

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.

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 approach has promoted cooperation among employees and benefited the Company.

Divisional responsibilities

The Company's major divisions are separated by functions. Each division is tasked with specific job responsibilities and this separation of functions has strengthened the Company's core competency.

Reward and punishment policies

The Company has drawn up a number of policies on rewards and punishments to encourage employees who have made special contributions to the Company, as well as discourage employees from behaving in a manner deemed damaging to the Company. These policies are stated in the Company's "Work Rules."

Employee assessment policy

Supervisors provide feedback, assistance and map out individual development plans based on employees' performance.

Attendance and leave policy

Enforcement of this policy – designed to serve as a guideline for employees – helps enhance work quality.

Business confidentiality policy

To maintain the Company's competitiveness, employees are required to sign a "Confidentiality and Intellectual Property Rights Statement" and an "Employment Contract" as safeguards against potential damage arising from the disclosure of trade secrets. The Company provides employees with the required information and training courses to strengthen their understanding of information security.

Sexual harassment prevention and handling procedures

The Company's "Work Rules" include regulations on preventing sexual harassment in the workplace and promoting gender equality. The Company disseminates information on laws and procedures for filing complaints on sexual harassment on the intranet to serve as a guideline for employees.

Code of Conduct

The Company and its affiliates have a Code of Conduct that all directors, managers and employees are expected to adhere to and advocate in accordance with the highest ethical standards.

Employee benefits program

1. All employees are entitled to labor insurance, national health insurance and free group insurance coverage for employees and their spouses starting from the first day of work.
2. The Company has an employee share ownership trust (ESOT).
3. The Company and its subsidiaries had established Employee Welfare Committees to handle and implement employee benefits

programs. The committees are in charge of a number of benefits designed to raise employees' quality of life and promote physical and mental well-being, including club activities, company outings, family day, benefits for special occasions, such as weddings, festivals and funerals, employee purchase discount, and subsidies for fitness centers, group insurance and health examinations.

4. The Company grants high subsidies for phone bills, discounts on company products, and childbirth and childcare subsidies. It also provides maternity leave, sick leave and bereavement leave that surpass the requirements of Taiwan's labor law. Moreover, it supports paid volunteer leave, flexible working hours and work-from-home as an option.

Employee training and education program

1. Training expenses up to January 31, 2023 totaled NT\$33,966,678, with 666,645 attendees taking a total of 550,842 training hours.
2. Orientation for new employees includes company profile, brand and organization, telecommunications market, innovative services, internal network systems, employee health and safety, IT security training and avenues for learning.
3. Core competency development: Develop basic competencies, such as self-management and work management, problem analysis and solution skills, creative thinking, communication and interaction skills, project management, knowledge of industry trends and code of ethics; hold service training programs; organize book clubs; invite celebrity speakers; and screen humanist films.
4. Management training and development: Separate training programs for entry-level, middle and senior management. Training courses include performance management, leadership, strategy management, innovative thinking, team dynamics, organizational development skills and corporate governance.
5. The Company arranges for employees to participate in different programs according to their professional knowledge and skills, including information technology, auditing, human resources, marketing, procurement, safety, finance, accounting and telecommunications technology. These activities have a profound impact on upgrading the Company's technologies, developing new products, introducing new and innovative ideas, and improving managerial skills.
6. The Company has a scholarship program for employees to develop their expertise in telecommunications technology, digital technology and business administration.
7. The Company sponsors external training courses for all employees annually. Employees can select courses that combine their personal interests and job needs to reap the maximum benefit from these training sessions.

Retirement plan and implementation

1. Old Labor Pension System

The Company has published its Employee Retirement Guidelines and formed a Labor Pension Supervisory Committee in accordance with the law. In addition, the Company retains the services of an actuary to assess and calculate labor pension reserves and provide a detailed report annually. It contributes a sum equivalent to 2% of a worker's monthly wage into a special labor pension account as a reserve fund to pay retirees.

