

## Corporate Social Responsibility

Corporate social responsibility is not only a key measurement of a company's competitiveness, but also a demonstration of a company's core value. Taiwan Mobile formed a foundation in 1999 as a way of giving back to society and has received numerous recognitions for its efforts. These include the "Best Social Responsibility Award – Corporate Category" from China Times, "Excellence in Corporate Social Responsibility" from CommonWealth magazine, and "Corporate Social Responsibility Award - Service Sector Category" from Global Views Monthly in recent years.

The Company allocates around NT\$60 million annually to its corporate social responsibility division to undertake various social welfare activities. In 2008, the Taiwan Mobile Foundation devoted 56% of its budget to social welfare, 25% to telecom research, and 15% to emergency rescue. The major beneficiaries and targets were minorities and the disadvantaged, environmental protection and education, bridging the digital gap, and arts and culture promotion.

### Green Company

In response to global warming, TWM has implemented concrete measures to raise energy efficiency, reduce waste and create a sustainable environment. These include campaigns such as handset and battery recycling, promoting a paperless work environment and electronic billing, tree planting, and teaching environmental protection at schools. The Company hopes to contribute to the reduction of carbon dioxide emissions to comply with international and domestic regulations on environmental protection.

### Corporate Volunteers

TWM set up a corporate volunteer program in 2007. The Company offers volunteer staff two-day paid leave each year to serve local communities. Hundreds of corporate volunteers took part in the projects organized by the TWM Foundation, including caring for the elderly who live alone in Hualien, after-school education for underprivileged children, and preserving the wetlands around Guandu Nature Park. This program has successfully served as a platform for employees to contribute to society.

### Social Care

TWM introduced the "5180 Mobile Donation Hotline" in 2005 to make it easier for people to donate to charities or public causes by simply dialing 5180 anytime, anywhere, the first such platform in Taiwan. With this convenient service, despite the macroeconomic slowdown in 2008, donations made through the 5180 hotline still increased by 67% over 2007. The Company also offered special discount rate plans for the disabled and non-profit organizations (NPO). Additionally, the Company hired a number of spinal cord injury

sufferers, training them to become professional customer service agents and helping them to embrace a new life.

### Bridging the Digital Gap

TWM set up broadband services in remote areas such as Alishan's Shanmei Village, Shizi Village and Chashan Village in 2007 and 2008. In addition, a community library with internet access was built as part of its vision of providing "Broadband for Every Village" in the Alishan area. These efforts won commendations from the National Communications Commission in Feb, 2009.

### Art and Culture Promotions

TWM held its first "Myfone Mobile Composition Award" competition in 2007 to encourage participants to create quality SMS and ringtones for the new mobile platform. The Company also set up a "909 Mobile Phone Audio Guide" system for museums in Taiwan in 2004 that allows visitors to use their handsets to listen to the audio guide to several grand exhibitions, such as "Camille Pissarro, Family and Friends" at the National Palace Museum and the "Millet Art Exhibition" at the National Museum of History in 2008. Furthermore, it has sponsored many free concerts in Taitung, Taoyuan, Kaohsiung, Nantou and Tainan as part of its efforts to promote and popularize classical music.

### Consumers' Rights and Interests

In accordance with the rules set forth by the NCC to protect consumers' rights and interests, the Company submits all service and rate plans for approval by the Commission, followed by a public announcement seven days prior to their implementation. All contracts with customers are drawn on the basis of fair and equal treatment and fulfill all the requirements stipulated in the Consumer Protection Law. The Company also provides clear and detailed billing information to customers.

Mindful of the importance of customer information security, TWM obtained an ISO 27001 Information Security Management System certification in 2006 and passed the global system's three-year overall review in 2008.

TWM's dedication has won positive responses from customers, with Company surveys over the past two years showing respondents giving high marks to improvements in network quality, SMS rates, retail services, call center services and billing information. A survey conducted by the Consumers' Foundation in 2008 also showed TWM topping the poll on customer satisfaction among Taiwan's major telecommunication operators.

## Employee Benefits and Employee Rights Protection

The Company has set up an employee conduct/ethical standards policy to serve as guidelines for employee behavior and development. To motivate employees, the Company has launched various compensation and benefits programs that are performance-based. Overall, the Company's human resources policies surpass basic labor law requirements, such as the Labor Standards Law. These policies are detailed as follows:

### 1. Employee Behavior/Ethical Standards

The Company has established policies and rules as a guide for employees' conduct, rights, responsibilities, and ethical standards. They are as follows:

- (1) Delegation of Authority
  - a. Authorization guidelines and limitations  
Aimed at streamlining business processes, strengthening distribution of responsibility, as well as detailing management authority at each job level.
  - b. Empowerment and delegation rules  
Designed to ensure smooth and normal business operations.
  - c. Job ranking, title and organizational structure policy  
Formulated to correspond to employees' career plan.
- (2) Work Regulations  
The Company's work regulations clearly define the rules and responsibility of both management and labor. The Company's modern management approach has effectively promoted cooperation among employees and benefited the Company.
- (3) 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 core competency of the Company.
- (4) 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 Article 14 and Article 47 to Article 58 in the Company's "Work Regulations."
- (5) Employee Assessment Policy  
Supervisors provide feedback, assistance and map out individual development plans based on employee performance.
- (6) Attendance and Leave Policy  
Enforcement of this policy – designed to serve as a guideline for employees – helps enhance work quality.

