

Environmental Protection Expenditure

Loss or penalty due to environmental pollution in 2025 up to the publication date in 2026

None.

Countermeasures:

TWM has incorporated potential environmental compliance risks 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 data center construction, energy-efficient base stations and facilities, water conservation in retail stores and offices, paperless operations and energy conservation, as well as waste cable and used battery recycling. In addition, the Company promotes trade-in programs for old devices, offers "TWM Certified Boxed Second-hand Phone" program to extend product life cycles, and encourages users to adopt e-billing. Furthermore, the Company has taken a leading role in establishing the industrywide "Mobile Phone Recycling and Circular Service" PCR (Product Category Rules), creating a quantifiable benchmark for the circular economy. Since 2023, TWM has been promoting next-generation stores, digital screens, electronic price tags, and various paperless initiatives to reinforce its low-carbon operations.

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's reward and punishment policy is designed to encourage employees who have made special contributions to the Company, while discouraging 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 increase 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 that includes their spouses from their 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 discounts, 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, 2026, totaled NT\$30,183,760, with 501,464 attendees taking a total of 577,141 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.**