As of January 2023, the accumulated reserve fund was NT\$703,894,000.

2. New Labor Pension System

The Company implemented the New Labor Pension System in July 2005. It deposits 6% of a worker's monthly wage into an individual labor pension account managed by the Bureau of Labor Insurance, with ownership going to the worker.

A total of NT\$164,292,000 was deposited in 2022.

3. Retirement policy

The Company regulates its retirement policy in accordance with labor laws. It also offers the option of early retirement for employees who have worked for at least five years with the Company, which plus his/her age would equal 65 years or above, subject to the Chairman's approval.

Employee safety and health policy

The Company endeavors to contain potential hazards in the workplace, as well as build and promote a safety culture, by observing the following:

1. Regulatory compliance: Follow all rules and regulations pertaining to occupational safety and health as well as international standards, and conduct periodic reviews of compliance.
2. Risk control: Implement measures to identify safety risks at work to remove hazards and reduce occupational safety risk.
3. Consultation and communication: Enhance employee knowledge of the importance of health and safety, invite employees or representatives to participate in consultation and communication, and encourage them to participate in and take responsibility for their personal health and safety.
4. Environment-friendly: Provide safe and healthy working conditions, prevent occupational injuries and safeguard health.
5. Performance evaluation: Conduct systematic evaluations of these measures to gauge their effectiveness and improve occupational safety and health standards.
6. Action plans and targets: Prioritize the aspects to focus on and action plans, set quantitative goals and regularly track indicators.

The Company's employee safety and health policy is posted on the intranet and is summarized as follows:

1. As an ISO 45001: 2018 (Occupational Safety and Health Management Systems) certified company, TWM strives to constantly improve health and safety management in order to reduce risks in the workplace.
2. A unit dedicated to conducting environmental inspections and employee hygiene training courses was established in accordance with regulations.
3. An Occupational Safety and Health Committee was set up to meet every three months to draft a plan to prevent job injuries, ensure compliance and conduct periodic reviews of related rules on employee health and sanitary improvement solutions.
4. Full-time professional nursing healthcare personnel are employed to perform health checks, track the progress of staff who failed their health examinations, and hold talks on health promotion. Employees who are able to administer first aid treatment have been placed in each work area.
5. Each office site is equipped with an automated external defibrillator and staffed with a sufficient number of first-aid personnel.
6. Fire/flood protection exercises are held every six months to reduce risks of employee injury and property loss from natural disasters.
7. Guards and security systems have been installed at all main base stations and work offices to protect staff, property and information security.

Employee negotiations and protection of employee benefits

The Company, working under the management and employees as one concept and the belief that a win-win situation can be achieved when the two sides work together, has followed relevant labor laws and regulations, held quarterly employee communication forums hosted by the President and management/employee meetings to facilitate communication, develop comprehensive communication channels between management and employees, and promoted employee benefits to build a harmonious and satisfactory management/employee relationship.

Losses caused by employee disputes in 2022 up to the publication date in 2023:

The Company maintains a harmonious management/employee relationship and there were no material disputes.

Number of workplace injuries resulting in disabilities or fatalities in 2022 up to the publication date in 2023:

In 2022, there were three cases of workplace injuries¹, two caused by exposure to hazardous substances and one caused by falling. To prevent recurrences, the Company has promoted health and safety measures, improved the safety awareness of employees, and revised rules and regulations to enhance workplace safety.

Year	2022	2023 (as of February 25)
Number of disabilities	3	0
Disabling injury frequency rate ²	0.39	0
Disabling injury severity rate ³	2.98	0

Note 1: Based on the Ministry of Labor's definition of occupational accidents resulting in major disabling injuries, traffic accidents outside the workplace are not included.

Note 2: The number of injuries resulting in fatalities and permanent total disabilities cases per million hours worked.

Note 3: The number of working days lost due to fatalities and permanent total disabilities per million hours worked.