- (7) Business Confidentiality Policy  
To safeguard the Company's competitive advantages, employees are required to sign a "Confidentiality and Intellectual Property Rights Statement" and "Employment Contract" in order to protect the Company against potential damage from the disclosure of trade secrets. The Company provides employees with the required information and training courses to strengthen their understanding of information security.
- (8) Sexual Harassment Prevention and Handling Procedures  
The Company's "Work Regulations" include rules designed to prevent sexual harassment in the workplace and promote 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.

### 2. Benefits Programs

- (1) All employees are entitled to labor insurance, national health insurance, and group insurance coverage starting from the first day of work.
- (2) The Company has an employee treasury stock subscription plan, an annual bonus plan, and an employee profit-sharing plan.
- (3) An Employees' Welfare Committee was established in July 1998 to handle and implement employee benefits programs. The committee is 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, and benefits for special occasions such as weddings, festivals and funerals.

### 3. Employee Stock Ownership Plan

Designed to boost employee retention, the Employee Stock Ownership Plan was implemented in January 2006. Under the plan, employees are encouraged to invest a certain amount of their monthly pay – with the Company contributing a similar percentage – to purchase company shares.

### 4. Employee Training and Education Program

- (1) To help employees develop their expertise in telecommunication technologies and business administration, the Company has a scholarship program designed to provide employees with the opportunity to study at home or abroad. The Company is also committed to the continuous training and development of its employees in order to create a win-win situation for both the Company and its employees.
- (2) The Company sends large numbers of employees to local and international telecommunication conferences, management forums, consulting

seminars, and vendor training programs every year. These activities have a profound effect on upgrading the Company's technologies, developing new products, introducing innovative new ideas, and improving managerial skills.

- (3) 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 benefits from these training sessions.
- (4) Orientation for new employees includes an introduction of corporate culture, company organization, telecommunications market, IT and network system, labor safety, as well as information security training.
- (5) Core competency development: Focus on basic competencies, including problem solving, decision-making, communication, project management, basic legal knowledge of the telecommunications market, team building and service skills.
- (6) Management training and development: Separate training programs for entry-level management, middle management and senior management. Training courses include performance management, leadership, motivation skills, strategy management, project management, team dynamics skills and organizational development skills.
- (7) Employees whose jobs are related to the release of the Company's financial information are encouraged to obtain certifications in related fields. Certification details are as follows:
  - a. Certified Internal Auditor (CIA): One employee in Operation Analysis Division; seven in Internal Audit Office.
  - b. Basic examination of internal controls conducted by the Securities and Futures Institute: Three in Secretarial Division.
  - c. Qualified Internal Auditor (QIA): One employee in Operation Analysis Division; seven in Internal Audit Office; one in Accounting Division.
  - d. Certified Public Accountants (CPA): One employee in CFO Office; two in Operation Analysis Division; one in Accounting Division; one in Finance Division.

## 5. Retirement Plan and Implementation

- (1) The Company has specific Employee Retirement Guidelines.
- (2) The Company has set up a Labor Pension Supervisory Committee, which was approved by the Taipei City Government in February 1998. Since May 1988, the Company has been allocating on a monthly basis, a retirement pension equivalent to 2% of the employee's monthly salary.
- (3) The Company has implemented the New Labor Pension System since July 2005.
- (4) In accordance with Issue No. 18 of the Financial

Accounting Standards of the ROC, the Company shall retain the services of an actuary to assess and calculate the labor pension reserve and provide a detailed report.

## 6. Employee Safety and Sanitary Policy

To fulfill the Company's social responsibility in providing its employees with a safe, healthy and comfortable working environment, the Company endeavors to:

- (1) Abide by and comply with regulations on environmental protection, safety and sanitation.
- (2) Be on constant lookout for potential hazards in the work environment to minimize accidents.
- (3) Promote health education, conduct physical examinations, and implement health management programs.
- (4) Promote and instill energy-saving consciousness to help reduce waste of resources.

The Company's employee safety and sanitary policy is posted on its internal website and summarized as follows:

- (1) A unit dedicated to conducting environmental inspections and carrying out employee sanitary training courses was established in accordance with regulations.
- (2) A Health and Safety Committee was set up to draft a plan to prevent job injuries; ensure compliance and review related rules on employee health and sanitary improving solutions through periodical meetings.
- (3) Full-time professional nursing personnel were employed to conduct health examinations for employees, track the progress of staff who failed to pass their health examination, and hold talks on how to promote health. Staffers who are able to administer first aid treatment were placed at each work area.
- (4) Fire/flood protection exercises were performed periodically to reduce risks of employee injury and property loss from natural disasters.
- (5) Entrance guards and security systems were placed at all main base stations and work offices to secure staff, property and information security.
- (6) Energy-saving policies were set to reduce carbon emissions.

## 7. Management/Labor Relations

The Company, working under the management and labor as one concept and belief that a win-win situation can be achieved when the two sides work together, has followed relevant labor laws and regulations, held quarterly management/labor forums to facilitate communication, and promoted employee benefits to build a harmonious and satisfactory management/labor relationship. The Company has therefore not experienced any losses due to management/labor disputes and does not foresee any such situation in the future.