

Human Resources

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

Year		2021	2022	2023 (as of February 25)
Number of employees	Consolidated	8,925	9,389	9,351
	Stand-alone	3,739	3,824	3,807
Education level	Ph.D.	0.17%	0.17%	0.16%
	Master's	12.80%	12.68%	12.79%
	University	60.74%	60.93%	60.82%
	College	14.39%	13.63%	13.75%
	Others	11.90%	12.59%	12.48%
Average age		38.27	38.57	38.72
Average years of service		8.32	8.37	8.47

Environmental Protection Expenditure

Loss or penalty due to environmental pollution in 2022 up to the publication date in 2023

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.

Employee Relations

Employee behavior/ethical standards

The Company has established policies and rules to serve as guidelines 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.