

- (3) Strong support from the group: momo is able to leverage the resources of affiliates to create opportunities in digital convergence, mobile platforms, mobile payment mechanisms and warehouse management system.

4. Opportunities and challenges

Favorable Factors

- (1) Mobile usage time and mobile shopping continue to increase.

Unfavorable Factors

- (1) High product homogeneity and intensifying market competition have led to margin pressure.
(2) Risk management of product quality and food safety is increasingly important as momo's scale increases.

Countermeasures

- (1) momo has an extensive system of suppliers and a professional product development team. This facilitated its expansion into mobile and streaming platforms, as it already has a trove of best-selling products to tap into, which not only prolonged their product life cycle, but also increased sales volumes and differentiated it from the competition.
(2) momo has an online shopping mobile app to tap into the mobile commerce market and optimize customer experience. By promoting limited time and livestream promotions, momo is able to reach more consumers and stimulate buying willingness. The mobile platform also offers convenience, encouraging consumers to increase their shopping frequency.
(3) momo has set up a quality control team to visit new suppliers' factories, outsource product testing to reduce food safety risks, filter out controversial products and clarify supplier responsibility to provide consumers with a safe place to shop.

Main features and production process of major products:

1. Main features of major products:

The Company provides wireless/fixed-line telecom services, digital TV subscription, cable broadband, e-commerce/TV home shopping, and integrated information and communication services.

2. Production process of major products:

Not applicable as the Company is not a manufacturer

Supply of raw materials:

Not applicable as the Company is not a manufacturer

Major suppliers and customers in the past two years

- A supplier/customer that accounts for at least 10% of consolidated procurement/revenue

1. Major suppliers

Unit: NT\$1,000

2023				2024			
Company	Procurement amount	As a % of 2023 total net procurement	Nature of relationship	Company	Procurement amount	As a % of 2024 total net procurement	Nature of relationship
Company A	13,809,647	10	Third party	Company A	15,921,981	11	Third party
Others	119,093,778	90		Others	124,462,594	89	
Total	132,903,425	100		Total	140,384,575	100	

2. Major customers:

Not applicable as the Company's revenue from a single customer did not exceed 10% of its consolidated operating revenue.

3. Reasons for variation

Procurements from suppliers varied as the Company purchased handsets from different vendors to meet its business development needs and market demand.

Human Resources

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

Year		2023	2024	2025 (as of February 28)
Number of employees	Consolidated	10,345	10,645	10,571
	Stand-alone	4,577	4,527	4,517
Educational attainment	Ph.D.	0.17%	0.16%	0.16%
	Master's	12.81%	12.76%	12.79%
	University	61.80%	62.32%	62.23%
	College	13.05%	12.45%	12.47%
	Others	12.17%	12.31%	12.35%
Average age		39.24	39.49	39.65
Average years of service		8.65	8.76	8.86

Environmental Protection Expenditure

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

Loss or penalty due to environmental pollution in 2024 up to the publication date in 2025

None.

Countermeasures:

TWM has incorporated the risks of possible violations of various environmental laws and regulations into its daily operation management system and mechanisms. The Company practices preventive management and actively tracks government policies and proposed legislation to adopt countermeasures in advance. To date, the Company has not committed any environmental infraction requiring major compensation, penalties, or other expenditures.

The Company attaches great importance to corporate environmental responsibility and promotes the following environmental protection measures: green procurement, green machine room construction, energy-efficient base stations and machine rooms, water conservation in stores and offices, paperless operations, and carbon reduction initiatives. It also conducts cable and battery recycling, mobile phone recycling, and used phone exchange programs. Additionally, TWM encourages users to adopt electronic billing, virtualized services, and energy-saving value-added services. Since 2023, TWM has been promoting next-generation stores, incorporating digital screens, electronic price tags, and various paperless initiatives to further enhance its environmental sustainability efforts.