

Human Resources

Employee statistics in the past two years up to publication date

| Year | | 2018 | 2019 | 2020 (as of February 24) |
|--------------------------|--------------|--------|--------|-----------------------------|
| Number of employees | Consolidated | 7,932 | 8,268 | 8,273 |
| | Stand-alone | 3,827 | 3,769 | 3,766 |
| Education level | Ph.D. | 0.20% | 0.18% | 0.19% |
| | Master's | 13.99% | 13.43% | 13.39% |
| | University | 58.45% | 58.97% | 58.94% |
| | College | 16.52% | 16.10% | 16.02% |
| | Others | 10.84% | 11.32% | 11.46% |
| Average age | | 37.19 | 37.63 | 37.74 |
| Average years of service | | 7.60 | 7.82 | 7.92 |

Environmental Protection Expenditure

Loss or penalty due to environmental pollution in 2019 up to publication date in 2020

None

Countermeasures:

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

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 water and 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.
3. Job ranking, title and organizational structure policy: Formulated to correspond to employees' career plans.

Work rules

The Company's work rules clearly define the rights and obligations of management and employees. Its modern management