

Human Resources

Employee statistics in the past two years up to publication date

Year		2015	2016	2017 (as of February 27)
Number of employees	Consolidated	7,292	7,663	7,615
	Stand-alone	3,726	3,983	3,955
Education level	Ph.D.	0.12%	0.16%	0.17%
	Master's	14.15%	14.30%	14.25%
	University	55.34%	57.13%	57.16%
	College	20.19%	18.34%	18.28%
	Others	10.20%	10.07%	10.14%
Average age		36.09	36.23	36.37
Average years of service		6.66	6.82	6.95

Environmental Protection Expenditure

Loss or penalty due to environmental pollution in 2016 up to publication date in 2017: 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.