments or advice about the Report, please contact us.

Hiyes International Co., Ltd., Contact: Finance Department  
Address: No. 260, Dunhua N. Road, Songshan District, Taipei City  
Tel: 02-8712-2888 Ext: 2258  
Email: [esg@hiyes.tw](mailto:esg@hiyes.tw)

# 1

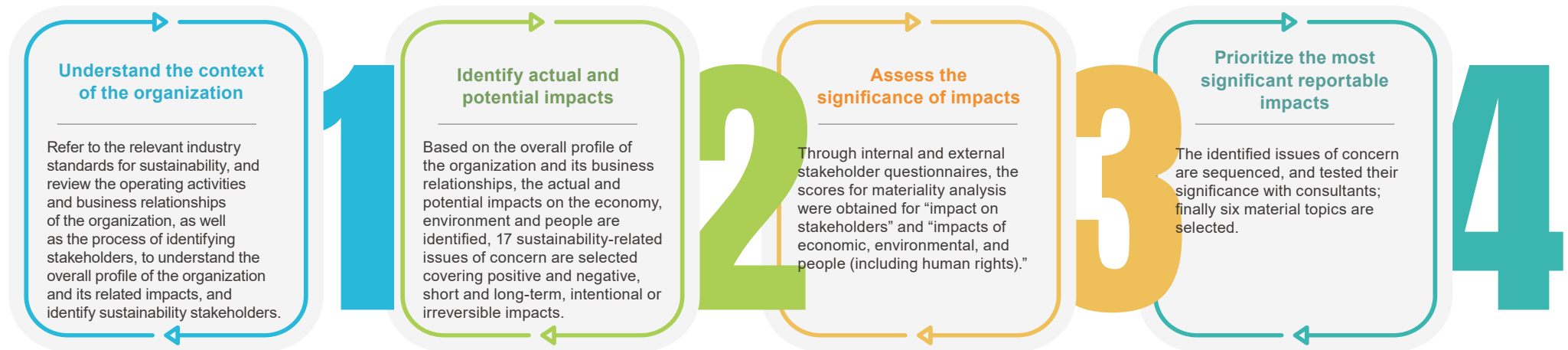
## Identification of Stakeholders and Material Topics

- 1.1 Sustainable Development Committee
- 1.2 Confirming Stakeholders
- 1.3 Communications Channels and Issues of Concern to Stakeholders
- 1.4 Material Topics Identification



## I. Identification of Stakeholders and Material Topics 2-29

### >> Process for Identifying Stakeholders and Material Topics



### 1.1 Sustainable Development Committee 2-12~2-14

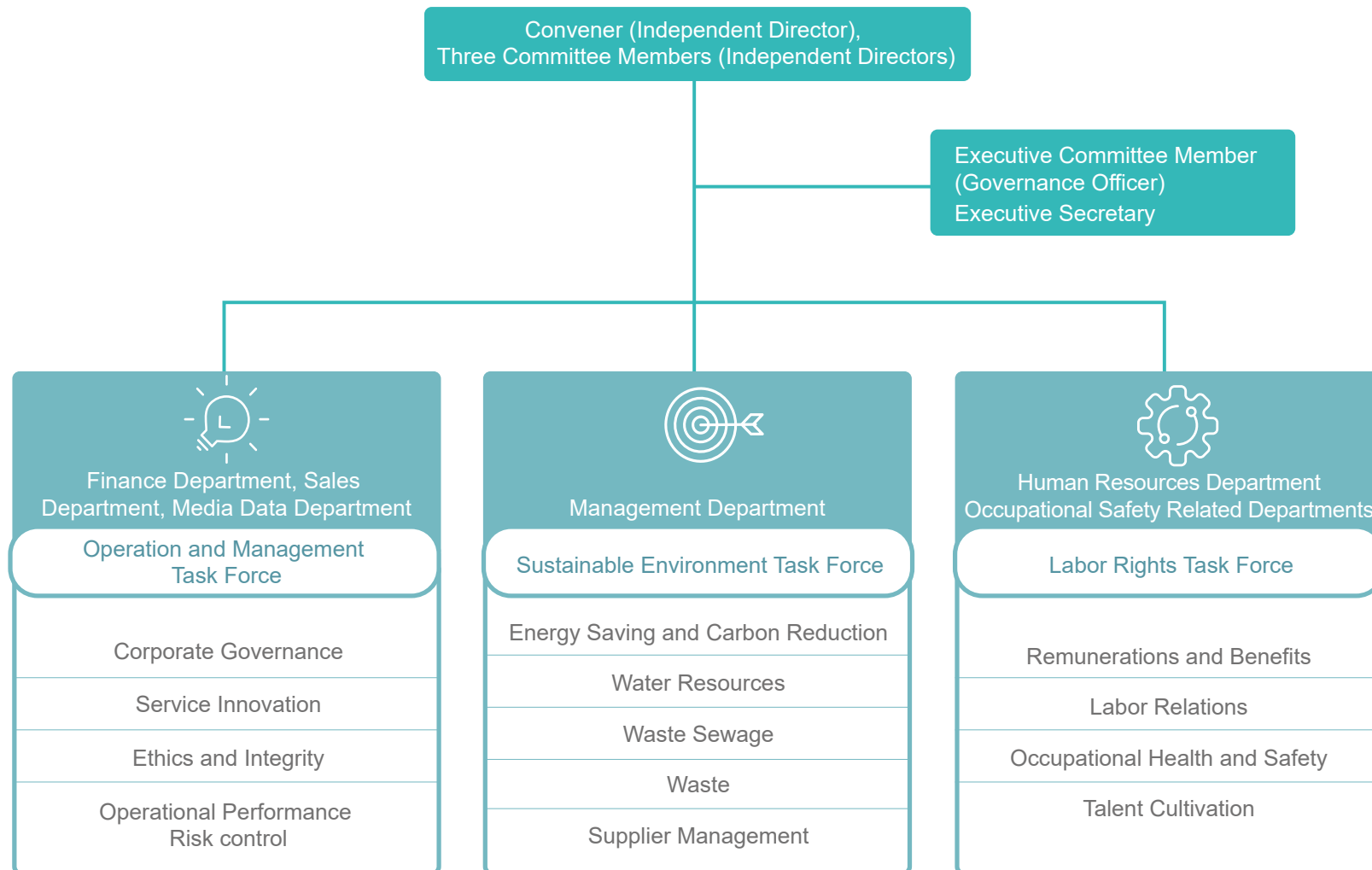
Hiyes International Co., Ltd. ("Hiyes International") established the Sustainable Development Committee by the Board of Directors in 2024, with four independent directors serving as chairpersons. Various functional task forces were set up under the Committee, and led by department heads. By holding meetings from time to time, the communication mechanism among departments is strengthened, and internal and external resources are mobilized for project planning and management. Through continuous improvement, the principles of sustainable corporate development are achieved, and the results will be presented to the Board of Directors in the following year. Meanwhile, the Company also released the "Sustainable Development Best-Practice Principles" to the public and used them as a framework for implementing corporate sustainability to adapt to the international trend of balancing the environment, people (including human rights), and corporate governance development. The Company also shoulders the responsibilities of a corporate citizen, enhancing contributions to the national economy, improving the quality of life for employees, communities, and society, and promoting competitive advantages centered on corporate responsibility. In order to fulfill our corporate social responsibility, we will respect social ethics and pay attention to the rights and interests of all stakeholders. While pursuing sustainable management and profits, we will emphasize environmental, social (including human rights), and corporate governance factors, incorporating them into our corporate management and operations to fully demonstrate the Company's contributions to social responsibility.



Sustainable Development  
Best-Practice Principles  
of Hiyes International



## >> Organization Chart of the ESG Sustainability Committee



## 1.2 Confirming Stakeholders 2-29





By maintaining close and smooth communications with stakeholders, Hiyes International obtains valuable suggestions and advice from various sectors of society and makes timely responses and adjustments. The Company adopts an open and diverse attitude to listen to opinions from all parties, to understand the actual needs and expectations of stakeholders, with continuous improvements, to meet the corporate philosophy of sustainable operation. Hiyes International identifies stakeholders based on the five principles of stakeholder engagement (responsibility, influence, tension, diverse perspectives, and dependency) and refers to industry practices, and thereby understands the material economic (corporate governance), environmental, and people (including human rights) issues of concern to each stakeholder. After identification by all ESG Task Force members, stakeholders are categorized into four groups based on importance: shareholders, customers, employees and non-profit organizations.



## 1.3 Communications Channels and Issues of Concern to Stakeholders

Due to different identities, the key stakeholders of Hiyes International Development have different issues of the Company to concern. All departments of the Company actively maintain virtuous interactions with stakeholders through diverse channels, so that stakeholders concerned about the Company are able to understand the Company's operating status in a timely manner; meanwhile, the Company grasps the stakeholders' requirements and expectations toward the Company and responds to such in a timely manner. The Company reports the communication status with the key directors every year.

All departments of Hiyes International Development collect issues of concern raised by the key stakeholders during routine business dealings. The opinions are aggregated by the Sustainability Promotion Committee. Meanwhile, the 2021 edition of the GRI Standards and the ESG reports of peers are referred to for inducing the sustainability issues that cover the aspects of economy, environment, and people (including human rights), ensuring that the sustainability information disclosed by Hiyes International Development achieves the completeness and diversity required by the GRI Standards.

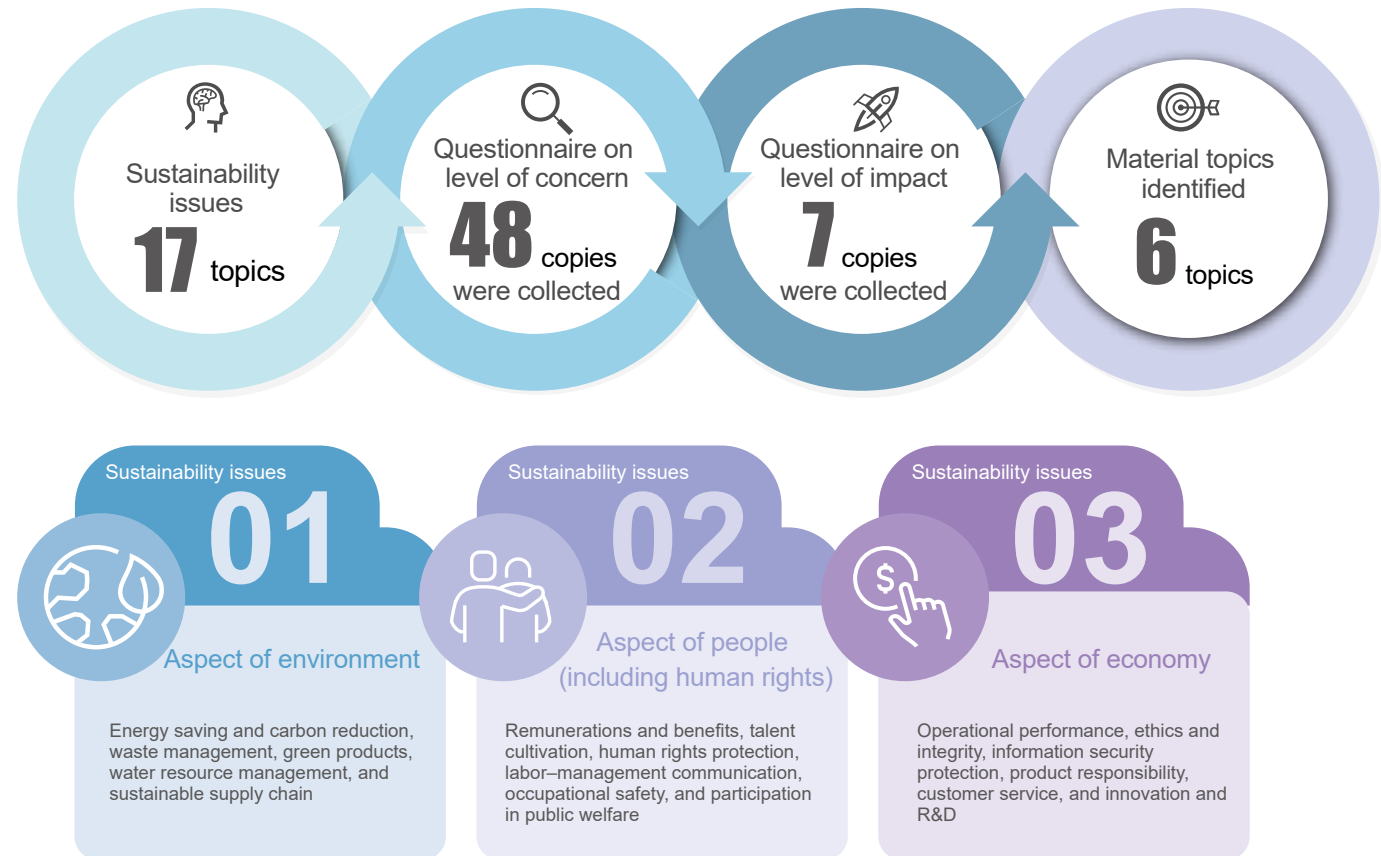
Key Stakeholders	Importance to the Company	Topic of Concern	Channels/Frequency of Communication
 Shareholders	Investors provide the company with a source of funds. Hiyes International Development continues to give back to investors with stable operating results, increase investor support, stabilize funds and create investment value.	<ul style="list-style-type: none"> <li>Ethical Management</li> <li>Operational Performance</li> <li>Corporate Governance</li> <li>Risk Management</li> <li>Customer Service</li> <li>Legal Compliance</li> </ul>	<ul style="list-style-type: none"> <li>Contact: <a href="mailto:spokesman1@hiyes.tw">spokesman1@hiyes.tw</a> (02)8712-8888#2268 Mr. Huang, Finance Department</li> <li>Shareholder Service Agency: Capital Securities Corporation</li> <li>Department of Shareholder Service Agency, (02) 27023999</li> <li>Regular</li> <li>Shareholders' meeting (annual)</li> <li>Investor conference (annual)</li> <li>Annual report and financial report (annual/quarterly)</li> <li>Revenue announcement (monthly)</li> <li>Official website</li> <li>Market Observation Posting System</li> </ul>
 Customers	Customers are the sources of revenue for Hiyes International. We listen to customers' needs, catch the industrial trends, and provide quality construction projects to improve customer satisfaction.	<ul style="list-style-type: none"> <li>Operational Performance</li> <li>Customer Service</li> <li>Information Security Protection</li> <li>Ethics and Integrity</li> <li>Legal Compliance</li> </ul>	<ul style="list-style-type: none"> <li>Contact: <a href="mailto:service@hiyes.tw">service@hiyes.tw</a></li> <li>0800-520-666 Ms. Chen, Customer Service Department</li> <li>Tel of each project site</li> <li>From time to time</li> <li>Official website/social community sites (LINE and Facebook)</li> </ul>
 Employees	Employees are the most important partners for Hiyes International to develop sustainable development. In addition to protecting employees' work rights and interests and providing market-competitive salary and benefit systems, we also respect and care for employees to attract outstanding talents to join us and enable them to exert their talents.	<ul style="list-style-type: none"> <li>Remunerations and Benefits</li> <li>Securing and Respecting Human Rights</li> <li>Employee Development</li> <li>Legal and Fair Evaluation</li> <li>Safe and Hygienic Environment</li> <li>Sustainable Development of the Company</li> <li>Legal Compliance</li> </ul>	<ul style="list-style-type: none"> <li>Contact: <a href="mailto:hr@hiyes.tw">hr@hiyes.tw</a> (02) 8712-8888#7671 Ms. Chen, Human Resources Department</li> <li>Regular</li> <li>Performance appraisal (every year)</li> <li>From time to time</li> <li>Email for internal complaint</li> <li>Education and training</li> <li>Intranet</li> <li>Employee travel</li> <li>Employee gathering</li> </ul>
 Non-governmental organizations	As a good corporate citizen, Hiyes International Development shall fulfill its social responsibilities and maintain good relationships with non-governmental organizations.	<ul style="list-style-type: none"> <li>Ethical Management</li> <li>Risk Management</li> <li>Legal Compliance</li> <li>Operational Performance</li> </ul>	<ul style="list-style-type: none"> <li>Contact: <a href="mailto:esg@hiyes.tw">esg@hiyes.tw</a> (02) 8712-8888#2258 Mr. Chiu, Finance Department</li> <li>Charity donation activities (from time to time)</li> <li>Internship courses (every year)</li> </ul>



## 1.4 Material Topics Identification 3-1, 3-2

The Sustainability Promotion Committee of Hiyes International Development has identified 17 sustainability issues. By distributing online questionnaires to key stakeholders for completion, a total of 48 effective responses were collected, including seven from shareholders, 17 from employees, 16 from customers, and eight from non-governmental organizations. The scores assigned by the key stakeholders to each sustainability issue, regarding the level of concern, were obtained. Then, the online questionnaires were distributed to seven executives of the Company to assess the scores of each sustainability issue in terms of its impact on the Company. By aggregating the scores of these two sets, the material topic matrix was obtained. After discussions by the Sustainability Promotion Committee, the top two sustainability issues in the three aspects of the environment, people (including human rights), and the economy were included in the material topics for the year. It was confirmed that the six material topics from the aspects of the environment, people (including human rights), and the economy that Hiyes International Development shall prioritize in its disclosures for the year are energy saving and carbon reduction, waste management, green products, water resource management, and sustainable supply chain

### >> Process of Identifying Material Topics



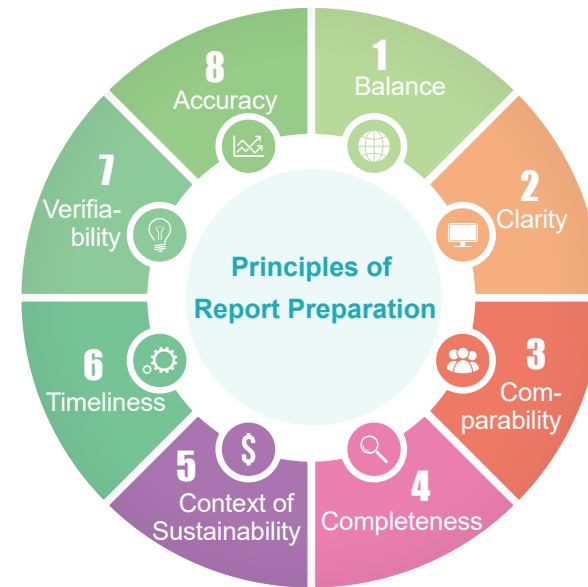
## >> Hiyes International – Analysis of Material Topics



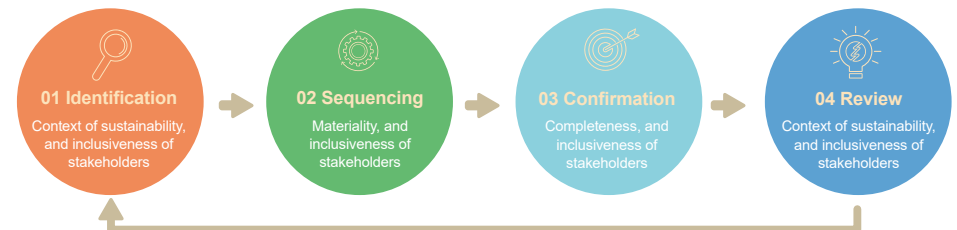
Sequencing	Material Topics for 2023	Material Topics for 2024	Comparison
1	Operational Performance	Operational Performance	-
2	Ethics and Integrity	Remunerations and Benefits	↑3
3	Energy Saving and Carbon Reduction	Talent Cultivation	↑1
4	Talent Cultivation	Energy Saving and Carbon Reduction	↓1
5	Remunerations and Benefits	Ethics and Integrity	↓3
6	Information Security Protection	Information Security Protection	-

Hiyes International adheres to the GRI Standards for preparing its ESG report, guided by eight principles for defining the report's content. These principles include: inclusiveness of stakeholders, with four key stakeholders identified provisionally; accuracy, ensuring the information in the report is sufficiently detailed for stakeholders to assess the Company's ESG performance; context of sustainability, which discloses how Hiyes International takes measures to improve or mitigate the impacts of economic, environmental, and social (including human rights) developments in the local and surrounding areas; completeness, covering the material topics within the report and defining the internal and external boundaries to adequately reflect Hiyes International's significant impact on the economy, environment, and people (including human rights); balance, presenting both positive and negative performance to allow all parties to reasonably assess Hiyes International's overall performance; clarity, ensuring the information is presented in a straightforward manner for stakeholders to easily understand and access; comparability, collecting and disclosing relevant information according to internationally accepted standards, and presenting it in a way that enables stakeholders to analyze the Company's long-term performance; verifiability, ensuring the information collected, aggregated, and disclosed can be reviewed, establishing its quality and materiality; and timeliness, providing important operational information promptly, so stakeholders can quickly grasp the Company's status and enhance transparency.

