

Sales volume in the past two years

	2011				2012			
	Domestic		Overseas		Domestic		Overseas	
	Subscriber number at year end	Revenue (NT\$'000)	Subscriber number at year end	Revenue (NT\$'000)	Subscriber number at year end	Revenue (NT\$'000)	Subscriber number at year end	Revenue (NT\$'000)
Telecom service	6,662,960	55,916,663	--	--	7,012,026	59,042,443	--	--

Human Resources

Employee statistics in the past two years up to date of publication

Year		2011	2012	2013 (as of March 15)	
Number of employees	Consolidated	6,055	6,529	6,491	
	Stand-alone	2,651	2,959	2,929	
Stand-alone	Average age	36.84	36.42	36.51	
	Average years of service	7.22	6.78	6.88	
	Education level	Ph.D.	0.26%	0.24%	0.24%
		Master's	20.67%	20.71%	21.00%
		University	50.92%	53.09%	53.57%
		College	23.84%	20.99%	20.38%
Others		4.30%	4.97%	4.81%	

Environmental Protection Expenditure

Loss or penalty due to environmental pollution in the past two years up to date of publication: None

Countermeasures:

The Company has taken into consideration any potential risks or violation of environmental regulations in formulating its environmental management system. TWM also closely monitors developments in the government's environmental policies or regulations to be able to design precautionary measures. The Company does not expect any expenditure arising from environmental pollution in the future.

The Company is committed to protecting the environment and has adopted various measures such as promoting "green" procurement, establishing energy-efficient base stations and IDCs, minimizing the use of paper in offices and stores, recycling waste cables, batteries and handsets, and encouraging users to switch to e-billing and online services. The

Company is the first to have won the awards of “R.O.C. Enterprises Environmental Protection Award” three years in a row and got the lifetime honor.

Employee Relations

Employee behavior/ethical standards

The Company has established policies and rules as a guide for employee conduct, rights, responsibilities, and ethical standards.

Delegation of authority

1. Authorization guidelines and limitations: Aimed at streamlining business processes, strengthening distribution of responsibility, as well as detailing management authority at each job level.
2. Empowerment and delegation rules: Designed to ensure smooth and normal business operations.
3. Job ranking, title and organizational structure policy: Formulated to correspond to employees’ career plans.

Working Rules

The Company’s working rules clearly define the rights and obligations of management and labor. The Company’s modern management approach has promoted cooperation among employees and benefited the Company.

Divisional responsibilities

The Company’s major divisions are separated by functions. Each division is tasked with specific job responsibilities and this separation of functions has strengthened the core competency of the Company.

Reward and punishment policies

The Company has drawn up a number of policies on rewards and punishments to encourage employees who have made special contributions to the Company, as well as discourage employees from behaving in a manner deemed damaging to the Company. These policies are stated in Article 14 and Articles 47 to 58 in the Company’s “Working Rules.”

Employee assessment policy

Supervisors provide feedback, assistance and map out individual development plans based on employee performance.

Attendance and leave policy

Enforcement of this policy – designed to serve as a guideline for employees – helps enhance work quality.

Business confidentiality policy

To maintain the Company’s competitiveness, employees are required to sign a “Confidentiality and Intellectual Property Rights Statement” and “Employment Contract” as a safeguard against potential damage arising from the disclosure of trade secrets. The Company provides employees with the required information and training courses to