

## Human Resources

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

Year		2013	2014	2015 (as of March 25)
Number of employees	Consolidated	7,309	7,107	7,150
	Stand-alone	2,379	2,311	3,621
Education level *	Ph.D.	0.10%	0.11%	0.12%
	Master's	13.82%	14.04%	14.15%
	University	58.31%	53.44%	53.71%
	College	21.49%	21.93%	21.71%
	Others	6.28%	10.48%	10.31%
Average age		35.06	35.63	35.84
Average years of service		5.82	6.30	6.41

## Environmental Protection Expenditure

### Loss or penalty due to environmental pollution in 2014 up to publication date in 2015: 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 data centers, 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.

## 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, and detailing management authority at each job level.
2. Empowerment and delegation rules: Designed to ensure smooth and normal business operations.