## >> Principles of Report Preparation



## >> Determination of Material Topics and Boundaries





Aspect	Material Topics	Importance to the Company	Internal Boundary	External Boundary				Corresponding GRI Standards	Disclosure in the Report
			Company	Shareholders	Customers	Employees	Non-Profit Organizations		
Aspect of Governance	Operational Performance	The pursuit of maximum profit is a goal that Hiyes Company continuously strives to achieve. In addition to enhancing the confidence of investors, employees, supply partners, and customers in us, it also creates a path of mutual benefit and prosperity toward sustainable operations.	•	•	•	•		• 201 Economic Performance: 2016 (201-1~4)	3.4 Operational Performance
Aspect of Governance	Ethics and Integrity	Ethics and integrity are Hiyes's operation philosophy and the cornerstone of investors, manufacturers and customers' trust in the Company.	•	•	•	•	•	• Customized topics	3.1.4 Ethics and Integrity
Aspect of Environment	Energy Saving and Carbon Reduction	The comprehensive energy management and climate change strategies, as well as waste reduction and utilization as resources, reduces the Company's operating costs and risks.	•	•	•	•		• GRI 302: Energy 2016 (302-1, 302-3) • GRI 305 Emissions: 2016 (305-1, 305-2, 305-4)	4.1 Energy Management 4.2 Carbon Emissions
Aspect of People (Including Human Rights)	Talent Cultivation	Improving the professional capabilities of employees and cultivating professional talents enhances the Company's external competitiveness. Crowell Development provides diverse education and training programs based on jobs, to enhance employees' job functions and learning enthusiasm	•			•		• 404 Training and Education: 2016 (404-1~3)	5.2 Suitable Persons for Suitable jobs
Aspect of People (Including Human Rights)	Remunerations and Benefits	Competitive remuneration and benefits are provided to attract and retain outstanding talent. To reward employees for their efforts and contributions to the Company, the Company's overall operations are fully linked to the employees' personal performance, to increase employees' sense of belonging	•			•		• GRI 401 Labor-Employer Relations: 2016 (401-1~3)	5.2 Suitable Persons for Suitable jobs
Aspect of People (Including Human Rights)	Information Security Protection	Once data are stolen, damaged, or lost, it will be a huge loss for individuals and enterprises, a major potential concern for information security. Therefore, we shall be prudent in various data processing.	•	•	•	•		• Customized topics	3.6 – Information Security Protection

# 2

## About Hiyes

2-1.2-6

- 2.1 Company Profile
- 2.2 Operation Philosophy
- 2.3 Honors of Award in the History and Management System
- 2.4 Participation in External Organizations



**HI-YES GROUP.**  
海悅國際開發 create your lifestyle

## 2.1 Company Profile

The main business of Hiyes International include real estate marketing agency and intermediary business. With expertise and enthusiasm in all aspects, we provide developers with advice on land planning, architectural design, floor planning, public spaces, gardens and landscapes, arts and styles, among other things. Whether it is a premier residence or decent homes, the Company serves customers and clients with a passionate and professional corporate culture and promotes projects with innovative and meticulous ideas to satisfy the needs of homebuyers. Therefore, the Company has ranked first among the top ten real estate marketing agencies in Taiwan for twelve consecutive years due to its sales performance, and it serves as the endorser for exquisite real estate. In addition to the core marketing agency business, the Company is also engaged in land development, investment, and construction, and claims to be a professional leader in sustainable construction.



Please refer to the  
Company's official website  
for details on the projects  
marketed by the Company

Company Name	Hiyes International Co., Ltd.
Headquarters Location	7F, No. 260, Dunhua N. Road, Songshan District, Taipei City
Capital (Unit: NT\$ thousand)	1,818,989
Revenue in 2024 (Unit: NT\$ thousand)	10,160,910
Number of Employees	179 employees
Operation Sites	7F, No. 260, Dunhua N. Road, Songshan District, Taipei City
Main Products/Services	Real estate marketing agency and development

Note: Statistics are up to the end of 2024.

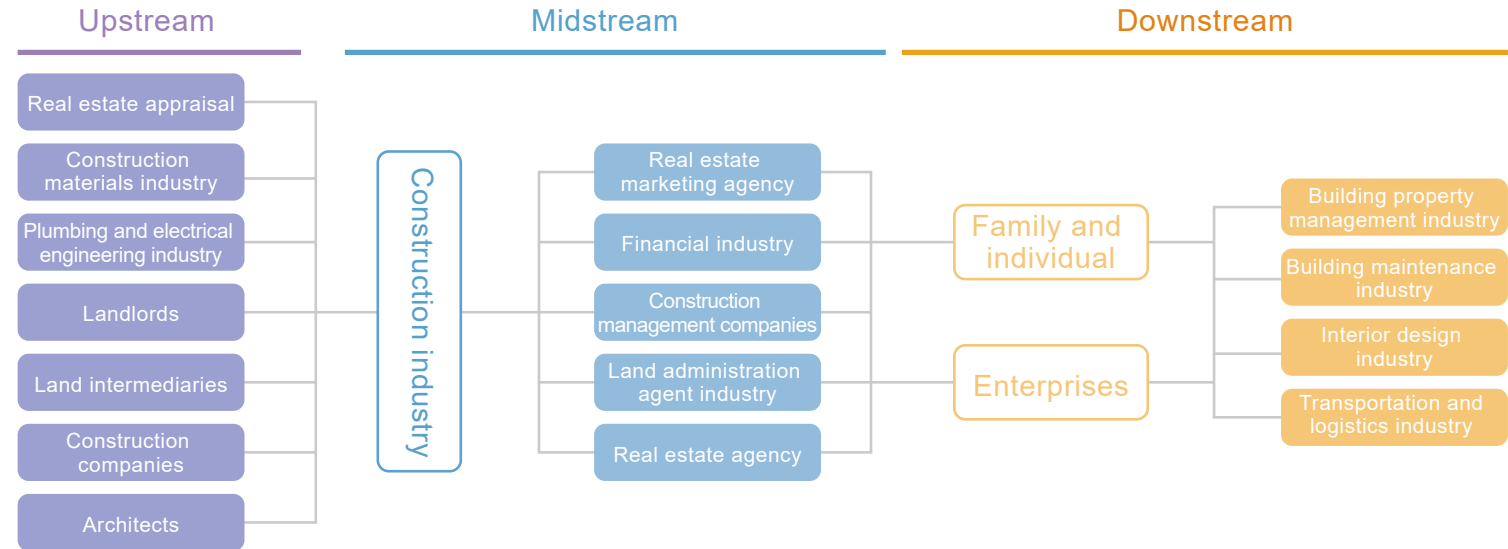


## >> Company History

May 2013	The subsidiary, Hiyes Construction Co., Ltd., was established to engage in real estate transactions and leasing, and building development, leasing and sales.
June 2013	The subsidiary, Strait Construction Co., Ltd., was established to engage in real estate transactions and leasing, and building development, leasing and sales.
July 2013	The subsidiary, Yueda Construction Co., Ltd., was established to engage in real estate transactions and leasing, and building development, leasing and sales.
July 2013	Acquired the land at Fengming section, Yingge District for land development at a total price of NT\$271,790 thousand.
January 2014	Acquired the land at Fengming section, Yingge District for land development at a total price of NT\$130,325 thousand.
September 2014	Issued the first tranche of 2014 secured ordinary corporate bonds for NT\$300 million.
May 2015	TWSE adjusted the industry category of the Company from Electronic Distribution Industry to Others, and enacted such from July 2015.
October 2015	The private placement of 13,210,461 shares of common shares were publicly offered retroactively, with a par value of NT\$10 per share, totaling NT\$132,104,610; the shares were listed for trading on October 30, 2015.
April 2016	The private placement of 70,000,000 shares of common shares were publicly offered retroactively, with a par value of NT\$10 per share, totaling NT\$700,000,000; the shares were listed for trading on April 27, 2016.
June 2016	Five directors and three supervisors were re-elected upon the expiration of their terms of office, and two independent directors were added.
April 2017	The subsidiary, Haixin Construction Co., Ltd., was established to engage in real estate marketing agency business.
September 2017	Repaid the first tranche of 2014 secured ordinary corporate bonds for NT\$300 million.

May 2019	The subsidiary, Haiyen Construction Co., Ltd., was established to engage in real estate development business.
June 2019	The land development project "Smiling Hiyes" at Fengming section of Yingge District was officially launched for sale.
July 2019	Issued the first tranche domestic secured convertible corporate bonds of NT\$500 million. (Code: 23481; abbreviation: Hiyes 1)
November 2019	The subsidiary, Haiju Construction Co., Ltd., was established to engage in real estate marketing agency business.
January 2020	The subsidiary, Haihui Construction Co., Ltd., was established to engage in real estate development business.
April 2020	The subsidiary, Haiyu Construction Co., Ltd., was established to engage in real estate marketing agency business.
January 2021	Obtained two seats of directors in Jin Yu Tai Co., Ltd. As the Company held 50.23% of its shares, Jin Yu Tai Co., Ltd. became a subsidiary of the Company, engaging in superficies development projects.
April 2021	The subsidiary, Nanyue Construction Co., Ltd., was established to engage in real estate development business.
September 2021	Issued 30,000,000 Type A preferential shares for cash capital increase, at NT\$40 per share, with paid-in proceeds of NT\$1.2 billion. (Code: 2348A; abbreviation: Hiyes A-Pref)
December 2021	The land development project "Smiling Hiyes" at Fengming section of Yingge District was completed and delivered.
June 2022	Directors were re-elected upon the expiration of their terms of office; two independent directors were added, and the Audit Committee was established.
December 2023	The land development project "Dali Genesis" in Beitun District, Taichung City was completed and delivered.

Hiyes International Co., Ltd. operates within the real estate marketing agency industry, positioned in the midstream of the real estate construction and development sector. It is related to many real estate-related industries, including construction, civil engineering, architectural design, construction materials, plumbing and electrical configuration, landlords, financing, appraisal and land administration agency services, and interior decoration, among others. This creates an upstream and downstream relationship within the real estate industry chain. The correlations among the upstream, midstream, and downstream sectors of the industry, as well as the correlations with the real estate construction and development industry, are shown in the following figure:



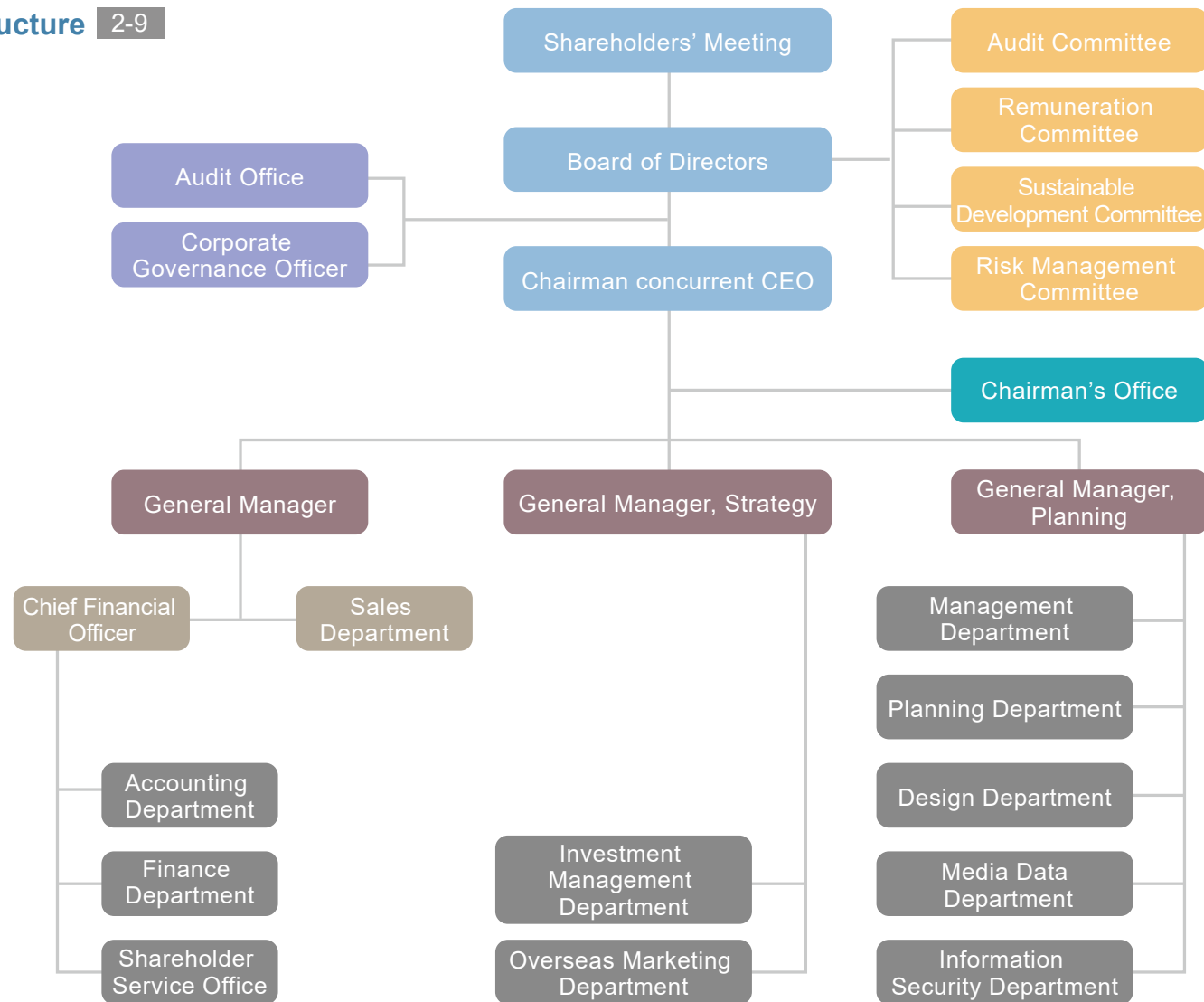
The main raw materials for the upstream segment of the real estate construction and development industry are land and construction materials. Other than through private sales or joint construction, the supply of land may come from auctions of state-owned non-public lands that are disposed of, and lands in old communities are redeveloped through urban renewal procedures. As for construction materials, some, such as sand, gravel, and steel, are subject to imbalances between demand and supply due to limited resources or insufficient production output. While alternative construction materials are being used due to technological advances, the industry as a whole still greatly depends on traditional construction materials.

The midstream mainly consists of the construction industry, to which the construction companies belong, the real estate marketing agency industry responsible for marketing and sales, and the real estate intermediary industry. New construction projects developed by construction companies are mostly commissioned to real estate marketing agencies for sales, while second-hand houses or unsold properties from construction companies are entrusted to intermediaries for sale. There is also a supporting system that includes land administration agents, construction management companies, and financial institutions to assist in sales. The targets for downstream sales are individuals or companies in need of buying houses.

Generally speaking, construction companies launch plans to build real estate products, carry out product planning and packaging through real estate marketing agencies, and then sell the products to consumers. In the entire system, real estate marketing agencies act as a bridge for communication and coordination between construction companies and consumers in the real estate industry.

To avoid risks, reduce transaction costs and obtain higher profits, construction companies need to further understand consumer needs through real estate marketing agencies fully understanding market information, to design real estate products better aligning to customer preferences. The Company is a real estate marketing agency at the midstream of the real estate construction and development, so it is extremely important to play the role of the coordinator as an intermediary.

## >> Organizational Structure 2-9



## 2.2 Operation Philosophy

### Vision

The Company is engaged in a real estate marketing agency business. Based on ethics, we provide clients and related industries with comprehensive and professional services and advice, and seek to provide high-quality residential products to consumers.

### Mission

Good product positioning requires good marketing planning to win the recognition of the market and consumers. When executing projects, the Company assigns the committee chair as the leader, and combines with several project managers. From the design style and space layout of the reception hall, presentation of the engineering hall, advertising appeal, marketing channel control and integration of on-site sales frontlines, every detail is required to be perfect, to present the most perfect sales process and the most satisfactory service to customers, and thereby successfully shaping the best image of the clients and the project.

### Value

Correct product positioning and planning are the critical factors for the success of a project. What the Company is best at, and superior to its peers, is product planning. Whether it is product positioning, floor space function, public space, or even building facades, we fully participate, constantly refining and collaborating with clients and architects to design products that impress customers and achieve high consumer satisfaction, which will be reflected in sales. This approach not only establishes the brand and corporate image for our clients but also creates maximum profit for them.

## 2.3 Honors of Award and Management System



Hiyes International stood out in the 2024 Taiwan Real Estate Marketing Agency Industry Evaluation initiated and organized by the Commercial Times, and won the highest honor, Gold Award, demonstrating its outstanding strength in professionalism and ethics. Dong, Chien-Hung, Deputy Minister of the Ministry of the Interior, highly recognized the award-winning units and expressed that he expected these outstanding real estate marketing agencies to play the role of benchmark and become role models in the industry, for driving the professionalized development of the real estate marketing agency industry, and thereby improving the order of transactions in the housing market.

Hiyes always insists on the philosophy of “customers are the center,” and is committed to demonstrating meticulousness and care in every aspect of reception. From the moment customers step into the reception center until they leave, they are treated with professionalism and respect. We are committed to providing the best service experience. Hiyes will continuously uphold the brand values of professionalism and ethics, with constant innovation and improvement, striving to become the preferred option for consumers and the industry. In the future, Hiyes International will take this honor as a new starting point, continuously endeavor to inject more positive energy into the real estate market and become an essential force in promoting industry advancement.



## 2.4 Participation in External Organizations 2-28

In addition to improving its own operational competitiveness, Hiyes International Co., Ltd. also actively communicates with stakeholders from every dimension of society. By participating in industry-related associations, it has positive interactions with association members and understands the latest development trends in the industry.

**The external associations participated in 2024 are as follows:**

Taipei Real Estate Brokers Association	Member
The Real Estate Development Association of Taipei	Member
The Real Estate Development Association of Kaohsiung	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 Brokerage Association	Member

# 3

## Ethical Governance

2-1.2-6

- 3.1 Governance Practices
- 3.2 Risk Management
- 3.3 Legal Compliance
- 3.4 Operational Performance
- 3.5 Customer Relationship
- 3.6 Information Security Protection



**HI-YES GROUP.**  
海悅國際開發 create your lifestyle

A comprehensive corporate governance framework, which includes a sound board of directors, a rigorous internal control system, and stable financial controls, not only helps to reduce the Company's operating risks but also enhances the Company's competitiveness and creates brand value. The Company builds a corporate culture of ethics and responsibility while abiding by various laws and regulations to implement ethical management and maintain a well-functioning corporate governance structure that ensures the sound development of the Company's operations and protects the rights and interests of investors and other stakeholders.

In order to establish an effective corporate governance structure and protect the legitimate rights and interests of shareholders and other stakeholders, the board of directors of Hiyes International has adopted the "Ethical Corporate Management Best-Practice Principles" and the "Corporate Governance Best-Practice Principles," and strengthens the management and supervision functions of the board of directors based on a fair, just and open director election process, with the establishment of independent directors and other measures. In addition, Hiyes International also insists on the principles of accurate, timely and fair disclosure, and has established a comprehensive information disclosure system to provide various information related to operations, finance, board of directors and shareholders' meetings on the Company's website and Market Observation Post System reporting system to ensure that shareholders can obtain the latest information related to the Company.

Hiyes International combines the ethical management policy, employee performance appraisal, and human resources policy to clearly stipulate the employee's confidentiality agreement in the "Employment Contract." The employees are absolutely obliged to bear the confidentiality for the business and documents they have ownership, and shall not disclose them unless required by law or as approved. In addition, the education and training courses for new employees clearly specify the prohibition of accepting gifts from suppliers related to the Group, in order to establish a corporate culture of ethics and integrity.



Corporate Governance  
Best-Practice Principles



Ethical Corporate  
Management Best-Practice  
Principles

## 3.1 Governance Practices

The shareholders' meeting is composed of all shareholders. It makes decisions on material company matters and regularly listens to reports from the board of directors. It is the Company's highest decision-making body. The board of directors is the highest governance body. All board members fulfill their duties of good stewardship, formulate the Company's operating policies, review financial performance, and ensure that the Company's operations comply with various laws and regulations. In order to complement the corporate governance operations and strengthen the Company's competitiveness, the board of directors has set up the Audit Committee and the Remuneration Committee to improve the operation of the board of directors. There is also an independent audit office under the board of directors, which regularly performs audits and reports the audit results to the Audit Committee and the board of directors.

