

Services	2020		2021	
	Sales volume	Revenue (NT\$'000)	Sales volume	Revenue (NT\$'000)
Total		132,860,984		156,109,533

1: Outgoing minutes only.

2: Including retail sales of handsets, accessories, IT products and 3C home appliances.

Human Resources

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

Year		2020	2021	2022 (as of February 23)
Number of employees	Consolidated	8,508	8,925	8,946
	Stand-alone	3,831	3,739	3,744
Education level	Ph.D.	0.20%	0.17%	0.18%
	Master's	13.52%	12.8%	12.96%
	University	59.59%	60.74%	60.57%
	College	15.30%	14.39%	14.43%
	Others	11.39%	11.90%	11.86%
Average age		38.08	38.27	38.37
Average years of service		8.19	8.32	8.41

Environmental Protection Expenditure

Loss or penalty due to environmental pollution in 2021 up to the publication date in 2022

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 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, exchanging old devices for new ones, recycling waste cables, batteries and handsets, and encouraging users to switch to e-billing and online services.