ICT security risk management

ICT security risk management framework, ICT security policy, specific management plan and resources invested in ICT security management

1. ICT security risk management framework

Based on the current risk management structure and operation mechanism, TWM's board of directors serves as the highest decision-making mechanism and has incorporated information security risks into the Company's overall personal information and information security management policies. The general manager, as the Chief Information Security Officer (CISO), leads the first-level control mechanism. TWM has set up the ICT and Personal Information Security Management Division, which is responsible for supervising and reviewing information security implementation, supervision and management. TWM has also installed a second-level control mechanism – the Cyber Security and Data Privacy Protection Committee – which is responsible for supervising and reviewing all matters concerning the implementation of a personal information and information security management system.

2. Company information security organizational structure

Taiwan Mobile has set up a Cyber Security and Data Privacy Protection Committee. The committee chairman is appointed by the president, and the top executive of each functional organization assigns a member to the committee. The committee meets quarterly and invites the independent director for observation. When issues relating to ICT are proposed by members of the Cyber Security and Data Privacy Protection Committee and the Information Security Officer, a meeting will be held with the approval of the chairperson. In compliance with the law, Taiwan Mobile has deployed a supervisor and more than 10 dedicated cybersecurity personnel on a full-time basis to execute all matters concerning the implementation of the personal information and information security management system.

3. ICT security policy

The ICT security policy has been established to ensure the sustainable operation of TWM's business, strengthen the ICT security management system, ensure the confidentiality, integrity and availability of information communication assets, and meet the requirements of relevant laws and regulations to effectively and reasonably reduce enterprise operational risk.

4. Specific management plan

The following four management schemes have been adopted to ensure security maintenance of information communication:

- (1) External anti-hacking: Build intrusion prevention, network segmentation, firewall, web application firewall, etc. Conduct cyber security information sharing with Communication – Information Sharing and Analysis Center (C-ISAC) and other agency.
- (2) Internal leakage prevention: Handle data leakage protection detection and gap reinforcement.
- (3) System planning and construction: Include system development security specifications, perform code scanning, etc.
- (4) Maintenance and operation monitoring: Build an information security monitoring center, check and analyze system records, and report and track abnormal conditions in real time.

Cyber insurance investment: Allocate a certain portion of the budget to ICT security management to reduce risks.

In the most recent year up to the date of publication of the annual report, if the loss, possible impact and countermeasures of a major information security incident cannot be reasonably estimated, the fact that it cannot be reasonably estimated shall be explained.

In the most recent year up to the publication data of the annual report, there was no major information security incident, so there was no resultant loss or impact. TWM continues to promote information security operations as a preventive measure.

Major Contracts

As of February 25, 2023

Nature	Counterpart	Contract period	Description	Restriction clauses
Long-term credit facility	Sumitomo Mitsui Banking Corp. Taipei Branch	2022.01.31~2024.01.31	Long-term loan of NT\$4 billion	Non-disclosure
	Mizuho Bank, Ltd., Taipei Branch	2022.04.14~2024.04.14	Long-term loan of NT\$7 billion	Non-disclosure
	China Bills Finance Corp.	2022.11.28~2024.11.27	Long-term loan of NT\$3 billion	Non-disclosure
	China Bills Finance Corp.	2022.06.02~2025.06.01	Long-term loan of NT\$1.5 billion	Non-disclosure
	Mega Bills Finance Co., Ltd.	2020.12.25~2023.12.25	Long-term loan of NT\$1.5 billion	Non-disclosure
	Yuanta Commercial Bank Co., Ltd.	2020.12.31~2023.12.31	Long-term loan of NT\$2 billion	Non-disclosure
Strategic alliance	Bridge Alliance	2004.11.03~present	Joined Bridge Alliance	Non-disclosure
Procurement	Apple Asia LLC	2022.06.01~2025.05.31	Procurement agreement for iPhone	Non-disclosure