Hiyes International emphasizes corporate governance, pursues sustainable growth and ethical management, continuously strengthens its corporate governance structure, insists on information transparency, with effective internal control systems, to protect the rights and interests of stakeholders. Hiyes International follows the Regulations Governing Establishment of Internal Control Systems by Public Companies, while considering the Company's overall operating activities, to design and fully implement the internal control system, which is reviewed at any time to respond to changes in the internal and external environment, so that the design and implementation of the internal control system are ensured to be continuously effective; through a comprehensive management mechanism, the operational performance is improved to achieve the goal of sustainable operation.

In order to strengthen the Company's support for directors in performing their duties and to improve the effectiveness of the board of directors, the board of directors resolved in November 2021 to appoint the chief financial officer as the corporate governance officer, responsible for assisting directors in performing their duties, providing required information and arranging continuing education, handling matters related to board meetings and shareholders' meetings in accordance with the law, and assisting the Company in complying with relevant resolutions of the board of directors and shareholders' meetings as well as maintaining investor relations. In the future, the Company will also strive to improve the overall effectiveness of corporate governance and strengthen the trust of stakeholders in Hiyes International.

## Results of Corporate Governance Management Implementation in 2024

- 12 hours of professional courses related to corporate governance as the continuing education.
- Advanced registration of the date of the shareholders' meeting in accordance with the law, preparation of the meeting notice, meeting manual, and meeting minutes within the statutory period, and the change registration in case of amendments to the Articles of Incorporation or re-election of directors.
- Preparation of the board meeting agenda, and notification to directors seven days in advance, convening meetings and providing meeting materials, and completing the minutes of the board meeting within twenty days after the meeting.
- Responsible for releasing material information regarding the board of directors and shareholders' meeting resolutions, and ensuring the legality and accuracy of the content to provide equal trading information for investors.
- Providing independent directors and general directors with information on continuing education and assisting in completing directors' continuing education.
- Regular communications between the independent directors with attesting CPAs to understand the Company's finance and operations.
- Assessment and purchase of appropriate liability insurance for directors and officers.

Meanwhile, the Company's financial statements are regularly audited and attested by accounting firms. All information disclosures required by laws and regulations are completed correctly in a timely manner. The personnel accountable are responsible for the external disclosure of company information. Meanwhile, the spokesperson system is established to ensure that all material information can be disclosed in a timely and fair manner for shareholders and stakeholders to refer to the information related to the Company's finance and operations.

Looking ahead, strengthening the operation of the board of directors, improving information transparency, and gradually integrating sustainable governance strategies into the corporate governance structure are the goals that Hiyes International continuously strives to achieve.

### 3.1.1 Board of Directors

The highest governance body of Hiyes International is the board of directors. The board of directors is primarily responsible for defining the Company's strategy, supervising management, ensuring accountability to the Company and its shareholders, and overseeing various operations and arrangements related to the corporate governance system. It also ensures that the board of directors exercises its powers in accordance with laws, the Articles of Incorporation, and resolutions of the shareholders' meeting to protect the rights and interests of stakeholders and create maximum benefits for shareholders.

The board of directors is organized based on the Company's business development scale and the shareholdings of the major shareholders, while considering practical operational needs. A total of 13 directors are appointed, including four independent directors. The proportion of directors with employee status is 38%, the proportion of independent directors is 30%, and the proportion of female directors is 15%. None of the independent directors serves for more than three terms. When nominating directors, the principle is appointing people on their merits while fully taking the diversity of board members into account. Except that directors concurrently serving as the Company's managerial officers shall not exceed one-third of the board seats, the appropriate diversity guidelines based on the Company's operations, operating model, and development needs are also formulated. Factors considered include basic conditions and values (gender, age, nationality, and culture), professional knowledge and skills, and industry experience, etc., so that Hiyes International is continuously led toward sustainable operations and exerts the corporate governance functions. The board of directors convenes at least once a quarter, with a total of 12 board meetings in 2024. Each director possesses the professional knowledge, skills and literacy required to carry out business, and provides opinions and consultation in areas such as operational guidelines, financial planning and professional and technical development. When the board of directors discusses issues such as remuneration to employees, directors, and supervisors, and year-end bonuses, relevant directors with a stake recuse themselves from participating in the discussion and resolution. In order to reduce the risk of directors causing significant damage to the Company and shareholders due to errors or negligence, Hiyes International has purchased liability insurance for directors so that directors can provide their professional opinions to guide the Company's operating direction without concern. For the main education background, industrial experience, and concurrent positions of Hiyes International's directors, please refer to the Company's annual report.

In order to implement the corporate governance and enhance the functions of the board of directors, Hiyes International has established the performance goals to strengthen the efficiency of the board of directors' operations. The regulations governing the board of directors' performance evaluation are formulated. Regarding the initial implementation, an internal performance evaluation for the board of directors is conducted annually at the end of each year, and the overall board of directors' operations and the performance of individual directors are subject to the performance evaluation. The self-evaluation of performance within the board of directors is conducted by the chairman through questionnaires referencing relevant information, while the self-evaluations of individual directors' performance are conducted by each director using self-evaluation questionnaires.

The average scores of performance self-evaluation of the entire board of directors of Hiyes International is 97.7 points (out of 100 points), the average score of the performance self-evaluation of individual directors is 99.27 points (out of 100 points), and the average scores of performance self-evaluation of functional committees is 100 points (out of 100 points). The evaluation results are good, sufficient demonstrating the effectiveness of the Company's results of strengthening the performance of the board of directors and functional committees.

Evaluation Cycle	Evaluation Period	Evaluation Scope	Evaluation Method	Evaluation Content
Performed once a year	January 1, 2024 – December 31, 2024	(1) Performance evaluation of the board and individual board members: (2) Performance evaluation of functional committees and individual committee members	The self-evaluations within the board of directors and of directors are conducted through internal questionnaires	(1) Performance evaluation of the board of directors: Participation in the operation of the company; improvement of the quality of the board of directors' decision-making; composition and structure of the board of directors; election and continuing education of the directors; and internal control. (2) Performance evaluation of individual board members: Alignment of the goals and missions of the company; awareness of the duties of a director; participation in the operation of the company; management of internal relationships and communication; the director's professionalism and continuing education; and internal control. (3) Performance evaluations of functional committees: Participation in the operation of the company; awareness of the duties of the functional committee; improvement in the quality of decisions made by the functional committee; composition of the functional committee and election of its members; and internal control.



- The directors' attendance rate of Hiyes International at the board meetings in 2024 is as follows:

Job Title	Name	Actual Attendance	Attendances by Proxy	Actual Attendance Rate	Continuing Education of the Board of Directors
Director	Fuyue Investment Co., Ltd.	11	1	92%	<ul style="list-style-type: none"> <li>• Practical problems regarding non-arm's length transactions that directors and supervisors shall pay attention to 3H</li> <li>• How to conduct successful negotiations for investments and M&amp;As 3H</li> </ul>
		8	1	67%	
		7	4	58%	
		10	1	83%	
		11	0	92%	
Director	Rendian Investment Co., Ltd.	11	0	92%	<ul style="list-style-type: none"> <li>• 2024 Promotional Seminar for Legal Compliance of Insider Equity Trading Laws 3H</li> <li>• 2024 Promotional Seminar for Prevention of Insider Trading 3H</li> </ul>
Director	Yanwen Asset Management Consultants Co., Ltd.	9	2	75%	<ul style="list-style-type: none"> <li>• Compliance Practice for the Board of Directors and Legal Liabilities of Directors and Supervisors with Case Studies 3H</li> <li>• Discussion of Global Tax Reform and Corporate Tax Governance against the ESG trends and the Pandemic Environment 3H</li> <li>• Corporate Governance and Securities Regulations 3H</li> </ul>
Director	Wan Century World Co., Ltd.	11	1	92%	<ul style="list-style-type: none"> <li>• Practical problems regarding non-arm's length transactions that directors and supervisors shall pay attention to 3H</li> <li>• How to conduct successful negotiations for investments and M&amp;As 3H</li> </ul>
Director	Chiang, Ru-Rong	11	1	92%	<ul style="list-style-type: none"> <li>• Practical problems regarding non-arm's length transactions that directors and supervisors shall pay attention to 3H</li> <li>• How to conduct successful negotiations for investments and M&amp;As 3H</li> </ul>
Independent Director	Huang, Chih-Dian	12	0	100%	<ul style="list-style-type: none"> <li>• Practical problems regarding non-arm's length transactions that directors and supervisors shall pay attention to 3H</li> <li>• How to conduct successful negotiations for investments and M&amp;As 3H</li> </ul>
Independent Director	Chen, Wen-Tsung	11	1	92%	<ul style="list-style-type: none"> <li>• Practical problems regarding non-arm's length transactions that directors and supervisors shall pay attention to 3H</li> <li>• How to conduct successful negotiations for investments and M&amp;As 3H</li> </ul>

Job Title	Name	Actual Attendance	Attendances by Proxy	Actual Attendance Rate	Continuing Education of the Board of Directors
Independent Director	Ma, Chia-Ying	12	0	100%	<ul style="list-style-type: none"> <li>• Practical problems regarding non-arm's length transactions that directors and supervisors shall pay attention to 3H</li> <li>• How to conduct successful negotiations for investments and M&amp;As 3H</li> <li>• Tax Impacts of Planning for the Group Value Chain and Introduction of International Tax Dispute Cases 3H</li> <li>• ESG Sustainable Development Trends and Natural Risks TNFD Framework 3H</li> <li>• Discussion of the Elderly-friendly Service Principle and Financial Exploitation from the Perspective of Principle for Financial Service Industries to Treat Clients Fairly 3H</li> <li>• Legal Practice of Corporate and Enterprise Merger and Acquisition and Tax Considerations, as well as BVI related law amendments 3H</li> </ul>
Independent Director	Li, Hsin-Hsin	11	1	92%	<ul style="list-style-type: none"> <li>• Labor disputes in Workplace, Resolution Mechanisms and Case Sharing 3H</li> <li>• Corporate Governance and Securities Regulations 3H</li> </ul>

### 3.1.2 Functional Committees

The board of directors has established the Audit Committee, the Remuneration Committee, the Sustainable Development Committee, and the Risk Management Committee to improve the supervisory function and strengthen the management function. Except for those that shall exercise their powers independently pursuant to laws and regulations, functional committees shall be responsible to the board of directors and shall submit their proposals to the board for resolution.

#### Audit Committee

The Audit Committee (the "Audit Committee") aims to assist the board of directors in supervising the quality and ethics of the Company's implementation of accounting, auditing, financial reporting processes and financial controls. The matters deliberated by the Audit Committee mainly include: financial statements; auditing and accounting policies and procedures; internal control systems and related policies and procedures; major asset or derivative transactions; significant loans of funds and endorsements/guarantees; offerings or issuances of securities; derivative financial products and cash investments; legal compliance; any related-party transactions by directors and managerial officers and possible conflicts of interest; complaint reports; fraud prevention plans and fraud investigation reports; information security; corporate risk management; qualifications, independence, and performance evaluations of attesting CPAs;

appointments, dismissals, or remuneration of attesting CPAs; appointments and dismissals of financial, accounting, or internal audit officers; performance of the Audit Committee's duties; and the self-evaluation questionnaire for the Audit Committee's performance evaluation, among other matters. The evaluation results are submitted to the board of directors for discussion.

The Audit Committee of Hiyes International is composed of four independent directors. The Audit Committee shall be held at least once a quarter. For specific meeting details, please refer to the Audit Committee Operations in the Corporate Governance section of the annual report.

In order to perform its duties, the Audit Committee has the power to conduct any appropriate audits and investigations pursuant to its organizational charter and has direct communication channels with the Company's internal audit officer, attesting CPAs and all employees. In addition to receiving audit reports on a monthly basis, the Audit Committee also holds at least one meeting each year for the internal audit officer to report on the Company's implementation of the audit plan and the audit results and document such. In addition, during the annual symposiums, the CPAs also report to the Audit Committee on topics such as the scope, strategy and planning of the financial report auditing for the current year. The Audit Committee also has the authority to hire and supervise lawyers, CPAs or other consultants to assist the Audit Committee in performing its duties.

The independent directors' attendance rate of Hiyes International at the Audit Committee meetings in 2024 is as follows:

Job title	Name	Actual Attendance	Attendances by Proxy	Actual Attendance Rate
Independent Director	Huang, Chih-Dian	11	0	100%
Independent Director	Chen, Wen-Tsung	10	1	91%
Independent Director	Ma, Chia-Ying	11	0	100%
Independent Director	Li, Hsin-Hsin	10	1	91%

### Remuneration Committee

For the healthy remuneration system for directors and managerial officers, and to evaluate whether the operating performance of directors and managerial officers fairly and reasonably deserves the remuneration they receive, Hiyes International's board of directors approved the "Remuneration Committee Organization Charter" to establish the Remuneration Committee in the board of directors. At least one independent director shall be included in the members of the Committee. Currently, all four members are independent directors, and a total of six meetings were held in 2024.

The main authorities of the Remuneration Committee are to establish and regularly review the performance and remuneration systems and standards for directors and managerial officers, and to regularly evaluate the remuneration of directors and managerial officers. Meanwhile, the Remuneration Committee shall comprehensively consider the following principles when conducting evaluations: the Company's remuneration complies with relevant laws and regulations and is sufficient to attract outstanding talent; the performance evaluations and remuneration of directors and managerial officers shall refer to the normal level of payments among peers while considering the time invested by the individual, the responsibilities undertaken, the achievement of personal goals, the performance in other positions, and the remuneration given to those in the same position by the Company in recent years. The Company will evaluate the reasonableness of the correlations among individual performance, the Company's operating performance, and future risks based on the achievement of the Company's short- and long-term business goals and the Company's financial position. The directors and managerial officers shall not be guided

to engage in conduct that exceeds the Company's risk appetite in pursuit of remuneration. The proportion of remuneration for the short-term performance of directors and senior managerial officers and the timing of paying partial variable remuneration shall be determined based on the characteristics of the industry and the nature of the Company's business.

In actual operation, the Remuneration Committee strictly abides by the duty of care as a good steward and faithfully performs its duties, including formulating and regularly reviewing the policies, systems, standards, and structures for the performance evaluation and remuneration of directors and managerial officers, regularly evaluating and formulating the remunerations of directors and managerial officers, and submitting the recommendations to the board of directors for discussion.

The independent directors' attendance rate of Hiyes International at the Remuneration Committee meetings in 2024 is as follows:

Job Title	Name	Actual Attendance	Attendances by Proxy	Actual Attendance Rate (%)
Convener	Chen, Wen-Tsung	6	0	100%
Commission Member	Huang, Chih-Dian	6	0	100%
Commission Member	Ma, Chia-Ying	6	0	100%
Commission Member	Li, Hsin-Hsin	5	1	83%

### Sustainable Development Committee

In order to deepen and implement the vision of corporate sustainable development, the Company established the "Sustainable Development Committee" in 2024, to coordinate corporate social responsibility, sustainable development direction and goal formulation or the proposal and implementation of related management policies and specific promotion plans, and report to the board of directors. The board of directors pays attention to the implementation results of ESG and risk management, and urges the management team to make adjustments when necessary. The Sustainable Development Committee listens to the board's opinions to strengthen and adjust items.

## >> Operation of the Sustainable Development Committee in 2014

Dates and Sessions of Sustainable Development Committee Meetings	Description of Proposal	Resolutions Adopted by the Sustainable Development Committee	Date of Submission to the Board of Directors
December 6, 2024 The 1st meeting of the 1st term	1. Report on the organization chart of the Company's Sustainability Promotion Committee 2. The progress and planning of the Company's 2024 Sustainability Report are submitted for review 3. Report on the implementation of the Company's greenhouse gas inventory and verification	All the members presented approved the proposal as it was without objection and submitted it to the board of directors.	113.12.06

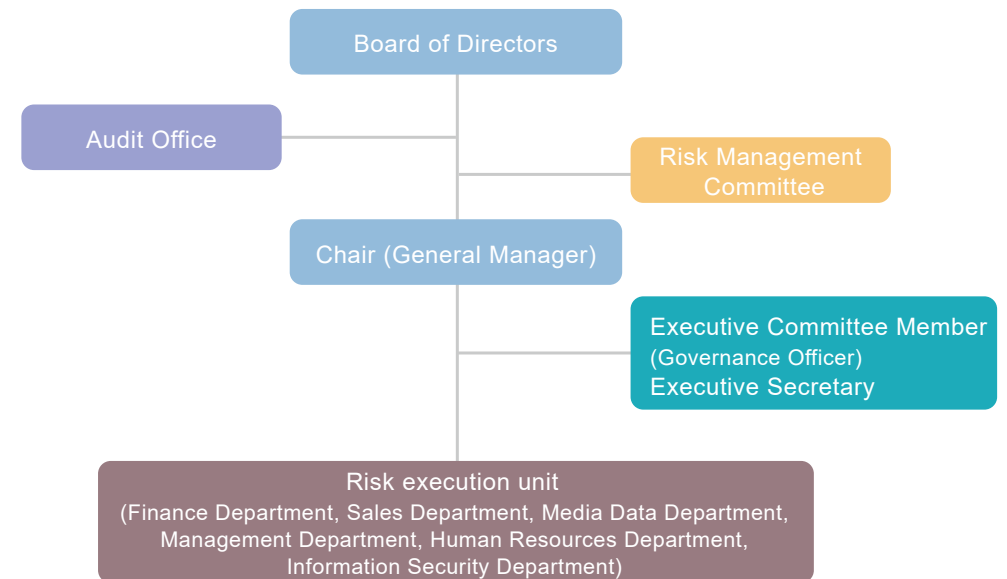
The independent directors' attendance rate of Hiyes International at the Sustainable Development Committee meetings in 2024 is as follows:

Job title	Name	Actual Attendance	Attendances by Proxy	Actual Attendance Rate (%)
Convener	Li, Hsin-Hsin	1	0	100%
Commission Member	Chen, Wen-Tsung	1	0	100%
Commission member	Huang, Chih-Dian	1	0	100%
Commission member	Ma, Chia-Ying	1	0	100%

### Risk Management Committee

The highest risk management body of the Company is the Risk Management Committee, which has a comprehensive risk management system in place. It actively implements risk identification, loss (impact) prevention, and control, and integrates risk management measures into daily internal control operations. Each unit is required to conduct regular self-examinations and participate in education and training. The board of directors and senior management will then evaluate the effectiveness of these efforts to ensure that risks are effectively controlled within an acceptable range. To implement the risk management policy, the Risk Management Committee reports to the board on the risk management policy and procedures.

## >> Organizational Chart of Risk Management



## >> Operation of the Risk Management Committee in 2024

Dates and Sessions of Risk Management Committee Meetings	Description of Proposal	Resolutions Adopted by the Risk Management Committee	Date of Submission to the Board of Directors
December 6, 2024 The 1st meeting of the 1st term	1. Report on the Company's organizational chart of risk management. 2. Report on the Company's climate change-related risk responses	All the members presented approved the proposal as it was without objection and submitted it to the board of directors.	December 6, 2024

The independent directors' attendance rate of Hiyes International at the Risk Management Committee meetings in 2024 is as follows:

Job Title	Name	Actual Attendance	Attendances by Proxy	Actual Attendance Rate (%)
Convener	Ma, Chia-Ying	1	0	100%
Commission Member	Chen, Wen-Tsung	1	0	100%
Commission Member	Huang, Chih-Dian	1	0	100%
Commission Member	Li, Hsin-Hsin	1	0	100%



Risk Management Policies  
and Procedures



Website of Functional  
Committee

The risk management process starts from risk identification, risk analysis, risk assessment to risk decision-making.

### I. Risk identification:

Each unit identifies and lists all risk factors within the management scope through the internal control operation cycle analysis, scenario simulation analysis, while referring to the practical experience (including external information) and taking the impact on internal and external stakeholders into account.

### II. The Company's risk sources are classified as follows:

1. Strategic risks: including resource allocation, business expansion or reduction of operating target, market trends, public and investor relations, changes in the market environment, policies and political risks of various countries, among other things.
2. Operational risks: sales and marketing, supply chain, employees, information technology, computer virus infections caused by cyber attacks, damage to data centers, major disasters, physical assets, force majeure risks (such as natural disasters, major pandemics and infectious diseases, terrorist attacks), among other things.
3. Financial risks: liquidity and credit, financial statements, taxation, capital structure, among other things.
4. Legal compliance risk: corporate governance system, code of conduct, laws and regulations of various countries and international regulations, among other things.
5. Climate change risks: risks and opportunities brought by climate change to enterprises.



