

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 President, 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. The Company 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 directors to observe the meeting. 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, and share cyber security information with the Communication – Information Sharing and Analysis Center (C-ISAC) and other agencies.
- (2) Internal leakage prevention: Conduct data leakage detection and protection tests, gap reinforcement and other measures.
- (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.

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

6. ISO 27001 certification: Maintained its ISO 27001 Information Security Management System, with the latest certificate valid from November 14, 2024, to September 13, 2026. A triennial recertification audit is scheduled for July 2026, with the objective of extending the certificate's validity through September 13, 2029.

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, an explanation must be provided.

In the most recent year up to the publication date, there was no major information security incident that had an impact on the Company or resulted in losses. TWM continues to promote information security operations as a preventive measure.

Major Contracts

As of January 31, 2026

Nature	Counterpart	Contract period	Description	Restriction clauses
Long-term credit facility	Sumitomo Mitsui Banking Corp. Taipei Branch	2025.02.01~2027.01.31	Long-term loan of NT\$4 billion	Non-disclosure
	Mizuho Bank, Ltd., Taipei Branch	2025.04.14~2027.04.14	Long-term loan of NT\$7 billion	Non-disclosure
	China Bills Finance Corp.	2024.08.30~2027.08.29	Long-term loan of NT\$1 billion	Non-disclosure
	China Bills Finance Corp.	2024.12.26~2027.12.25	Long-term loan of NT\$3 billion	Non-disclosure
	IBF Financial Holdings Co., Ltd.	2024.08.30~2027.08.29	Long-term loan of NT\$1 billion	Non-disclosure
	Yuanta Commercial Bank Co., Ltd.	2024.08.30~2027.08.29	Long-term loan of NT\$1 billion	Non-disclosure
	Yuanta Commercial Bank Co., Ltd.	2024.01.31~2027.01.30	Long-term loan of NT\$2 billion	Non-disclosure
	Mega Bills Finance Co., Ltd.	2023.12.29~2026.12.28	Long-term loan of NT\$2 billion	Non-disclosure
	Taishin International Bank Co., Ltd.	2025.01.22~2028.01.21	Long-term loan of NT\$1 billion	Non-disclosure
Syndicated loan	Union Bank of Taiwan Co., Ltd.	2023.02.27~2028.02.26	Long-term loan of NT\$500 million	Non-disclosure
	Bank of Taiwan Co., Ltd. Mega International Commercial Bank Co., Ltd. First Commercial Bank, Ltd. Chang Hwa Commercial Bank, Ltd. Taiwan Cooperative Bank Co., Ltd. Land Bank of Taiwan Co., Ltd.	2023.12.13~2028.12.12	Syndicated loan of NT\$15 billion	Non-disclosure
Strategic alliance	Bridge Alliance	2004.11.03~present	Joined Bridge Alliance	Non-disclosure
Procurement	Fengmiao Wind Power Co., Ltd.	2025.02.27~present	Procurement agreement for power	Non-disclosure
	Apple Asia LLC, Taiwan Branch	2025.06.01~2028.05.31	Procurement agreement for iPhone	Non-disclosure
		2023.11.01~2026.10.30	Procurement agreement for iPad	Non-disclosure
	Samsung Electronics Taiwan Co., Ltd.	2014.11.01~present	Sales and supply agreement	Non-disclosure
	Top Enterprise Investments Ltd., Taiwan Branch (Hong Kong)	2017.12.19~present	Sales and supply agreement	Non-disclosure
Share subscription	Line Bank Taiwan Ltd.	2025.06.13	Share subscription agreement	Non-disclosure
	PACM CPT Media Ltd.	2025.10.22	Share subscription agreement	Non-disclosure
	WeMo (Cayman) Corp.	2025.08.07	Share subscription agreement	Non-disclosure
Affiliates				
Nature	Counterpart	Contract period	Description	Restriction clauses
Procurement	Cheng Loong Corp.	2023.10.01~2026.03.31	Procurement agreement for cartons	Non-disclosure
	Shuenn Chyang Paper Container Co., Ltd.	2023.10.01~2026.03.31	Procurement agreement for cartons	Non-disclosure
	Taiwan Tafuku Advanced Technology Equipment Co., Ltd Hsinchu Branch	2024.05.01~2029.12.31	Automated warehousing equipment procurement contract	Non-disclosure
Contract agreement	Li Jin Engineering Co., Ltd.	2021.05.05~now	Construction of southern logistics center	Non-disclosure
Lease agreement	Fubon Life Insurance Co., Ltd.	2023.08.01~2028.07.31	momo office building	Non-disclosure
	Fubon Life Insurance Co., Ltd.	2025.08.08~ now	Lease contract for warehouse	Non-disclosure
	Zong Sine Industries Inc.	2021.06.08~2033.05.31	Lease contract for warehouse	Non-disclosure
	Yongyou Development Ltd.	2022.1.28~2032.07.31	Lease contract for warehouse	Non-disclosure