

## Human Resources

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

Year		2014	2015	2016 (as of March 30)
Number of employees	Consolidated	7,107	7,292	7,216
	Stand-alone (Note)	2,311	3,726	3,720
Education level *	Ph.D.	0.11%	0.12%	0.17%
	Master's	14.04%	14.15%	14.25%
	University	53.44%	55.34%	55.33%
	College	21.93%	20.19%	19.80%
	Others	10.48%	10.20%	10.45%
Average age		35.63	36.09	36.26
Average years of service		6.30	6.66	6.82

Note: The sharp increase in the number of employees in 2015 was due to transferring some employees from subsidiaries to the parent company to meet business needs.

## Environmental Protection Expenditure

### Loss or penalty due to environmental pollution in 2015 up to publication date in 2016: 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.