### 3.1.3 Internal Audit

The Audit Office of Hiyes International is directly subordinated to the board of directors. With the independent, objective and impartial operation, it reviews and verifies the effectiveness of the Company's internal control system. In addition to the routine reports in the board meetings, it also reports to independent directors or senior executives in meetings if necessary. The audit tasks are mainly carried out according to the audit plans. The audit plans are formulated based on the identified risks. The project audit is conducted regularly or as needed, to confirm whether the Company's internal operations comply with laws and internal control systems. In addition, project audits may be carried out as appropriate and the board of directors is provided with timely information to understand the potential risks of operations. The board of directors and senior management are assisted in conducting independent and objective assessments of the completeness, effectiveness and implementation of the internal control system, with recommended improvements, to reasonably ensure that the internal control system can be continuously implemented. Meanwhile, relevant investigations, evaluations or consulting services are provided to assist the board of directors in fulfilling its corporate governance responsibilities. A total of 34 audit tasks were performed in 2024, and no major abnormality or defect were found.

In addition to conducting self-evaluations of the internal control system, Hiyes International's board of directors and management review the self-evaluation results of each department and the audit report of the Audit Office at least once a year. The Audit Officer participates in the board meetings to report on the implementation of audits as required, and attends the Audit Committee meeting at least once a quarter to report on the Company's internal audit implementation status and internal control operation status to the independent directors.

Secondly, the Audit Office reviews the self-evaluation reports of the internal control system for each unit of the Company every year and provides the board of directors and the General Manager with details regarding the improvements made to address internal control defects and any abnormal matters found. This information serves as the basis for evaluating the effectiveness of the overall internal control system and for issuing the internal control system statement. Moreover, to strengthen the professional capabilities of auditors, Hiyes International arranges continuing education for auditors and encourages their participation in internal audit seminars organized by institutions designated by the competent authorities, thereby improving and maintaining their audit quality and implementation effectiveness. In 2024, auditors received a total of 18 hours of training.

### >> Flowchart of Audit



### 3.1.4 Ethics and Integrity

#### Meaning to the Company

Hiyes International builds its core corporate values on ethics and conducts business in the spirit of honesty and legal compliance. In order to ensure that the concept of ethical management is implemented within the Company, Hiyes has always emphasized the integrity of its employees. When new employees onboard, the Human Resources Department will promote the Company's internal ethical regulations to them and require them to sign the "Employment Agreement" to foster their awareness of ethics. Meanwhile, management is required to serve as a model by abiding by the principles of ethics to shape the Company's overall ethical culture.

#### Policy/Commitment

The Company has established a corporate culture of ethical management and adopts a "zero tolerance" attitude toward unethical conduct, such as bribery and corruption. It also recognizes and follows the "United Nations Anti-Corruption Convention," "Code of ethical management," "Code of Ethical Conduct for Directors and managerial officers," "Code of Ethical Conduct for Employees" and other regulations.

#### Short-Term Goals

1. Arrangement for new employees to take ethics courses
2. Signing rate of labor contract is 100%

#### Mid- to Long-Term Goals

1. Arrangement for personnel (board members, senior executives, and employees) to take ethics courses
2. Signing rate of labor contract is 100%
3. Education and training on regulations

#### Concrete Results

1. Education and training courses and hours thereof
2. Updates of regulations are tracked by dedicated personnel

#### Responsible Department/Complaint Mechanism

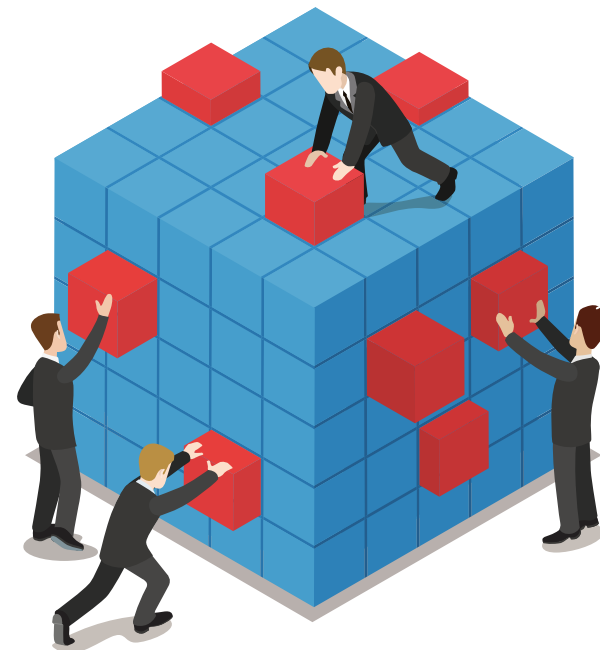
External stakeholders may file suggestions or complaints through the "Customer and Investor Services" section of the Company's official website.

#### Evaluation Mechanism

Corporate Governance Evaluation



Responsible Department/  
Complaint Mechanism



## 3.2 Risk Management

The risk management structure of Hiyes International is centered around each responsible department to carry out relevant risk assessments. The evaluation is conducted based on the probability of risk occurrence and the degree of impact on Hiyes International. The risks are then addressed for specific high-risk projects to ensure that the Company achieves the goal of sustainable operation.

### >> Risk Management Structure of Hiyes International

Risk Category	Risk Description	Risk Management Strategies (Countermeasures)
Sustainable Environment	Energy saving and carbon reduction – Energy waste and carbon emissions will cause a significant increase in the Company's operating costs	To reduce the carbon footprint, the energy-consuming old air conditioning equipment in reception centers has been replaced, the lower limit of the indoor temperature has been set for the air conditioners, and the configurations of the reception centers have been modularized. The measures, such as turning off lights to save energy, are advocated.
Employees	Occupational accidents (such as pandemic impacts) will seriously threaten the lives and health of all employees and affect the Company's operations.	<ol style="list-style-type: none"> <li>1. Continuous monitoring of pandemic information with timely adjustments based on government regulations.</li> <li>2. Enhancement of promotion regarding personal hygiene and protection of employees, including washing hands frequently and wearing masks to reduce the risk of group infection.</li> <li>3. Strengthen the Company's access control and disinfection for environmental sanitation, and measure body temperature when entering.</li> <li>4. Plan to stagger office works in different locations to reduce the risk of infection and quarantine.</li> </ol>
	Loss of outstanding young employees – junior employees with potential shall be continuously cultivated. If young employees are lost, it will cause a manpower gap and impact the business execution and development of the Company.	A credible competency appraisal and an incentive structure superior to that of peers are established to retain outstanding talent with great potential.
Operational performance	Ethics and integrity risks	Through education and training, the risks are mitigated with regular promotion.
	Impact of inflation	Currently, inflation has not had a significant impact on the Company's profit and loss. The Company always monitors market price fluctuations and maintains good interactive relationships with suppliers and customers, to avoid the adverse impact of inflation on the Company's profit and loss.
	Technological evolutions and industrial changes	Taking market reactions and financial status into account, in addition to increasing the scale of project promotion, the Company effectively controls costs, with project execution plans, to improve the effectiveness of marketing execution, for reducing unnecessary losses, and enhancing the Company's profitability. The Company also closely observes changes in the industry to respond quickly and effectively to market trends.

Risk Category	Risk Description	Risk Management Strategies (Countermeasures)
Operational performance	The impact of corporate image change on corporate crisis management and countermeasures	The Company is focused on its core business operations, with good operating results and reputation. Since its establishment, the Company has been committed to maintaining its corporate image and has a dedicated spokesperson responsible for maintaining relationships with the general public and investors. The Company also complies with relevant laws and regulations, actively enhances internal management and improves management quality and performance, while maintaining harmonious labor-management relationships.
	Occurrence of information security incidents	The regular asset inventory, classification, and grading are planned, along with a risk assessment of information assets, to identify possible information security risks that may affect core businesses and core systems. This will include an analysis of the impacts on their confidentiality, integrity, and availability, while implementing corresponding information security management or technical control measures.

### 3.3 Legal Compliance

Legal compliance is the foundation of business operations. In addition to promoting internal ethical regulations and signing labor contracts with new employees during onboarding, each department of Hiyes International stays updated on related legal amendments through interactions with governmental agencies and media reports. The departments also conduct internal and external training for their employees to ensure that the Company's operations comply with various laws and regulations, given the variety and complexity of the applicable laws.

First, in terms of corporate governance, Hiyes International has set up a functional committee to oversee the Company's financial operations and internal control system, and has adopted the "Corporate Governance Best-Practice Principles" and "Rules for Performance Evaluation of Board of Directors," to encourage the board of directors to actively participate in the Company's key decision-making; meanwhile, a corporate governance officer is appointed to assist the board of directors in its operations and provide professional advice to strengthen the board's functions. In the future, Hiyes International will continue to comply with the corporate governance evaluation and Corporate Governance Best-Practice Principles, striving to enhance the legal compliance awareness of the Company's employees.

Hiyes International has strictly implemented legal compliance practically and strictly enforced the protection of consumer health and safety. In 2024, Hiyes International had no major violations in corporate governance, commerce and accounting, environmental protection, labor rights, occupational safety, and other aspects.

### 3.4 Operational Performance

Hiyes International is mainly engaged in real estate marketing agency, intermediary and other related businesses. Its services include product planning and advice, integrated product marketing and transaction intermediary for transfers. Its main products are pre-sale properties, new properties, unsold properties, general offices, lands and parking spaces. The Company originally focused on project sales in northern Taiwan, but in recent years, the business service scope has been extended to southern Taiwan, to improve the coverage and professionalism of the services provided. The Company has also expanded into real estate development, by commissioning construction companies to build new communities, residential buildings and other new projects. The main purposes of products are residences, offices and stores.

#### Meaning to the Company

Economic performance is mainly reflected in the growth of operating revenue and the improvement of profitability, which is the goal of enterprises to achieve "sustainable operation." By presenting financial performance, Hiyes International enables stakeholders to clearly understand the investment value of the Company. Through good financial performance, Hiyes International steadily creates higher economic value and gives it back to all stakeholders, including shareholders, employees, customers, non-profit organizations, among other parties. Of which, the financial performance often directly affects shareholders' investment evaluation of the Company, so it is even more important for Hiyes International.

## Policy/Commitment

Through good corporate governance, the Company continuously strengthens operational health, integrates the supply chain, reduces production costs, and enhances competitiveness. In addition to enhancing the confidence of the shareholders, internal employees, and customers in us, we also create a multiple-victory scenario of mutual prosperity and move toward sustainable operations.

## Short-Term Goals

Short-term business development plan

1. Expansion of service areas to enhance completeness  
Increasing the scale of project promotion and expanding the scope of operation to major cities across Taiwan. This approach not only increases the Company's profits, but also accumulates the Company's capabilities to operate projects and reputation in different locations to provide multi-dimensional agency services.
2. Effective cost control to improve profitability  
We prudentially examine market response, marketing-related expense execution and financial position through project execution plans, and implement cost control to reduce unnecessary costs and improve the Company's profitability.
3. Professional capability-building to provide comprehensive services  
Through regular and comprehensive education and training, the professionalism of our sales agents is improved and a good capability foundation of new employees is fostered, to provide more comprehensive agency services, for enhancing the Company's profits and reputation, as well as improving consumer satisfaction with the Company.
4. Effectively utilization of innovative marketing channels to create marketing value

Innovative marketing channels are diverse with relatively low entry costs. Existing marketing channels are used to create new value for project marketing and provide more comprehensive information exchange services, thereby increasing the Company's profits and visibility, as well as customers' good impression toward the Company. In recent years, the Company has integrated the current novel marketing channels and approaches to provide construction company clients and customers with more comprehensive services and more timely real estate market information.

## Mid- to Long-Term Goals

1. Establishing a mutual trust and collaborative mechanism with excellent construction companies  
The Company collaborates with excellent construction firms and adopts the underwriting model to manage the sales of construction projects from these companies. The business scope includes planning the sizes of key products under the project, exterior design, determination of indoor layout, public facilities planning, contracting for the reception center and sample house, creation of advertising models, selection of advertising media, preparation of on-site sales props, image advertisement and public relations, among other activities, to enhance and consolidate the long-term profits of both parties and establish mutual trust between them.
2. Entering the field of real estate development  
From our role as a service intermediary to the field of real estate development, we combine years of practical experience to provide products and services that better meet the needs of the market and consumers. We take into account both the upstream and downstream aspects of the real estate industry to extend the company's development advantages.

## Concrete Results

Hiyes International holds a sales meeting every two weeks, with representatives from each department attending to conduct cross-departmental communication, coordination and resource integration for projects. Senior executives supervise the progress and performance of project execution, to establish the operation and management model of Hiyes International.

## Responsible Department/Complaint Mechanism

External stakeholders may file suggestions or complaints through the "Customer and Investor Services" section of the Company's official website.

## Evaluation Mechanism

Hiyes International ranks first among the top ten real estate marketing agencies in Taiwan in terms of project volume in 2024.



Responsible Department/  
Complaint Mechanism



Unit: NT\$ thousand

Item	2022	2023	2024
Revenue	5,092,277	7,754,584	10,160,910
Operating costs	2,811,583	5,071,813	6,417,052
Employee salaries and benefits	558,729	660,374	851,137
Payment to investors	899,874	809,616	1,086,417
Payments to the government	386,842	443,923	635,340
Investment in community	10,060	7,075	10,769



## 3.5 Customer Relationship

### Products and Services

Customers often leave the same questions on different platforms. Hiyes International has integrated multiple platforms, including Facebook, Line@, email, and the 0800 hotline. Through the uniform organization of the marketing and customer service staff, it prevents multiple employees from handling the same case repeatedly. Similar cases may even be integrated, and tasks are carried out strategically to improve the coordination and efficiency of the customer service team, while maintaining consistency in the customer experience.

### Customer Relationship

#### Online Platform

- Official website:  
<https://www.hiyes.tw/>
- Facebook

#### Customer Opinion Consultation Channel

- Customer service hotline:  
0800-520-666
- Customer service email:  
service@hiyes.tw
- One-on-one LINE@official account

### >> Customer Service Process



### Customer Satisfaction Survey

In addition to continuously researching the planning of architectural products, Hiyes also cares about the feelings of each group of customers after the visit. The customers receive a text message of satisfaction evaluation sent by the system the day after the visit, to investigate the visit experience in the sales center, the professionalism and service attitude of the sales staff, among other things, to understand the customer's needs and feelings, and provide the most appropriate service in real time based on the customer's suggestions fed back. The excellent sales personnel are praised regularly every quarter to motivate the front-line employees to serve customers more enthusiastically and attentively.

## >> Customer Satisfaction

Year	Score	Source (Customer)	Description of Improvement
2022	9.20	Satisfaction survey questionnaire	Reduce hard copies of promotional materials and prints, and replace them by producing EDMs to save energy, reduce carbon emissions and protect the earth.
2023	9.31	Satisfaction survey questionnaire	Optimizing the house tour process of construction projects, to prevent long-waiting by customers during peak hours
2024	9.35	Satisfaction survey questionnaire	Continuously optimizing the appointment-making and house tour processes, to improve service efficiency

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

## 3.6 Information Security Protection

### Meaning to the Company

Regardless of the era, data retention is a very important issue. In the past, data was often protected through archives, safes, and other means. Protection can be achieved through specific locations. Nowadays, a lot of information and data are stored in various media in digital form. For example, individuals store data on computer hard drives or USB flash drives, while companies store data on mainframe files or storage devices. Once this data is stolen, damaged, or lost, it will be a significant loss for individuals and companies, and it will become a major concern for information security. Therefore, we shall exercise caution when processing various data.

### Policy/Commitment

1. Strengthen the information security of customer data.
2. Avoid leakage of the company's Internal information.
3. Ensure that the Company's continued operations are not subject to information security threats.

### Short-Term Goals

1. Avoid threats from ransomware or computer virus.
2. Prevent leakage of customer personal information.
3. Enhance employees' awareness of information security.

**Mid- to Long-Term Goals**

1. Continuously strengthen firewall security and prevent the spread of malicious programs through intranet isolation
2. Upgrade software and hardware, to facilitate the introduction of the latest information security protection and detection technologies.
3. Improve information protection.

**Concrete Results**

1. Update the anti-virus software to the latest version so that the overall protection of the computer is improved.
2. Education and training – Promote information security concepts to employees, such as not clicking on unknown websites and not downloading abnormal email attachments.
3. For computers without upgrading hardware, upgrade their operating system versions and activate the automatic updates to improve the information security level.
4. All login devices require identity authentication and control is only granted with authorization, to avoid data theft and other problems.
5. Perform routine virus code updates.

**Responsible Department/Complaint Mechanism**

Information Security Department

**Evaluation Mechanism**

There was no computer virus infection or customer personal information leakage within the Company during the year.

**Data Security**

The emphases of information security protection for data are as follows:

- Disaster prevention (earthquakes, floods, insufficient power, among other things.)
- Anti-virus
- Anti-theft

**Data Encryption and Identity Authentication for Authorization**

In terms of data security, in addition to ensuring data retention, the possibility of data theft must also be considered. Currently, there are many mechanisms and technologies that can encrypt data to prevent unauthorized individuals from identifying and interpreting it. In the event of theft, this approach can enhance data protection and minimize damage. The frequent occurrence of ransomware seen recently poses a serious challenge for data protection. The approaches that simply protect data from being stolen are no longer able to guard against such malicious conduct. New mindsets and protective technologies for information security must be adopted to safeguard data. Nowadays, it is no longer necessary to visit a specific location in person to handle matters. Errands can be completed online, which greatly increases convenience. However, the consequent problems are how to ensure authorized identity for identity authentication, as well as the management and use of data. In recent years, many corresponding standards and certifications have been proposed internationally. Government agencies, financial institutions, and corporate websites may refer to or follow international standards or national regulations to protect and use the information of the general public.

**Security Certificate (SSL Certificate)****Application Security**

The description above mentions that software security includes application security. Applications are numerous and closely related to our daily lives; from document preparation and information transmission to business transactions, they exist everywhere. We need to understand how to prevent malicious parties from discovering hidden vulnerabilities in the operations of applications and exploiting these vulnerabilities to infringe upon personal privacy, property, or even personal safety. Therefore, users must pay attention to and emphasize the source of the applications they are using, whether the unit or organization publishing the applications actively reviews their security and protects them from threats and vulnerabilities throughout the life cycle of the application. Reduce the conduct of cyber criminals finding and exploiting vulnerabilities in applications to steal data, intellectual properties, and confidential information.

Practical measures: scan the Company's information archive website for vulnerability

1. As an employee benefit, the Company encourages employees to switch to Mac computers to enhance information security. The multiple defenses equipped with Mac computer hardware and software also make it difficult for hackers to compromise the computers. For hardware, Apple began embedding Apple T1 and T2 security chips into Mac computers in 2016, continuing until the current Apple M3 chip. In Mac computers, the security isolation sector is built in to provide the capability of file-level encryption. Regarding software, the macOS operating system features high-precision protection technology while running. By default, only applications approved by Apple can be launched on macOS. Additionally, if the program needs to access sensitive permissions, such as cameras or GPS, it must request authorization from the user one by one. We also strengthen the promotion to employees, not to download or execute software from unknown sources or browse unknown websites.
2. Anti-malware code  
Malware is malicious software that can steal or destroy your personal data such as files, photos or messages. It can also track or spy on you secretly, steal your money, or use your device for other malicious purposes, such as attacking other people. On Windows, Mac, and Android, Microsoft Defender can check files or apps you download and install, as well as scan files already on your system, to identify any malware code that can threaten your device.

### 3. Web protection

Many visible digital attacks are carried out through harmful websites that attempt to trick you into disclosing personal information (such as username and password, credit card or other account information) or to install malware on your system. If we find harmful links, we will block them and notify you.

### 4. Authorizing additional device

You can install the apps on other devices and sign in with the same personal Microsoft account to add up to four additional devices to your Microsoft Defender account. These devices appear on the Microsoft Defender dashboard, allowing you to view the security status of all your devices in one place and prevent unauthorized devices from harming users' security.

# 4

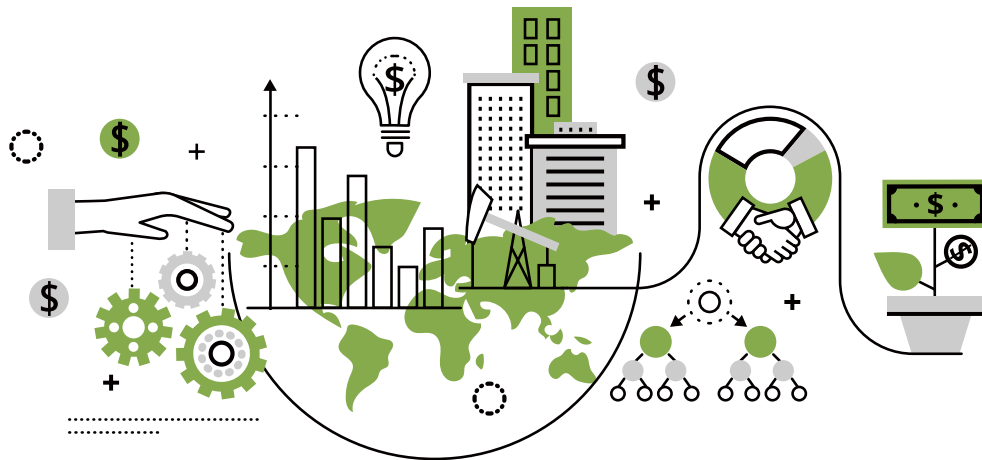
## Sustainable Environment

- 4.1 Energy Management
- 4.2 Carbon Emissions
- 4.3 Climate Change



Hiyes International has always taken environmental friendliness and sustainable development as its core business philosophy, and is committed to taking rigorous control measures in energy management and greenhouse gas emissions, to minimize negative impacts on the environment. Since the Company is a commercial office building and is not a huge water consumer and waste producer, we do not specifically count relevant data. Meanwhile, reducing carbon emissions not only helps to reduce environmental damage and air pollution, but also reduce environmental costs. In addition, while utility resources are saved, operating costs are also reduced. While providing quality products and services, Hiyes International is fully aware of its responsibility to protect the earth's environment and considers environmental protection an important focus of the Company's long-term endeavors.

- 2024 – The estimated total waste volume is: 20.4806 metric tons.
- 2023 – The estimated total waste volume is: 19.8188 metric tons.
- 2024 – The estimated total water consumption is: 17.1243 metric tons.
- 2023 – The estimated total water consumption is: 16.7417 metric tons.



## 4.1 Energy Management 302-1, 302-3~4

The electricity consumption statistics of Hiyes International are mainly based on the headquarters building, and through these statistics, the greenhouse gas emissions are calculated. In 2024, a total of 25,834 kWh of electricity was used, and the Category 2 greenhouse gas emissions produced 12.245 metric tons of CO<sub>2</sub>e. Based on the corporate sustainable development policy focused on environmental friendliness and green operations, we continuously monitor energy management, greenhouse gas emission management, and other energy-saving and carbon-reduction efforts. We aim to improve reduction actions in order to minimize the environmental impact of our operational activities.

Energy Intensity	Headquarters		
	Sales (NT\$ million)	Gigajoule (GJ)	Energy Intensity (GJ/Sales)
2022	5,092.28	96.83	0.019
2023	7,754.58	93.27	0.012
2024	10,160,910	93.00	0.009

In terms of energy savings, the main business formats of Hiyes International are primarily general office spaces, with energy consumption predominantly coming from air conditioning and lighting equipment. In response to international environmental trends, Hiyes continuously promotes various office energy-saving activities to reduce energy consumption and achieve maximum energy-saving results through the cooperation and participation of employees.



## 4.2 Carbon Emissions 305-1~5

Hiyes International Headquarters Building – Electricity Statistics	2022	2023	2024
kWh	26,896	25,908	25,834
Carbon emissions (metric tons CO <sub>2</sub> e)	13.314	12.799	12.245
Emissions intensity (metric tons CO <sub>2</sub> e/NT\$ million of revenue)	0.0026	0.0017	0.0012

Note:

1. Adopt the operation control right approach.
2. The gas type included in the calculation is carbon dioxide.
3. One kWh of electricity is equal to 3.6 million joules, and one GJ is equal to 1 billion joules.
4. The reference source of the coefficient is the annual electricity carbon emission coefficient provided by the Bureau of Energy, Ministry of Economic Affairs: 0.495 is adopted for the calculation of 2022, 0.494 is adopted for the calculation of 2023, and 0.474 is adopted for the calculation of 2024 (unit: kg CO<sub>2</sub>e/kWh).
5. The calculation is based on the actual floor space of Hiyes International, which occupies approximately 30% of the entire floor of the building.

### Meaning to the Company

In response to the global trend of emission reduction, Hiyes International actively participates in promoting emission reduction strategies. Meanwhile, in compliance with laws, regulations, customer needs, and other relevant requirements, supervisors at all levels implement energy management policies to create an environmentally friendly and energy-saving working environment.

### Commitments

In order to effectively implement energy management, the relevant power-saving plans are adjusted through regular reviews, and we work collaboratively with the Occupational Safety Department, supported by policies, to explore relevant energy consumption factors and build a basic energy database. Other than referring to the energy consumption indicators of products from foreign peers, the Company implements various energy management and energy-saving measures to enhance energy management and strengthen energy-saving technology and efficiency control, aiming to gradually become a leading indicator in the industry.

### Short-Term Goals

Greenhouse gas emission intensity to be reduced by 0.5%.

### Mid- to Long-Term Goals

The priority is given to energy-saving designs for the procurement of energy-consuming equipment

### Concrete Strategies

1. Air conditioning
  - Adaptive to the working hours, the air conditioning system is switched on and off at the specific time.
  - The temperature of the air conditioning is set uniformly according to the outdoor temperature, and records are kept for review and adjustment.
  - Professional vendors are engaged to clean the air conditioner fans regularly.
  - Windows are equipped with blinds to shield against strong sunshine in the summer, preventing indoor temperatures from rising and reducing energy consumption of air conditioning.
  - In winter, outdoor air is introduced to reduce the use of air conditioning.
2. Lighting
  - Replace light tubes and bulbs with energy-saving LED tubes and bulbs to reduce energy consumption.
  - Encourage employees to develop the habit of turning off lights wherever needed.
3. Others
  - Promote the joint energy-saving. For instance, employees are asked to use public appliances (rice steamers) during the same period.
  - Purchase refrigerators equipped with energy and power-saving features and an inverter.

#### Responsible department and complaint mechanism

- General Affairs Department
- Company Website

#### Evaluation mechanism

- Electricity consumption and energy intensity.

In addition, across all of Hiyes International's project sites throughout Taiwan, a distinguishing factor from our peers is that we do not lease air conditioners for project sites; instead, we purchase them outright. This not only saves costs when switching to other project sites, but also provides better energy-saving efficiency, as the air conditioners we purchase are all first-grade energy-saving certified products. The configurations of the reception centers are modularized to reduce the carbon footprint.

## 4.3 Climate Change

Climate change has caused increasingly frequent extreme weather. As global awareness of the climate crisis increases, it has also directly or indirectly affected the operations of corporate and consumer behaviors. Therefore, we refer to the Task Force on Climate-Related Financial Disclosures (TCFD) and follow the four cores, namely governance, strategy, risk management, indicators and goals, for management, and presented in the sustainability report. We hope that stakeholders understand the impacts on the Company from risks and opportunities related to climate change, and the mitigating measures to reduce their risks through the changes.

### >> Climate Change Management Structure

Framework	Action Plan
Governance	The Company's climate risk management is discussed and evaluated by the Risk Management Committee, and the resolutions related to climate change are reported by the Committee to the board of directors for the implementation performance and required improvement advice. In the fourth quarter of each year, in the board meeting, the implementation results of the current year and the work plan for the next year are reported, and the revisions are made after listening to the board's opinions. Incorporate climate change risk-related issues and their management objectives.
Strategies	In order to understand the impact of climate-related risks and opportunities on the Company's strategies and plans, the Company refers to the climate-related scenario analysis under TCFD, and adopts quantitative and qualitative analyses to take corresponding measures. The Company refers to the 2°C scenario (2DS) and discusses the definitions of short-, mid- and long-term periods, determining that "1–3 years" as the short term, "3–5 years" as the mid-term, and "6–10 years" as the long term, to conducts climate risk and opportunity assessments accordingly. Types of climate risk include transition risks and physical risks, which are further divided into policies and regulations, technology, market, reputation, and actual and chronicle. Opportunities are divided into five major categories: resource efficiency, energy sources, products and services, markets, and organizational resilience.
Risk Management	The Company completed risk identification through the "Climate Change-Related Financial Disclosure (TCFD) Discussion Meeting" of the Risk Management Committee, and the possible transition and physical risks and opportunities of the Company's operations caused by climate change factors provided by various units are discussed.
Indicators and Goals	<ol style="list-style-type: none"> <li>1. Power saving intensity is reduced by: 0.5%.</li> <li>2. Greenhouse gas emission intensity is reduced by: 0.5%.</li> </ol>

## Climate Risk Identification

Climate-related risks and their potential consequences are featured with diverse, dynamic, and long term, with high uncertainty, making them difficult to rank in a quantitative manner. Therefore, in order to understand the scale of risks faced by the Company, the Chair of the Sustainable Development Committee and members of the task forces under the Sustainable Development held meetings to integrate the Company's climate change risks to formulate effective management strategies for achieving the purpose of risk avoidance, mitigation or transfer, while continuously tracking the effectiveness of the strategies and the achievement rate of goals through rolling-based management. The Company has identified one transition risk and one physical risk in 2024, and has responded to and explained the risk and opportunity above. Presented as follows:

Risks and Opportunities	Item No.	Issue	Risk Response/Future Planning
Transition risks	Market	Rising raw material costs	The configurations in reception centers are modularized and reused to avoid waste. Instead of leasing, the air conditioners are replaced with outright-purchased, first-grade energy-saving models to save on operating costs such as construction, rent, and electricity.
Physical risks	Acute	The severity of extreme weather events such as typhoons and floods has increased	Taiwan is located in a typhoon-prone area, and the Company has been affected by typhoons and floods. In order to mitigate disasters caused by extreme weather, the Company promotes the regular implementation of operational risk identification to determine the types, descriptions, and possible impacts of risks, formulate various emergency response plans, purchase insurance, and develop other strategies as countermeasures to avoid increased risk levels.

## Scenario Analysis

The Company has made the following scenario analysis based on the TCCIP website of the competent authority:

- "The severity of extreme weather events such as typhoons and floods has increased"
  - Amid climate change, typhoons and torrential rains are becoming more severe, possibly subjecting the Company's operating sites to natural disasters, resulting in operational disruptions or casualties.
  - SSP1-2.6: The average annual total precipitation in Taiwan increases by approximately 12% and 16% in the mid- and late 21st century. The average maximum daily rainfall intensity in a year increases approximately 15.7% and 15.3% in the mid- and late 21st century.
  - SSP5-8.5: The average annual total precipitation in Taiwan increases by approximately 15% and 31% in the mid- and late 21st century. The average maximum daily rainfall intensity in a year increases approximately 20% and 41.3% in the mid- and late 21st century.
  - SSP5-8.5: In the mid- and late 21st century, the number of typhoons affecting Taiwan will decrease by about 15% and 55%, the proportion of strong typhoons will increase by about 100% and 50%, and the rainfall of typhoon change rate will increase by about 20% and 35%.
  - Upon the Company's investigation, typhoons and torrential rains caused six days of operational interruption in 2024, reducing operating revenue by approximately 2%.
- "Rising average temperature"
  - SSP1-2.6: The average annual temperature may increase by 1.3°C and 1.4°C in the mid- and late 21st century. The number of days with high temperatures of 36°C or more increased in various places, and the days increased in the mid- and late 21st century, are about 6.8 days and 6.6 days.
  - SSP5-8.5: The average annual temperature may increase by 1.8°C and 3.4°C in the mid- and late 21st century. The number of days with high temperatures of 36°C or more increased in various places, and the days increased in the mid- and late 21st century, are about 8.5 days and 48.1 days. Of which, the increase in urban areas is more significant than in other areas.
  - Based on the scenario analysis results above, upon the investigation by the Company, if the increase in electricity prices is not considered, when the temperature rises by 1.3°C, the electricity operating costs will increase by about 2%.



# 5

## Social Care

- 5.1 Employee Profile
- 5.2 Suitable Persons for Suitable Jobs
- 5.3 Participation in Social Welfare



**HI-YES GROUP.**  
海悅國際開發 create your lifestyle

## 5.1 Employee Profile

Hiyes International emphasizes the labor rights and interests of its employees, listens attentively to their needs, and strives to create a happy and safe workplace environment. The Company is committed to providing friendly and equal job opportunities, implementing a gender equality policy, and offering salaries and benefits with competitive advantages in the market. Various training courses are held from time to time, to enrich the employees' professional functions and enhance the competitiveness and talent strength of the Company. Therefore, the employees are able to achieve a balance between work and life in a comprehensive workplace environment and continuously grow with the Company.

The employees are treated equally, and any labor condition possibly resulting in an unequal workplace is eliminated through various equal-right measures to protect the labor rights and interests of the employees. We make the employees feel respected and trusted, and create a happy and inclusive workplace environment.



### 5.1.1 Human Rights Protection

In order to fulfill the corporate social responsibility and protect the basic human rights and related interests of all employees, Hiyes International supports and complies with the "United Nations Universal Declaration of Human Rights" and the "United Nations Global Compact," while abiding by the labor-related laws and regulations of Taiwan, to prevent any infringement and violation of human rights. The employees are ensured that their salary assessments are not different due to their gender, age, race, religion, or political stance.

Based on the operational characteristics of the Company, the following human rights issues are specifically emphasized:

1. Prohibition of child labor
2. Provision of a safe and healthy working environment
3. Prohibition of forced labor
4. Elimination of illegal discrimination
5. Protection of privacy
6. Diversity, inclusion and equal opportunity

To facilitate sufficient communications between the Company and the employees, an email mailbox is set up for advice/complaints and opinions, providing an effective and appropriate communication channel with the most stringent personal data protection standards. No human rights violations were recorded in 2024.



Sexual Harassment  
Prevention Human  
Rights Policy



Responsible  
Department/Complaint  
Mechanism

Hiyes International has established "Procedures Governing Prevention Measures, Complaint and Penalty for Sexual Harassment in Workplace," to protect the employees from the threat of sexual harassment, create a friendly working environment, and enhance the concept of gender equality. In addition, in all project sites, it is clearly disclosed "sexual harassment is prohibited" to ensure the mutually respectful work environment with gender equality.





Tainan Marketing Agency Center



Taoyuan Marketing Agency Center

### 5.1.2 Employee Statistics

As of December 31, 2024, Hiyes International has a total of 179 employees, all of them are Taiwanese citizens, and the employees with disabilities are employed as required by laws. Among them, male employees account for 43.58% of the total employees, and female employees account for 56.42%; the share of employees with college degree (inclusive) or above is 98.88%. Regarding the age distribution of employees, most of them are over 30 years old but under 50 years old, accounting for about 63.69% of the total employees.

Hiyes International adheres to the principles of being transparent, fair, just, and ethical when recruiting employees. Meanwhile, the “Procedures for Recruitment and Appointment” are established to be complied with for addition, recruitment, selection, salary assessment, and appointment of employees. The Company also promises that all employees have equal opportunities in the workplace. We constantly recruit new employees who are suitable for the Company, so that the senior employees can pass on their professional knowledge and experience, the organization can be strengthened, and the market competitiveness is maintained.





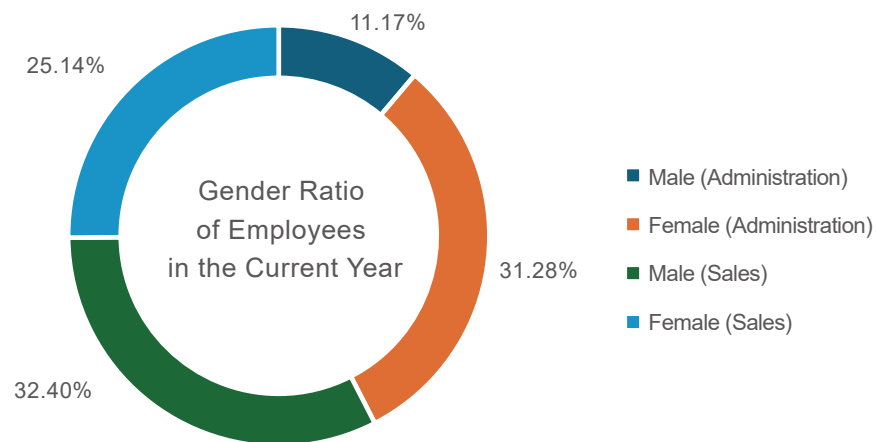
Diversity Statistics/Year			2022		2023		2024			
			Number of People	Percentage	Number of People	Percentage	Number of People	Percentage		
Director			Gender	Male	10	76.92%	11	84.62%	11	84.62%
				Female	3	23.08%	2	15.38%	2	15.38%
			Age	Under 50	1	7.69%	1	7.69%	1	7.69%
				50~65	10	76.93%	10	76.93%	10	76.93%
				65 and above	2	15.38%	2	15.38%	2	15.38%
			Education Background	Graduate school	11	84.62%	11	84.62%	11	84.62%
				Colleges and universities	1	7.69%	1	7.69%	1	7.69%
				Others	1	7.69%	1	7.69%	1	7.69%
Employees	Administration	Gender	Male	21	10.94%	21	12.00%	20	11.17%	
			Female	49	25.52%	50	28.57%	56	31.28%	
		Age	Under 30	21	10.94%	25	14.29%	16	8.94%	
			Over 30 but under 50	40	20.83%	38	21.71%	52	29.05%	
			50 and above	9	4.69%	8	4.57%	8	4.47%	
		Education Background	Graduate school	8	4.17%	10	5.71%	12	6.70%	
			Colleges and universities	60	31.25%	59	33.71%	62	34.64%	
			Others	2	1.04%	2	1.14%	2	1.12%	
	Sales	Gender	Male	72	37.50%	59	33.71%	58	32.40%	
			Female	50	26.04%	45	25.71%	45	25.14%	
		Age	Under 30	49	25.52%	42	24.00%	40	22.35%	
			Over 30 but under 50	73	38.02%	62	35.43%	62	34.64%	
			50 and above	0	0.00%	0	0.00%	1	0.56%	
		Education Background	Graduate school	11	5.73%	8	4.57%	9	5.03%	
			Colleges and universities	102	53.13%	96	54.86%	94	52.51%	
			Others	9	4.69%	0	0.00%	0	0.00%	

Note: The calculation method is as follows: 1. Percentage of female directors = (number of female directors at the end of the year / number of directors at the end of the year) \* 100%.

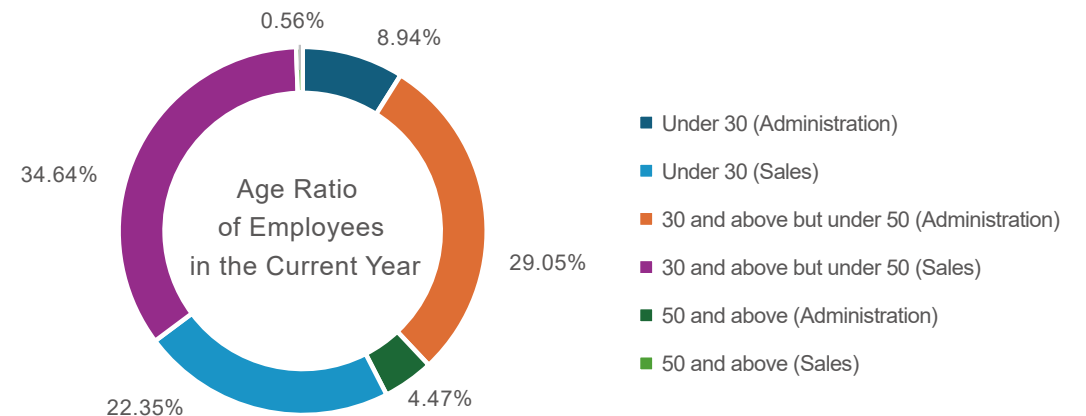
2. Under 30 years old administrative Personnel percentage = (total number of administrative personnel under the age of 30 at the end of the year / total number of employees at the end of the year) \* 100%.

3. Percentage of the sales staff with master's degrees = (Total number of the sales staff with master's degrees at the end of the year / total number of employees at the end of the year) \*100%.

Gender Ratio of Employees in the Current Year	
Male (Administration)	11.17%
Female (Administration)	31.28%
Male (Sales)	32.40%
Female (Sales)	25.14%

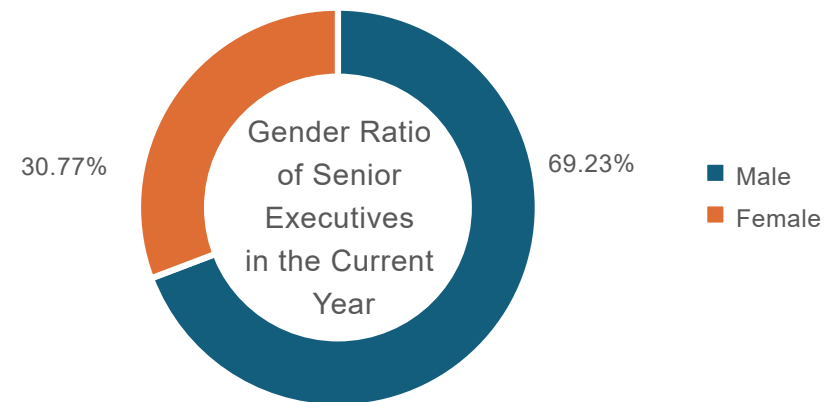
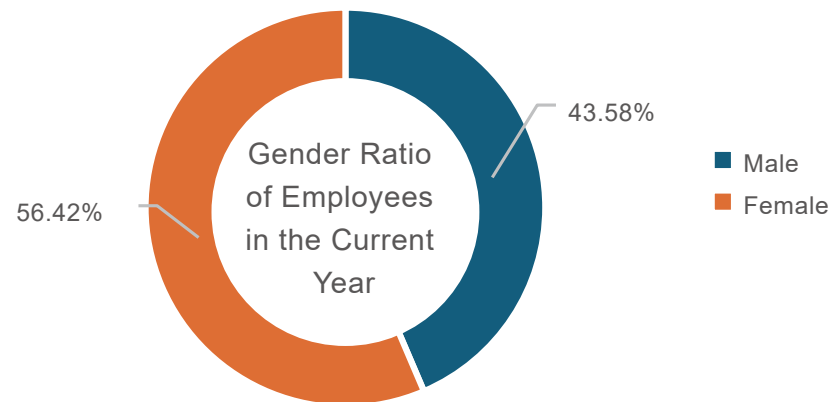


Age Ratio of Employees in the Current Year	
Under 30 (Administration)	8.94%
30 and above but under 50 (Administration)	29.05%
50 and above (Administration)	4.47%
Under 30 (Sales)	22.35%
30 and above but under 50 (Sales)	34.64%
50 and above (Sales)	0.56%



Statistics/Year		2022		2023		2024	
Total Number of Employees (Note 1)		192		175		179	
Employment Contract (Note 2)		Non-Fixed	Fixed	Non-Fixed	Fixed	Non-Fixed	Fixed
Gender	Male	93	0	80	0	78	0
	Female	99	0	95	0	101	0
Area	Taiwan	192	0	175	0	179	0
	Overseas	0	0	0	0	0	0
Employment Type (Note 3)		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Gender	Male	93	0	80	0	78	0
	Female	99	0	95	0	101	0
Area	Taiwan	192	0	175	0	179	0
	Overseas	0	0	0	0	0	0

Note: The Company defines "senior executives" as assistant general managers and above



Item/Year		2022		2023		2024	
Total Number of Employees in the Current Year		192		175		179	
Statistics on New and Resigned Employees		Number of people	Proportion	Number of people	Proportion	Number of people	Proportion
New Employees							
Age	Under 30	11	5.73%	23	13.14%	35	19.55%
	Over 30 but under 50	5	2.60%	2	1.14%	6	3.35%
	50 and above	0	0.00%	0	0.00%	0	0.00%
Gender	Male	2	1.04%	14	8.00%	18	10.06%
	Female	14	7.29%	11	6.29%	23	12.85%
Education Background	Graduate School	0	0.00%	3	1.71%	2	1.12%
	Colleges and Universities	16	8.33%	22	12.57%	39	21.79%
	Others	0	0.00%	0	0.00%	0	0.00%
Area	Taiwan	16	8.33%	25	14.29%	41	22.91%
	Overseas	0	0.00%	0	0.00%	0	0.00%

Note: 1. Statistics were counted to the end of the year (12/31) for the total number of employees.

2. New employee ratio = (total number of new employees in the specific categories in the current year / total number of employees in the current year) \* 100%.

Turnover rate = (total number of resigned employees of a specific category in the current year / total number of employees in the current year) \* 100%.

For instance, the ratio of new female new employees = (total number of new female employees in the year / total number of employees in the year) \* 100%.

For instance, the turnover rate of employees under 30 years old = (the total number of resigned employees under 30 years old in the current year / the total number of employees in the current year) \* 100%.

Item/Year		2022		2023		2024	
Total Number of Employees in the Current Year		192		175		179	
Statistics on New and Resigned Employees		Number of People	Proportion	Number of People	Proportion	Number of People	Proportion
Resigned Employees							
Age	Under 30	9	4.69%	21	12.00%	22	12.29%
	Over 30 but under 50	18	9.38%	20	11.43%	14	7.82%
	50 and above	1	0.52%	1	0.57%	0	0.00%
Gender	Male	18	9.38%	27	15.43%	18	10.06%
	Female	10	5.21%	15	8.57%	18	10.06%
Education Background	Graduate School	2	1.04%	4	2.29%	1	0.56%
	Colleges and Universities	25	13.02%	29	16.57%	35	19.55%
	Others	1	0.52%	9	5.14%	0	0.00%
Area	Taiwan	28	14.58%	42	24.00%	36	20.11%
	Overseas	0	0.00%	0	0.00%	0	0.00%

Note: 1. Statistics were counted to the end of the year (12/31) for the total number of employees.

2. New employee ratio = (total number of new employees in the specific categories in the current year / total number of employees in the current year) \* 100%.

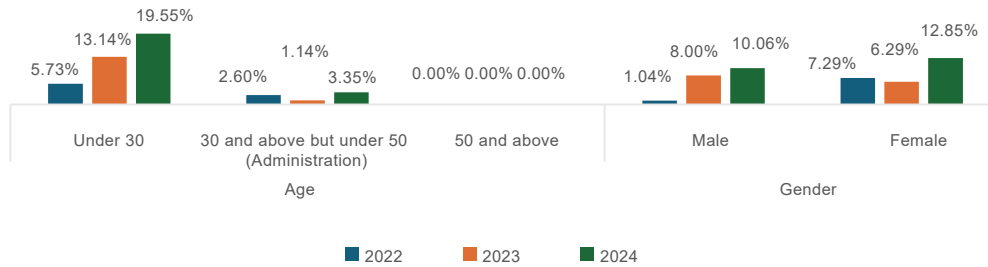
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For instance, the turnover rate of employees under 30 years old = (the total number of resigned employees under 30 years old in the current year / the total number of employees in the current year) \* 100%.

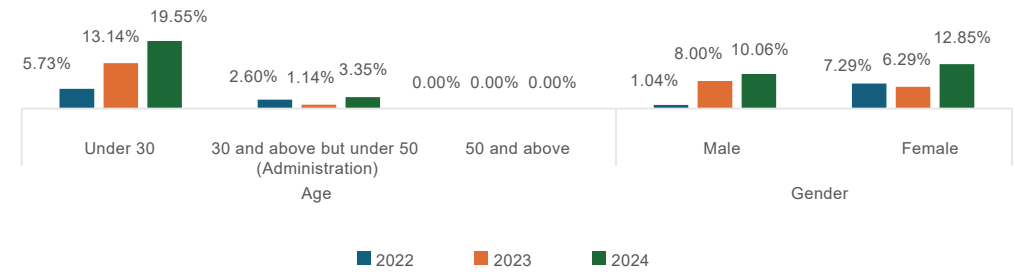
### Ratio of New Employees

(By Age and Gender)



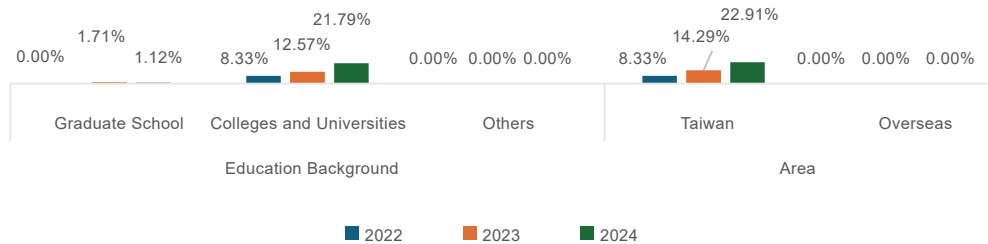
### Ratio of New Employees

(By Age and Gender)



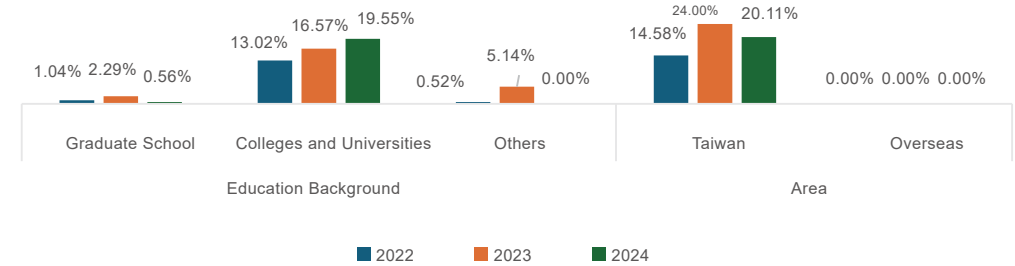
### Ratio of New Employees

(By Education Background and Work Location)



### Proportion of Resigned Employees

(By Education Background and Work Location)





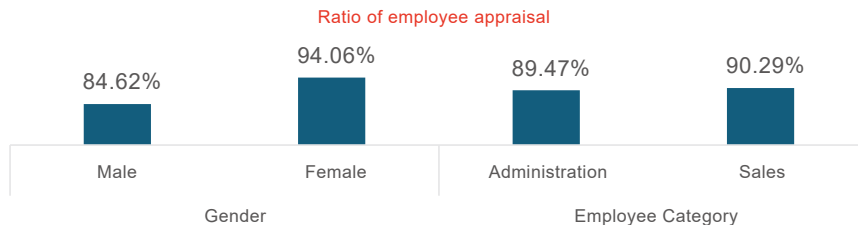
## 5.2 Suitable Persons for Suitable Jobs

Hiyes International regards its employees as partners for sustainable operations. From a perspective of pragmatism and long-term management, we consider that hiring suitable people for suitable jobs, moving with the times, and harmony between employees and employer are the critical keys of human resources. We provide salary and benefits competitive in the market, insist the philosophy of treating employees equally, while setting up multiple channels for two-way communications with the employees, and striving to create a friendly workplace culture so that employees can enjoy their work.

In addition, to better understand the work status of the employees, we endeavor to enable the employees to exert their strengths in suitable positions and motivate them to achieve their goals. Annual performance appraisals are conducted regularly every year. The appraisals are linked to personal year-end bonuses based on the overall profit of the year, as the basis for promotion and salary adjustment. For employees eligible for annual performance appraisal in 2024, the completion rate is 100%.

Statistics of 2024 Appraisal		Actual number of employees appraised	Number of employees of the category	Percentage
Gender	Male	66	78	84.62%
	Female	95	101	94.06%
Employee category	Administration	68	76	89.47%
	Sales	93	103	90.29%

Note: Employee performance appraisal excludes supervisors at the manager level and above.



### 5.2.1 Remunerations and Benefits

#### Meaning to the Company

The employees are important and valuable assets of Hiyes International and an essential cornerstone for the Company's sustainable development. We provide a stable and market-competitive remuneration system and comprehensive employee benefits, to satisfy the employees' needs of career development and continuously recruit outstanding talents.

#### Commitments

We implement the employment philosophy where everyone makes the best efforts and receives rewards they deserve. Salaries are determined based on an employee's education, background and experience, professional knowledge and skills, years of service, and personal performance. No different salary assessment is given due to personal physical or psychological differences, ensuring gender equality and equal pay for equal work. As the employees serve in the Company longer, and acquire more professional knowledge, skills and experience related to their works, Hiyes International is happy to share its profits with the employees, so that other than contributing their strengths to the Company, the employees enjoy a carefree personal financial life, thereby enhancing their loyalty and sense of belonging to the Company.

#### Short-, Mid-, and Long-Term Goals

The salary structure is adjusted in a timely manner based on the employees' personal performance and contributions.

#### Concrete results

In addition to the basic salary and meal allowance, under the remuneration system of Hiyes International, the "health allowance" is offered to encourage the employees to quit smoking or not smoke. Every year, year-end bonuses are paid based on operating conditions to motivate the employees and share operating results. The comprehensive employee benefits are also provided. In addition to providing labor insurance, national health insurance, and labor pensions in accordance with the law, we also offer employees group insurance (life, medical, and accident) that exceeds the requirements of the Labor Standards Act, ensuring that the employees enjoy multiple protections.

The “Hiyes International Co., Ltd. Employee Welfare Committee” was established pursuant to the law, with a total expenditure of NT\$2,139,165 in 2024. The employee benefits, allowances and friendly workplace facilities superior to those in the Labor Standards Act are provided. For instance, wedding gifts, maternity allowance, funeral subsidies, employee travel subsidies, year-end parties and birthday gift vouchers, among other things.

(In 2024, seven employees received cash gift for wedding, four received maternity allowances, and 17 received funeral subsidies)

“Create Your Lifestyle.” We make the dreams of employees of home come true, and create the most livable and happiest homes for them. To enable these diligent employees to own a home of their own, the employees of Hiyes International are entitled to home purchase discounts.

“Sharp the knife before cutting.” To improve the work convenience and presentation skills of the staff in the Sales Department, Hiyes International subsidized these staff to purchase Apple Mac laptops to improve their work efficiency and performance.

As a consideration given to these staff of the Sales Department assigned to remote locations, the Company provides house rent allowances and transportation subsidies for returning home as enhancements to the living environment in other locations and transportation convenience. In addition, as the staff of the Sales Department have to travel frequently to and from the Company/project sites, Hiyes International also subsidizes transportation and fuel.

#### Responsible Department/Complaint Mechanism

- Department heads/direct communication.
- Human Resources Department, HR contact: hr@hiyes.tw (02)8712-8888.

#### Evaluation mechanism

No dispute related to salary and benefits occurred in 2024.

Employee Benefits	Full-Time Employees	Employee Benefits	Full-Time Employees
Group Insurance	✓	Employee Travel Subsidy	✓
Monetary Gift for Wedding	✓	Subsidy for Arts and Cultural Activities	✓
Parental Allowance	✓	Employee Discount for Home-Buying	✓
Funeral Subsidy	✓	Year-End Party	✓
Monetary Gift for Mid-Autumn Festival	✓	Department Gathering	✓
Monetary Gift for Dragon Boat Festival	✓	Health Allowance	✓
Year-End Bonus	✓	Breastfeeding Room	✓
Birthday Gift Vouchers	✓	On-Site Health	✓

#### Salary for Full-Time Non-Managerial Employees

For the salary information on the full-time non-managerial employees of the Company, please refer to the link below and enter the keywords “listed, 2024, Other industries” to search.



Salary information for full-time non-managerial employees

<https://mops.twse.com.tw/mops/#/web/t100sb15>



**[2024 Year-end Party]**



**[2024 Sales Department – Team Activities and Gatherings]**





**[2024 Back Office Gatherings]**



**[2024 Employee Travel]**



## Parental Leave

As a consideration given the employees in needs of raising children, and help them balance family and works, Hiyes International complies with the “Act of Gender Equality in Employment” and provides the employees with parenting leave of absence and related benefits. An employee who has been employed for six full months may apply for parental leave of absence before any of their children reach the age of three years old pursuant to the law, but the leave may not exceed two years. When the leave of absence expires, these employees will be arranged to reinstate to their original unit and position, so that employees who apply for parental leave of absence do not have to worry about work transition after reinstatement.

A total of four employees applied for parental leave in 2024.

Employees' Parental Leave/Year	Gender	Statistics		
		2022	2023	2024
Number of Employees Eligible for Parental Leave	Male	8	4	8
	Female	13	12	11
Number of Employees Applying for Parental Leave	Male	0	0	0
	Female	4	5	4
Number of Employees Due to Reinstatement Upon the End of the Parental Leave (A)	Male	0	0	0
	Female	4	6	4
Number of Employees Actually Reinstated Upon the End of the Parental Leave (B) (Including Early Reinstatement)	Male	0	0	0
	Female	3	5	3
Reinstatement Rate (B/A)	Male	0.00%	0.00%	0.00%
	Female	75.00%	83.33%	75.00%
Number of Employees Who Reinstated Upon the End of the Parental Leave, and Are Still in Service for 12 Months After the Reinstatement in the Previous Year (C)	Male	0	0	0
	Female	2	3	4
Retention Rate (C/Previous Year B)	Male	0.00%	0.00%	0.00%
	Female	100.00%	100.00%	80.00%

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 leave or paternity leave in the past three years.  
 2. Reinstatement rate = (total number of employees actually reinstated in the year / total number of employees due to reinstatement in the year) \* 100%.  
 3. Retention rate = (total number of employees still employed 12 months after reinstatement in the previous year / number of employees actually reinstated in the previous year) \* 100%.

### Message from Stakeholders – Yeh, Li-Hsuan, Sales Department

In this challenging working environment, I am satisfied with the Company's deep concern for the well-being of the employees. Especially the Company's policy of parental leave of absence. During my pregnancy, the Company and my colleagues gave me meticulous care and help, allowing me to work free of worry, and embrace the arrival of a new life with peace of mind. Be it flexible work arrangements or support for parental leave, I feel that the Company truly cares about every stage of its employees. Such support not only relieved my physical and mental burdens but also allowed me to fully focus on taking care of my child, complete my maternity leave without worries, and return to work smoothly after parental leave.

As a new mother without any support, I had plenty of time to accompany my child to grow during parental leave. After returning to work, the work area and flexible leave arrangements helped me better adapt to the new role, find a balance between family and work, and reduce stress and anxiety in work and life.

The Company not only cares about the career development of the employees, but also pays great attention to the quality of life and family needs of employees. The implementation of each policy makes me feel the deep care of the Company for the employees, and makes me recognize this organization more with deeper loyalty. I firmly believe that such humanistic care and practical support is one of the fundamental reasons for the Company's continual growth and success.

In the future, I also hope that the Company will constantly strengthen these caring policies so that more employees, especially those with families, can enjoy greater flexibility and balance in their careers, thereby promoting a healthy and harmonious work atmosphere as a whole.

### Breastfeeding Room

Hiyes International emphasizes the balance between work and family for the female employees. In response to the governmental regulations and measures, it has set up independent and unaffected spaces as breastfeeding rooms for female employees, enabling the female employees to continuously breastfeed with peace of mind when returning to the workplace after giving birth, as a true implementation of maternal health protection.

### Retirement System

To protect the financial planning of the employees after retiring, the pension system of Hiyes International is a defined contribution plan (new system for pensions). Since July 1, 2005, pursuant to the provisions of the "Labor Pension Act," a mandatory contribution of 6% of the individual salary has been made to the personal pension account in the Labor Insurance Bureau every month. For those who voluntarily contribute to their pension, an additional voluntary contribution is made at the rate of 1% to 6% from such employee's monthly salary to the personal pension account.

As of December 31, 2024, the amount contributed to the specific account is NT\$6,649,573.





## 5.2.2 Talent Cultivation

### Meaning to the Company

Talents are the key to the sustainable operation and growth of Hiyes International. We emphasize the cultivation of employees' capabilities, enabling them to fully exert their expertise and potential, so they grow with the Company and enhance market competitiveness. We recruit talents through diverse channels, including job banks, industry–academia collaboration, employee recommendations and internal transfers, to attract outstanding talents with different expertise and experiences.

On the day new employees report for work, the Human Resources Department organizes the orientations, including: the company profile, organization introduction, office environment, administration and management regulations, employee benefits, among other things, so that they can get familiar with the company culture and system, and quickly understand the business and relevant regulations of each department, for a greater sense of belonging and recognition with the Company.

### Commitments

To foster and enhance the professional capabilities of the employees, each department provides corresponding training and learning resources based on work needs, to assist the employees in the development of their job functions and careers. Hiyes International adopts the “on-the-job training” as its main education and training, seeking to pass on the valuable experience through the sharing of department heads and senior employees.

### Short-, Mid-, and Long-Term Goals

As required by work requirements, the staff of the Sales Department must complete 12 hours of DraftSight drawing (graphic design) related courses. In addition, in order to encourage employees to pursue on-the-job training and enrich their professional knowledge, the Company subsidizes the registration fees for the real estate broker license examination and related teaching materials, enabling all employees to develop based on their talents ultimately.

### Concrete Results

Starting from 2021, to cultivate professional talents in the real estate brokerage (marketing agency) industry, through the off-campus internship cooperation programs with relevant departments of colleges and universities, we provide young students interested in developing careers in the real estate industry with internship opportunities during semesters and promote industry–academia cooperation. The Company assists interns to accumulate practical experience during the semester, connect with enterprises earlier via “learning by doing, and doing by learning,” and further understand the industrial operations and work tasks. The year 2024 is the fourth year of the internship cooperation program. During the year, there were twelve senior students participating in the internship program.

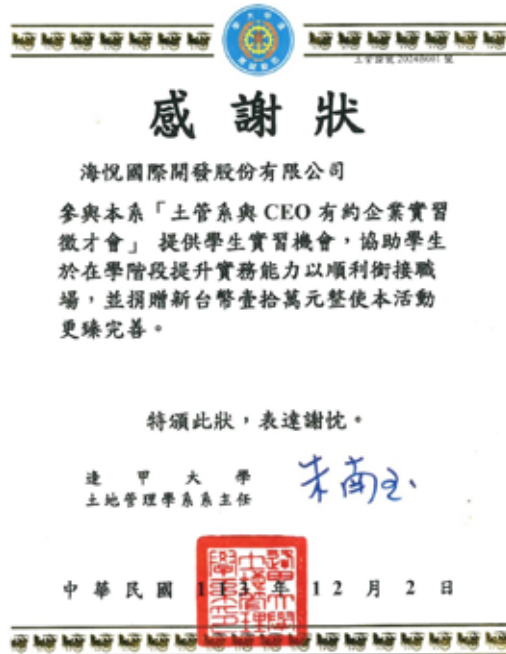
Hiyes International has made it a reality rather than dream for young students to get hired upon graduation. Cooperating schools and departments: Department of Land Management of Feng Chia University and Department of Real Estate Management of National Pingtung University. The internship and opportunities will be constantly provided in the future.

### Responsible Department/Complaint Mechanism

- Department heads/direct communication. Human Resources Department,
- HR contact: hr@hiyes.tw (02)8712-8888.

### Evaluation Mechanism/Results

- A total of eight students who participated in the internship program in 2024 stayed on as full-time employees after the internship.
- The education and training rate for new employees is 100%.



**[Participation in Recruitment  
for Corporate Internship of  
Department of Land Management,  
Feng Chia University]**



### Message from Stakeholders – Chiang, Ching-Wen, Sales Department

When I was in my sophomore year, I had the opportunity to visit Hiyes's reception center, which was my first contact with the real estate marketing agency industry. Through the introduction of senior students, I became strongly interested in this industry. Later I learned that the department organizes internship recruitment every year, and Hiyes is one of the companies recruiting. This made me decide to sign up for an internship in my senior year, hoping to gain practical experience during the internship. If I adapted well, I also look forward to being employed full-time.

During the internship, I was accompanied by a senior alumna. The administrative tasks require processing a large number of statements. But I am not familiar with EXCEL, so I can't help but feel nervous when I see those complicated formulas and numbers. However, the senior alumna always guided me patiently and gave me ample opportunities to practice. In addition to static statement preparation, I also need to go out and contact the contact persons in construction companies. At the beginning, I was a little timid and didn't know how to communicate with clients, but the senior alumna always gave me a sense of security and kept on encouraging me. As time went by, I was able to contact clients independently and create a good chemistry for cooperation.

During the internship, the sales ladies on site also took great care of me. Sometimes I would get nervous and panic when an order was placed, but they always waited patiently for me, encouraged me not to be nervous, and brought delicious food to share with me. This joyful atmosphere made me very happy during my internship. In addition to learning professional work skills, I also made many good friends among colleagues.

I am grateful to Hiyes for providing this internship opportunity, which enables us, the senior students, to smoothly transition into the workplace after completing our credits. During the internship, our work was identical to full-time employees, not only enabling me to truly understand the details of the work in a real estate marketing agency, but also helping me to confirm whether I was suitable for this job.

Finally, through the internship, I successfully became a full-time employee, and was fortunate enough to follow the Company back to the department to participate in the 2025 internship recruitment. I am very happy to share the works in a real estate marketing agency with the junior students, help them to better understand this industry, and encourage them to join our big family. Being able to be directly hired as a full-time employee upon graduation from college reduced the hassle of job hunting, which was the greatest gift I received through my internship.

### Message from Stakeholders – Wang, Wei-Cheng, Sales Department

When I was in my sophomore year, I had the opportunity to visit the reception center next to the school during a course and gained a preliminary understanding of the operating model of a real estate marketing agency. During my study at the university, I continuously improved my professional skills and successfully obtained the licenses of land administration agent and real estate agent, laying a solid foundation for my future career development.

When I was in my senior year, I participated in the “Land Management Department, Feng Chia University – Internship Program of Appointment with CEO,” getting an opportunity to meet the industry’s leading agency, Hiyes International, and successfully qualified after the interview to go to the front-line project site for an internship. During the internship from February 19 to June 8, I participated in various tasks, including on-site chores and environmental cleaning, communication and coordination with sales staff, administrative support, on-site sales, and the conception and production of sales materials.

What impressed me most during the internship was the opportunity to actually interact with customers and personally introduce our projects. This is the first time in my life working as a salesperson. During this

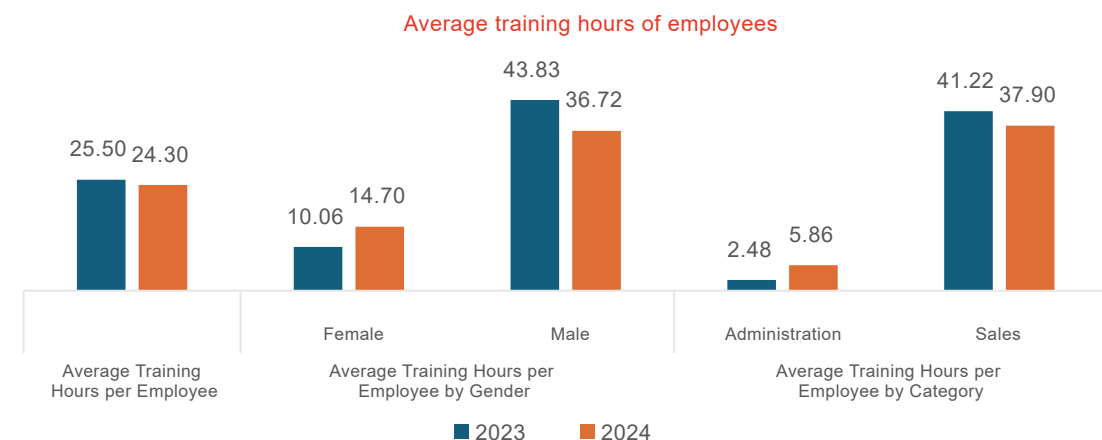


process, I learned how to elaborate on the advantages of the project, the overall planning and design, the construction materials, and the construction method design to customers. This not only enriched my practical experience, but also gave me a deeper understanding of the core capabilities of sales. Meanwhile, I was also fortunate enough to successfully complete my first sale in my life at the next project site and sold the first house, which was a great encouragement and achievement for me.

This internship is my first formal job in my life, full of challenges and growth opportunities. While I faced many challenges and difficulties during the process, with the guidance and support of senior alumni, I successfully overcame the difficulties and learned a lot of valuable knowledge and skills in practical operations, laying a solid foundation for my future career development.

Statistics/Year		2023	2024
Average Training Hours per Employee		25.50	24.30
Average Training Hours per Employee by Gender	Female	10.06	14.70
	Male	43.83	36.72
Average Training Hours per Employee by Category	Administration	2.48	5.86
	Sales	41.22	37.90

Note: 1. Average training hours per employee: total training hours of all employees in the year/total number of employees at the end of the year.  
 2. Average training hours per female employee: total training hours of female employees in the year/total number of female employees at the end of the year.





## [Education and Training]



## Education and Training for New Employees and Promotion of Personnel Policies



### 5.2.3 Labor–Management Communication and Occupational Safety

Hiyes International cares about each opinion of every employee and adopts an open and two-way communication approach, encouraging the employees to communicate directly with their line managers if they have any ideas; if there are concerns required to be raised, they can also report or file complaints against illegal activities through the complaint mailbox, the general manager's mailbox, and messaging apps. Diverse and smooth communication channels avoid unnecessary labor–management communication costs, not only the mutual trust and mutual benefits between labor and management are enhanced, but also a harmonious workplace environment is created. There was no labor dispute or complaint in 2024.

The minimum period of advance notice for major operational changes complies with the provisions in the Labor Standards Act. Pursuant to Article 16 of the Labor Standards Act, where a labor contract is terminated pursuant to Article 11 or the proviso of Article 13, the provisions set forth below shall govern the minimum period of advance notice:

1. Where a worker has worked continuously for more than three months but less than one year, the notice shall be given ten days in advance.
2. Where a worker has worked continuously for more than one year but less than three years, the notice shall be given twenty days in advance.
3. Where a worker has worked continuously for more than three years, the notice shall be given thirty days in advance.

Pursuant to the law, where an employer terminates the contract without serving an advance notice within the time limit prescribed in the first paragraph, he/she shall pay the worker wages for the advance notice period.

The physical and mental health of employees is the key to the sustainable operation of an enterprise. Therefore, protecting the health and safety of employees and creating a friendly working environment are top priorities. The specific practices include regularly cooperating with building management to carry out fire safety equipment inspections, reviewing, recording, and timely repairing and improving the hardware and software in the working environment, and regularly cleaning and disinfecting the office.

Pursuant to the ergonomic hazard prevention plan provided in Article 6 of the Occupational Safety and Health Act, based on employee health management, an electronic questionnaire [Musculoskeletal Symptom Survey] is distributed to prevent musculoskeletal injuries resulting from repetitive work in the workplace. Contracted nurses and practicing doctors are arranged to provide on-site health services and health education in the Company regularly, to protect the health of the employees and prevent diseases, as well as enhance their health awareness. A total of 22 on-site health services were held in 2024.

Hiyes International complies with the Regulations of the Labor Health Protection, assigning one first-aider with qualification certificate and an automatic external defibrillator (AED) in the office. In addition, a Type A Occupational Safety and Health Supervisor is assigned pursuant to the Regulations of Occupational Safety and Health Management.



## 5.3 Participation in Social Welfare

Hiyes International insists on the principle of “taking from the society and giving back to the society,” by sponsoring many public welfare and charity activities, caring for disadvantaged groups, and emphasizing local cultural development, as the fulfillments of its social responsibilities.

The Company supports social welfare with practical actions, covering medical health, disadvantaged groups in society, and local culture. In 2024, Hiyes International donated more than NT\$10 million.

Hiyes International has organized the blood donation event for four consecutive years, inviting employees and calling on the public to roll up their sleeves and donate blood. The “The 4th Mobilization for Blood” was held in the plaza on the first floor in front of the Taipei headquarters. “One bag of blood, one hope!” The donated blood is the initial intention of implementing the feedback to the society by an enterprise. A total of 182 people (including the employees of Hiyes International and the general public) participated in the blood donation, and 255 bags of blood were donated, turning love into passion through practical actions.



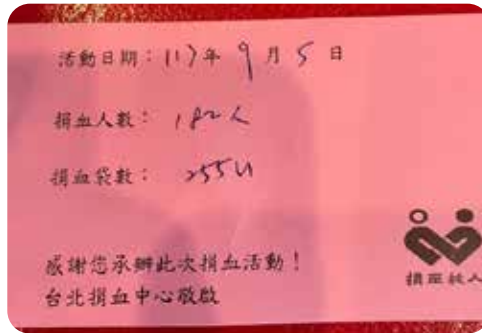
### 2024海悅公益捐血活動 一袋血，一份希望！

9/1前報名並於9/5完成捐血，獲得全聯禮券600元及行動咖啡濾杯乙個。

名額有限！請於2024.9.1(日)前報名，報名成功者於9/2(一)17:00前簡訊通知。  
捐血日：2024.9.5(四) 台北市松山區敦化北路260號1樓前廣場

Month	Activities (Units)	Money (material)
March	NTU Civil Engineering Culture and Education Foundation	NT\$25,000
April	Lan-Chui Social Welfare Foundation	NT\$250,000
April	Chinese Taipei Mazu Organization	NT\$16,800
May	Hong Dow Sport Development Foundation (sponsorship to the Olympic boxer, Huang, Hsiao-Wen)	NT\$1,000,000
June	Real Estate Marketing Agency Associations of the R.O.C.	NT\$50,000
June	Chung-Hua Elementary School, Hualien City, Hualien County (for the sponsorship to the Archery Team competing in the “Singapore Archery Youth Open”)	NT\$500,000
June	Formosa Cancer Foundation (Cancer Fighters)	NT\$500,000
June	Formosa Cancer Foundation (Charity Concert)	NT\$100,000
July	Noordhoff Craniofacial Foundation	NT\$661,500
August	Taiwan Foundation for Disaster Relief (fundraising project for 0403 Hualien Earthquake)	NT\$3,000,000
August	Chinese Taipei Mazu Organization	NT\$3,800
September	Shouchuang Culture and Education Foundation	NT\$100,000
September	The 4th Mobilization for Blood (blood donation event)	255 bags of blood were donated
October	Chinese Taipei Mazu Organization	NT\$16,800
October	Boyo Social Welfare Foundation	NT\$3,000,000
October	NTU Civil Engineering Culture and Education Foundation (road running event)	NT\$100,000
November	Association of Taipei City Firefighters' Friends	NT\$100,000
December	Tainan City Rongai Care and Service Association	NT\$135,250
December	Taiwan Wetland Society	NT\$10,000
December	Feng Chia University (Department of Land Management)	NT\$100,000
December	Celebrity Soccer Association	NT\$500,000
December	Expenses of Baseball Team, Shezi Elementary School, Taipei City	NT\$600,000





[Participation in Recruitment for Corporate Internship of  
Department of Land Management, Feng Chia University]



# 感謝狀

海悅國際開發股份有限公司

參與本系「土管系與 CEO 有約企業實習  
徵才會」提供學生實習機會，協助學生  
於在學階段提升實務能力以順利銜接職  
場，並捐贈新台幣壹拾萬元整使本活動  
更臻完善。

特頒此狀，表達謝忱。

逢 甲 大 學  
土地管理學系系主任

朱南玄

中 華 民 國 1 1 3 年 1 2 月 2 日

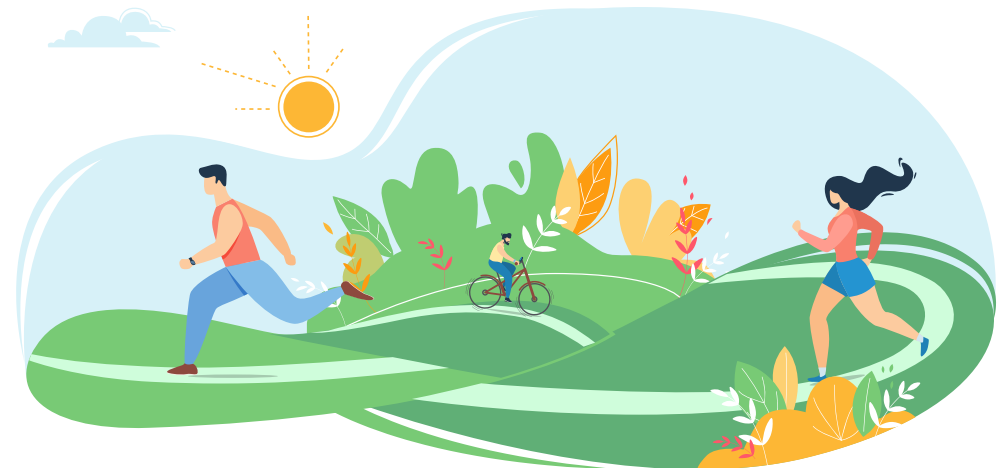


In the morning of April 3, 2024, a magnitude 7.2 earthquake occurred in the east of Taiwan, with many accidents in various places. Domestic companies spare no effort to provide disaster relief. Hiyes International donated NT\$3 million to assist with post-disaster reconstruction.



In 2024, Hiyes International donated NT\$500,000 to the Archery Team of Chung-Hua Elementary School in Hualien City to cover expenses for participating "Singapore Archery Youth Open," and to motivate the morale of the team members to challenge themselves in the competition without any concerns.

Hiyes International sponsored the 12th Charity Christmas Road Running event organized by the ADA Advanced Developers Association in 2024, in support of public welfare, allowing employees and their families to participate in a LOHAS and healthy road running experience.





## Appendix

- I. GRI Index
- II. Perpetual Accounting Indicators
- III. Climate Specific Chapter
- IV. Verification Statement



**HI-YES GROUP.**  
海悅國際開發 create your lifestyle

## I. GRI Index

Disclaimer	Hiyes International has reported the period from January 1 to December 31, 2024 by following the GRI Standards
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Industrial Standards	Not applicable

Topic	Disclosed Item	Item Description	Chapter	Page Number	Remark	Disclosed items in the GRI Industrial Standards Reference Number
GRI 2: General Disclosure 2021						
Organization and Reporting Practices	2-1	Organization details	2.1 Company Profile	15		
	2-2	Entities included in the organization's sustainability reporting	Editorial Guidelines	02		
	2-3	Reporting period, frequency and contact point	Editorial Guidelines	02		
	2-4	Restatements of information	Editorial Guidelines	02		
	2-5	External assurance	Editorial Guidelines	02		
Activities and Workers	2-6	Activities, value chain and other business relationships	2.1 Company Profile	15		
	2-7	Employees	5.1.2 Employee Statistics	47		
	2-8	Workers who are not employees	-		The Company has no non-employee workers	
Governance	2-9	Governance structure and composition	2.1 Company Profile/Organizational Structure	15		
	2-10	Nomination and selection of the highest governance body	3.1.1 Board of Directors	24		
	2-11	Chair of the highest governance body	3.1.1 Board of Directors	24		
	2-12	Role of the highest governance body in overseeing the management of impacts	1.1 Sustainable Development Committee	06		
	2-13	Delegation of responsibility for managing impacts	1.1 Sustainable Development Committee	06		



Topic	Disclosed Item	Item Description	Chapter	Page Number	Remark	Disclosed items in the GRI Industrial Standards Reference Number
Governance	2-14	Role of the highest governance body in sustainability reporting	1.1 Sustainable Development Committee	06		
	2-15	Conflicts of interest	3.1.1 Board of Directors	24		
	2-16	Communication of critical concerns	3.1.1 Board of Directors	24		
	2-17	Collective knowledge of the highest governance body	3.1.1 Board of Directors	24		
	2-18	Evaluation of the performance of the highest governance body	3.1.1 Board of Directors	24		
	2-19	Remuneration policies	3.1.1 Board of Directors/ Remuneration Committee	24		
	2-20	Process to determine remuneration	3.1.1 Board of Directors/ Remuneration Committee	24		
	2-21	Annual total compensation ratio	-		This is the company confidential information, so no disclosure is available	
Strategy, Policy and Practice	2-22	Statement on sustainable development strategy	Message from the Management	02		
	2-23	Policy commitments	3.1.4 Ethics and Integrity 3.4 Operational Performance 4.2 Carbon Emissions 5.2.1 Remunerations and Benefits 5.2.2 Talent Cultivation	32 34 42 54 60		
	2-24	Embedding policy commitments	3.1.4 Ethics and Integrity 3.4 Operational Performance 4.2 Carbon Emissions 5.2.1 Remunerations and Benefits 5.2.2 Talent Cultivation	32 34 42 54 60		

Topic	Disclosed Item	Item Description	Chapter	Page Number	Remark	Disclosed items in the GRI Industrial Standards Reference Number
Strategy, Policy and Practice	2-25	Processes to remediate negative impacts	3.1.4 Ethics and Integrity 3.3 Legal Compliance	32 34		
	2-26	Mechanisms for seeking advice and raising concerns	3.1.4 Ethics and Integrity 3.3 Legal Compliance	32 34		
	2-27	Compliance with laws and regulations	3.3 Legal Compliance	34		
	2-28	Membership associations	2.4 Participation in External Organizations	21		
Engagement of Stakeholders	2-29	Approach to stakeholder engagement	1.2 Confirming Stakeholders	08		
	2-30	Collective bargaining agreements	-		Our employees have not signed a collective bargaining agreement	
GRI 3: Material Topics 2021						
Material Topics	3-1	Process to determine material topics	1.4 Material topics Identification	10		
	3-2	List of material topics	1.4 Material topics Identification	10		
Aspect of economy						
Economic Performance						
GRI 3: Material Topics 2021	3-3	Management of material topics	3.4 Operational Performance	34		
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	3.4 Operational Performance	34		
	201-2	Financial implications and other risks and opportunities due to climate change	4.3 Climate Change	43		
	201-3	Defined benefit plan obligations and other retirement plans	5.2.1 Remunerations and Benefits	54		
GRI 201: Economic Performance 2016	201-4	Financial assistance received from government	-		The Company has not received any financial subsidy from the government, so no relevant information available for disclosure.	
Aspect of environment						
Energy						



Topic	Disclosed Item	Item Description	Chapter	Page Number	Remark	Disclosed items in the GRI Industrial Standards Reference Number
GRI 302: Energy 2016	302-1	Energy consumption within the organization	4.1 Energy Management	41		
	302-3	Energy intensity	4.1 Energy Management	41		
Emission						
GRI 3: Material Topics 2021	3-3	Management of material topics	4.2 Carbon Emissions	42		
GRI 305 Emissions: 2016	305-1	Direct (Scope 1) GHG emissions	-		Information is not fully counted, so no disclosure is available.	
	305-2	Energy indirect (Scope 2) GHG emissions	4.1 Energy Management	41		
	305-3	Other indirect (Scope 3) GHG emissions	-		Information is not fully counted, so no disclosure is available.	
	305-4	GHG emissions intensity	4.1 Energy Management	41		
	305-5	Reduction of GHG emissions	-		Information is not fully counted, so no disclosure is available.	
	305-6	Emissions of ozone-depleting substances (ODS)	-		The Company has no production process, so no relevant information is disclosed	
	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	-		The Company has no production process, so no relevant information is disclosed	
Aspect of society						
Employment						
GRI 3: Material Topics 2021	3-3	Management of material topics	5.2.1 Remunerations and Benefits	54		
GRI 401 Employment: 2016	401-1	New employee hires and employee turnover	5.1.2 Employee Statistics	47		

Topic	Disclosed Item	Item Description	Chapter	Page Number	Remark	Disclosed items in the GRI Industrial Standards Reference Number
GRI 401 Employment: 2016	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	5.2.1 Remunerations and Benefits	54		
	401-3	Parental leave	5.2.1 Remunerations and Benefits	54		
	Salary	The number of full-time non-managerial employees, the average and median salaries of full-time non-managerial employees, and the difference of these three figures from the previous year shall be disclosed	5.2.1 Remunerations and Benefits	54		
Occupational Health and Safety						
GRI 403: Occupational Safety and Health 2018 Management Guidelines	403-3	Occupational health services	5.2.3 Labor–Management Communication and Occupational Safety	64		
	403-4	Worker participation, consultation, and communication on occupational health and safety	5.2.3 Labor–Management Communication and Occupational Safety	64		
	403-6	Promotion of worker health	5.2.3 Labor–Management Communication and Occupational Safety	64		
Training and Education						
GRI 3: Material Topics 2021	3-3	Management of material topics	5.2.2 Talent Cultivation	60		
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	5.2.2 Talent Cultivation	60		
	404-2	Programs for upgrading employee skills and transition assistance programs	-		Information is not fully counted, so no disclosure is available.	
	404-3	Percentage of employees receiving regular performance and career development reviews	5.2 Suitable Persons for Suitable Jobs	54		
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	47		

Topic	Disclosed Item	Item Description	Chapter	Page Number	Remark	Disclosed items in the GRI Industrial Standards Reference Number
Human Rights Assessment						
GRI 412: Human Rights Assessment 2016	412-1	Operations subject to human rights reviews or human rights impact assessments	5.1.1 Human Rights Protection	46		
	412-2	Employee training on human rights policies or procedures	5.1.1 Human Rights Protection	46		
Customized topics						
Information Security						
GRI 3: Material Topics 2021	3-3	Management of material topics	3.6 Information Security Protection	37		
Customize Material Topic	Customization	No material information security incidents occurred	3.6 Information Security Protection	37		
Ethics and integrity						
GRI 3: Material Topics 2021	3-3	Management of material topics	3.1.4 Ethics and Integrity	32		
Customize Material Topic	Customization	No violation incidents of ethics and integrity occurred	3.1.4 Ethics and Integrity	32		

## 2. SASB Standards – infrastructure: real estate services

SASB Topics	Serial No.	Accounting Standards	Disclosure Method	Disclosure Content
Sustainable Service				
Revenue From Energy and Sustainable Services	IF-RS-410a.1	<ul style="list-style-type: none"> <li>Revenue from energy and sustainability services shall be disclosed</li> </ul>	Quantification	Hiyes International is a company that provides real estate marketing agency services. It mainly provides intermediary services for house rental and sale. The services include pre-sale houses, residual houses, individual newly built houses for residence, as well as plants and offices. The revenue source of Hiyes International does not primarily rely on the provision of energy and sustainable services; therefore, there is no direct revenue from these services.
Energy and Sustainable Services Providing (1) Building Areas (2) Number of Buildings	IF-RS-410a.2	<ul style="list-style-type: none"> <li>(1) The building areas providing energy and sustainable services during the reporting period shall be disclosed</li> <li>(2) Number of buildings providing energy and sustainable services during the reporting period shall be disclosed</li> </ul>	Quantification	Not applicable. Hiyes International is a company that provides real estate marketing agency services and does not offer property management services. Therefore, the areas and quantities of buildings providing energy and sustainable services are not available.
Energy Assessment Qualified (3) Building Areas (4) Number of Buildings	IF-RS-410a.3	<ul style="list-style-type: none"> <li>(1) The building area qualified in the energy assessment during the reporting period shall be disclosed</li> <li>(2) Number of buildings qualified in energy assessment during the reporting period shall be disclosed</li> </ul>	Quantification	Not applicable. Hiyes International is a company that provides real estate marketing agency services but does not offer property management services. Therefore, no energy assessment is conducted for the buildings providing energy and sustainable services.
Information Transparency and Conflict of Interest Management				
Intermediary Revenues From Dual Agency Transactions	IF-RS-510a.1	<ul style="list-style-type: none"> <li>Revenue from dual agency transactions directly related to real estate intermediary services shall be disclosed. The company's policies and practices shall be described to ensure the professional ethics and obligations of employees and to avoid conflicts of interest in dual agency.</li> </ul>	Quantification	<p>The intermediary system in Taiwan is a dual agency system (buyers and sellers can be transacted by the same company), and our disclosure is made within this scope of disclosure.</p> <p>In 2024, the revenue directly from dual agency transactions for real estate intermediary services of Hiyes International was NT\$5.28 billion. Buyers can also learn the reasonable transaction price of the said transaction and transactions in the neighborhood through the Real Price Registration System, to ensure the buyer's interests.</p>

SASB Topics	Serial No.	Accounting Standards	Disclosure Method	Disclosure Content
Revenue From Transactions Related to Valuation Services	IF-RS-510a.2	<ul style="list-style-type: none"> <li>Revenue from transactions related to valuation services shall be disclosed</li> <li>The company's policies and practices shall be described to ensure the professional ethics and obligations of employees, and to avoid conflicts of interest in valuation services.</li> </ul>	Quantification	Not applicable. Hiyes International only provides relevant market information to the seller as a reference for the selling price during the real estate intermediary service process; however, no valuation service is provided. Therefore, no revenue from valuation services is generated.
Monetary Losses Caused by Legal Proceedings Involving Professional Ethics	IF-RS-510a.3	<ul style="list-style-type: none"> <li>The total amount of monetary losses resulting from lawsuits involving professional ethics or due obligations during the reporting period shall be disclosed</li> <li>The nature and context of any monetary losses resulting from the legal proceedings shall be briefly described.</li> <li>Any corrective measures taken as a result of the proceedings shall be described.</li> </ul>	Quantification	In 2024, Hiyes International did not suffer any monetary losses due to fraud, corruption or bribery.
Activity Metrics				
-	IF-RS-000.A	<ul style="list-style-type: none"> <li>Number of clients under the property management (1) Tenant; (2) Property owner</li> </ul>	Quantification	Not applicable. Hiyes International is a company that provides real estate marketing agency services but does not offer property management services. Therefore, the number of clients under property management is not available.
	IF-RS-000.B	<ul style="list-style-type: none"> <li>Number and area of buildings over which the management owner has the operation control right</li> </ul>	Quantification	The headquarters building over which Hiyes International has operational control right. The total floor area of the building is 377.13 square meters (114.08 pings). Note: The area is estimated by multiplying the total area of the building on the floor by 30%, which is the area occupied by Hiyes International.
	IF-RS-000.C		Quantification	
	IF-RS-000.D	<ul style="list-style-type: none"> <li>Number of leasing transactions (1) Tenant; (2) Property owner</li> </ul>	Quantification	Not applicable. Hiyes International is a company that provides real estate marketing agency services, but no leasing transaction service is provided.
	IF-RS-000.E	<ul style="list-style-type: none"> <li>Estimates provided</li> </ul>	Quantification	Not applicable. Hiyes International only provides relevant market information to the seller as a reference for the selling price during the real estate intermediary service process; however, no valuation service is provided, and therefore, no estimate is available.

## III. Climate Specific Chapter

Climate-Related Information of Twse and Tpex Listed Companies The Risks and Opportunities Posed by Climate Change to the Company and the Relevant Response Measures Taken by the Company		
Item	Company's Response	
1. Describe the board of directors' and management's oversight and governance of climate-related risks and opportunities.	<ul style="list-style-type: none"> <li>The governance of climate risks and opportunities and annual sustainable risk management issues are reported to the board of directors annually, and the board of directors supervise the implementation effectiveness. For 2024, the report was made in the board meeting in December.</li> <li>An independent director serves as the chair, and Level 1 executives are responsible for risk identification, assessment and handling.</li> </ul>	
2. Describe how the identified climate risks and opportunities affect the business, strategy, and finances of the business (short, medium, and long term)	Risk and Opportunity Items	Financial Impacts and Response Mechanisms
	Rising raw material costs	The configurations in reception centers are modularized and reused to avoid waste. Instead of leasing, the air conditioners are replaced with outright-purchased, first-grade energy-saving models to save on operating costs such as construction, rent, and electricity.
3. Describe the financial impact of extreme weather events and transformative actions	The severity of extreme weather events such as typhoons and floods has increased	Taiwan is located in a typhoon-prone area, and the Company has been affected by typhoons and floods. In order to mitigate disasters caused by extreme weather, the Company promotes the regular implementation of operational risk identification to determine the types, descriptions, and possible impacts of risks, formulate various emergency response plans, purchase insurance, and develop other strategies as countermeasures to avoid increased risk levels.
4. Describe how climate risk identification, assessment, and management processes are integrated into the overall risk management system	<p>The following are implemented pursuant to the risk management policy:</p> <ul style="list-style-type: none"> <li>When evaluating ESG risks, members of the Sustainable Development Committee also assess the climate risks.</li> <li>The Sustainable Development Committee meeting discusses and resolves material ESG risks and climate risks, which were then approved by the board of directors.</li> <li>The implementation strategy targets are determined based on the approved ESG risks and climate risks.</li> <li>The implementation of ESG risks and climate risks is reported to the board of directors annually.</li> </ul>	



### Climate-Related Information of Twse and Tpex Listed Companies

#### The Risks and Opportunities Posed by Climate Change to the Company and the Relevant Response Measures Taken by the Company

Item	Company's Response
5. If scenario analysis is used to assess resilience to climate change risks, the scenarios, parameters, assumptions, analysis factors and major financial impacts used shall be described.	<ol style="list-style-type: none"> <li>"The severity of extreme weather events such as typhoons and floods has increased" <ul style="list-style-type: none"> <li>Amid climate change, typhoons and torrential rains are becoming more severe, possibly subjecting the Company's operating sites to natural disasters, resulting in operational disruptions or casualties.</li> <li>SSP1-2.6: The average annual total precipitation in Taiwan increases by approximately 12% and 16% in the mid- and late 21st century. The average maximum daily rainfall intensity in a year increases approximately 15.7% and 15.3% in the mid- and late 21st century.</li> <li>SSP5-8.5: The average annual total precipitation in Taiwan increases by approximately 15% and 31% in the mid- and late 21st century. The average maximum daily rainfall intensity in a year increases approximately 20% and 41.3% in the mid- and late 21st century.</li> <li>SSP5-8.5: In the mid- and late 21st century, the number of typhoons affecting Taiwan will decrease by about 15% and 55%, the proportion of strong typhoons will increase by about 100% and 50%, and the rainfall of typhoon change rate will increase by about 20% and 35%.</li> <li>Upon the Company's investigation, typhoons and torrential rains caused six days of operational interruption in 2024, reducing operating revenue by approximately 2%.</li> </ul> </li> <li>"Rising average temperature" <ul style="list-style-type: none"> <li>SSP1-2.6: The average annual temperature may increase by 1.3°C and 1.4°C in the mid- and late 21st century. The number of days with high temperatures of 36°C or more increased in various places, and the days increased in the mid- and late 21st century, are about 6.8 days and 6.6 days.</li> <li>SSP5-8.5: The average annual temperature may increase by 1.8°C and 3.4°C in the mid- and late 21st century. The number of days with high temperatures of 36°C or more increased in various places, and the days increased in the mid- and late 21st century, are about 8.5 days and 48.1 days. Of which, the increase in urban areas is more significant than in other areas.</li> <li>Based on the scenario analysis results above, upon the investigation by the Company, if the increase in electricity prices is not considered, when the temperature rises by 1.3°C, the electricity operating costs will increase by about 2%.</li> </ul> </li> </ol>
6. If there is a transition plan for managing climate-related risks, describe the content of the plan, and the indicators and targets used to identify and manage physical risks and transition risks.	The Company manages various physical risks and transition risks through three strategic plans: "legal compliance," "hardware and equipment upgrade" and "greenhouse gas inventory." First of all, the climate-related laws and regulations are regularly updated, their regulatory requirements are strictly adhered to, and the laws and regulations serve as the basis for the development of transition plans. Secondly, the air conditioning equipment is replaced with energy-saving and carbon-reducing ones, and the building materials of the reception centers are modularized. Thirdly, greenhouse gas inventories are gradually completed and reduction policies are planned.
7. If internal pricing is used as a planning tool, the basis for setting the price shall be stated.	Internal carbon pricing has not yet been implemented.

Climate-Related Information of Twse and Tpx Listed Companies		
The Risks and Opportunities Posed by Climate Change to the Company and the Relevant Response Measures Taken by the Company		
Item	Company's Response	
8. If climate-related targets have been set, the activities covered, the scope of greenhouse gas emissions, the planning horizon, and the progress achieved each year shall be specified. If carbon credits or renewable energy certificates (RECs) are used to achieve relevant targets, the source and quantity of carbon credits or RECs to be offset shall be specified.	Emission Reduction Targets	Strategic Actions
	1. Power saving intensity is reduced by: 0.5%. 2. Greenhouse gas emission intensity is reduced by: 0.5%.	1. All air conditioning systems will be replaced with Grade-1 energy efficiency (2024–2050) 2. Modularization and reuse of reception center configurations to reduce carbon footprints (2024–2050)
9. Greenhouse gas inventory and assurance status and reduction targets, strategy, and concrete action plan (separately fill out in points 1-1 and 1-2 below).	According to the sustainable development roadmap, the Company, as an entity with capital under NT\$5 billion, shall complete the greenhouse gas inventory for the parent company and subsidiary companies in the 2026 consolidated financial statements in 2027, using 2026 as the base year. Currently, the Company has not yet inventoried the greenhouse gases of the parent company and subsidiary companies in the consolidated financial statements; therefore, it has not formulated the base year, reduction targets, strategies and concrete action plans.	

## 1-1 Greenhouse Gas Inventory Information

Describe the emission volume (metric tons CO<sub>2</sub>e), intensity (metric tons CO<sub>2</sub>e/NT\$ million), and data coverage of greenhouse gases in the most recent 2 fiscal years.

### Hiyes International Headquarters Building – Electricity Statistics (metric tons CO<sub>2</sub>e)

Year	2023	2024
Carbon emissions (metric tons CO <sub>2</sub> e)	12.799	12.245
Emissions intensity (metric tons CO <sub>2</sub> e/NT\$ million of revenue)	0.0017	0.0012

The current status of the greenhouse gas emissions inventory of the Company is a voluntary inventory (only the electricity of the Hiyes International Headquarters Building was inventoried), to understand the current trend and respond in advance; no external third-party verification body has provided assurance.

## 1-2 Greenhouse Gas Reduction Targets, Strategy, and Concrete Action Plan

Specify the greenhouse gas reduction base year and its data, the reduction targets, strategy and concrete action plan, and the status of achievement of the reduction targets.

According to the sustainable development roadmap, the Company has not yet conducted a greenhouse gas inventory, so there is no greenhouse gas reduction base year and related reduction plan.

## IV. Verification Statement (Chinese Version)



### 海悅國際開發股份有限公司 2024 年永續報告書之獨立保證意見聲明書

聲明書編號:2506013

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 2024 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 2024 年 1 月 1 日至 2024 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 2024 年的環境、人群(含人權)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:

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#### 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 2024 年展開一系列利害關係人活動,涉及經濟、環境和人群(含人權)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)和經濟面向等主題,並鑑別出 6 項重大主題包括節能減碳、倫理誠信、營運績效、人才培育、薪酬福利及資安防護等。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。實行方法包括股東大會、法人說明會、年報及財報、營收公告、官方網站、公開資訊觀測站、各案場電話、社群網站、員工績效考核/內部申訴電子信箱/教育訓練、公益捐款活動、實習課程、電話及電子信箱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 2025 年 07 月 01 日簽署發行

  
簽證 陳文慶 總經理



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## IV. Verification Statement (English Version)



### Independent Assurance Statement Based on 2024 Sustainability Report of Hi-Yes International Co., Ltd.

Statement No.: 2506013

Hi-Yes International Co., LTD. (hereinafter referred to as Hi-Yes) 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 2024 sustainability report, GREAT has no financial relationship with Hi-Yes.

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 Hi-Yes'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 Hi-Yes 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 Hi-Yes.

#### The Scope of Assurance

The verification scope of Hi-Yes and GREAT agreement includes:

- The contents of the entire sustainability report and all operating performance of Hi-Yes from January 1, 2024 to December 31, 2024;
- According to the type 1 of AA1000 Assurance Standard v3, evaluate the nature and degree of Hi-Yes'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 Hi-Yes's sustainability report, and provide a fair standpoint of Hi-Yes's related operations and performance. We believe that the specific performance indicators of Hi-Yes in 2024, such as environment, people (include human right) and corporate governance, are presented correctly. The performance indicators disclosed in the report demonstrate Hi-Yes'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 Hi-Yes 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 Hi-Yes's corporate policies to confirm the appropriateness of the statement in this report;
- To discuss with the managers of Hi-Yes 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 Hi-Yes 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**  
Hi-Yes has established a process of cooperation with major stakeholders, including shareholders, customer, employees and non-profit organization, etc., and will launch a series of stakeholder activities in 2024, involving economy, environment and



people (include human right), a series of major themes. In terms of our professional opinion, this report covers the inclusivity issues of Hi-Yes.

#### - Materiality

The report has stated that Hi-Yes 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 cultivation, salary and benefits and information security protection, etc. In terms of our professional opinion, this report appropriately covers the materiality issues of Hi-Yes.

#### - Responsiveness

Hi-Yes responds to requests and opinions from stakeholders. Implementation methods include shareholders' meeting, legal person briefing session, annual report and financial report, revenue announcement, official website, public information observatory, phone numbers of each case, social networking sites, employee performance appraisal/internal complaint email/education and training, charity donation activities, internship courses, phone calls and email, etc., 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 Hi-Yes.

#### -Impact

Hi-Yes has identified and fairly demonstrated its impact with balanced and effective measurement and disclosure. Hi-Yes 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 Hi-Yes.

#### -GRI Guidelines

Hi-Yes 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 Hi-Yes'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 Hi-Yes. 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 01, 2025**

**GREAT International Certification Co., Ltd.**

**Taiwan, Republic of China**



Signed by General Manager W. J. Chen





**HI-YES GROUP.**

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