



américa 
móvil

AMX SUSTAINABILITY

Enabling a Better World

2022
SUSTAINABILITY
REPORT

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Our Approach to Reporting

(2-1, 2-4, 3-1, 2-3, 2-5)

This Annual Sustainability Report describes América Móvil's performance and achievements regarding environmental impact, labor management, social development, and corporate governance, during the period between January 1st and December 31st, 2022.

Unless otherwise stated, we report consolidated information corresponding to the 22 countries where we operate, which we usually group by region. Please note that after the sale of TracFone Wireless, Claro Panama and the ClaroVTR Merger in Chile, we removed the United States of America (USA), Panama and Chile indicators from previous years to make data comparable.

Our Sustainability Reporting is based on our materiality assessment, our commitment to the 10 Principles of the Global Compact and the United Nations Sustainable Development Goals. Also, we incorporate several methodologies and indicators from the Global Reporting Initiative (GRI) under the Core option, the Sustainability Accounting Standards for the Telecommunications Services Industry (SASB), as well as recommendations of the Task Force on Climate Related Financial Disclosures (TCFD), the World Economic Forum and information requests from funds and rating agencies.

We believe that online reporting is the most practical and efficient way to communicate with a large number of our stakeholders. We developed an interactive report, (downloadable to pdf) focusing the content on the progress of the year, and where appropriate, we redirect the reader to further information published elsewhere online or in the appendixes of this document.

To fulfill our commitment to share accurate and transparent information, Deloitte verified several of the indicators included in this report. To review the scope of the indicators subject to external verification and the report issued by Deloitte, see the External Verification Letter at the end of the document.

MESSAGE OF THE CEO

(2-22)

2022 was a year of solid operating performance across our markets. We delivered on our network expansion and modernization plans. We also completed a number of important transactions aimed at streamlining our portfolio. In addition to this, we made major progress regarding our ESG ambitions and objectives.

Our 176 thousand employees were key to achieve these objectives. I am very thankful to them for their work and commitment, and I am proud to report the following:

Our revenue totaled 43 billion dollars of which service revenues represented 37 billion dollars, up 5.3% at constant exchange rates as compared to the prior year. EBITDA of over 17 billion dollars was 5.0% higher than that of a year before. These results are consistent with the guidance provided in our last Investor Day held in October 2021.

The year 2022 was very challenging, marked by sharp increases in interest rates very much across the board and rising inflation rates. This entailed greater efforts to contain costs and accelerate digitalization in all company areas. We benefited from having a sound financial position and by pursuing operating efficiencies.

We invested eight billion dollars on our networks, in line with the run-rate of prior years. As we have many times noted, to maintain leadership in our markets we must have the most modern and reliable networks, one of our main competitive advantages.

In 2022 we launched 5G networks in various countries including Mexico, our home market. Telcel began offering 5G services in February 2022 and did a massive deployment of the new technology in a single go; by year end we had 5G coverage in over 100 cities which represent 45% of population. We are currently offering 5G services in 12 out of 23 countries including Brazil and Austria. So far, in most markets we have experienced a faster adoption of 5G compared with prior generations.



Daniel Hajj Aboumrاد
América Móvil CEO

Altogether, we built 9.6 million homes passed with fiber-to-the-home (FTTH) technology and over 60 thousand kilometers of metropolitan fiber in the year. We have been expanding our footprint to new cities and towns and replacing legacy technology with fiber to improve customer experience. Broadband penetration rates clearly show a significant growth opportunity in our region, and we want to be the clients' preferred option.

We concluded the acquisition of Oi in Brazil and have now finalized the migration of subscribers to our network. The integration process that has provided us with good operating leverage.

We also completed two transactions with Liberty Latin America; in July, the sale of Claro Panama, and in October, the 50/50 joint venture of our operations in Chile: Claro Chile and VTR, where we have put together a great team to execute our new strategy for Chile.

In September we spun-off Sitios Latinoamérica with 20,090 towers in 13 countries. Sitios Latinoamérica is now the second largest tower company in the region. Together with the towers, América Móvil transferred net debt in the amount of 2.3 billion dollars which helped strengthen our already solid financial position. In the first months of 2023, we sold to Sitios Latinoamérica our towers in Peru and The Dominican Republic thereby concluding the divestiture of tower assets in Latam.

In November, we issued our first sustainable bond in the amount of MXP 24 billion, the largest sustainable bond ever issued in the Mexican market. The proceeds are committed to the development of environmental and high impact social projects.

In line with our commitments, we have carried on with the expansion of our networks to rural areas. We aim to bridge the digital divide in our region of operations as we are certain this will foster the development of our community. We have continued to develop our online education platforms which have been key in promoting the virtues of being connected in the digital era.

We are deeply committed to addressing climate change and have taken significant steps to reduce emissions and increase efficiency across our operations through modernization projects and renewable energy sourcing initiatives, primarily in solar and wind power. In 2022 Claro Brazil led the way transitioning an additional 30% of its national grid electricity consumption to renewables, equivalent to a reduction of 114 K TCO₂e which brought about a 26% decrease in carbon intensity per terabyte streamed on our network compared with 2021 levels.

We launched our Due Diligence Program to evaluate our suppliers and business partners so as to mitigate risks in our supply chain. This process has been automated to ensure full compliance and is managed through our recently launched Compliance Portal.

Our Equality and Respect Policy was published along with its corresponding protocol to deal with sexual and labor harassment. This reinforces our principle of zero tolerance.

We held our third "Sustainability Week" where we provided training for employees on ESG topics. This year we devoted more than seven thousand people-hours to better prepare our employees to carry on with our sustainability strategy.

In December, América Móvil's shareholders approved the conversion of all its series "A", "AA" and "L" into common shares of a single new series "B" with full voting rights with a 1:1 conversion ratio.

In order to continue to report our progress and ESG objectives, we launched a new Sustainability Portal which we hope will be useful for our stakeholders.

I want to reiterate my gratitude to our team for such a great performance in 2022. Their talent and experience are as significant as their enthusiasm and commitment to enabling a better world by connecting and empowering people around the globe.

I also would like to acknowledge the support of our shareholders, suppliers, and business partners; the preference of our clients; and the strong backing and kindness of the communities we serve. To them, I reiterate my commitment to continue delivering good financial and operating results while ensuring full alignment with our sustainability strategy.

Daniel Hajj Aboumrاد
Chief Executive Officer

OUR PURPOSE:

Enabling A BETTER WORLD

As a leading telecommunications company, we recognize the ever-changing needs and desires of people in their quest for constant improvement. Our mission is to provide innovative solutions that not only keep individuals connected but also simplify their lives through advanced technology.

Our impact extends beyond mere connectivity; with rapid advancements in technologies like the Internet of Things (IoT) and machine-to-machine (M2M) platforms, our services generate efficiencies across various industries while reducing emissions. By bridging gaps between time and distance, we empower individuals with limitless opportunities to thrive personally, professionally, and within their communities. Through this commitment to innovation and connection, we reaffirm our purpose of enabling a better world.

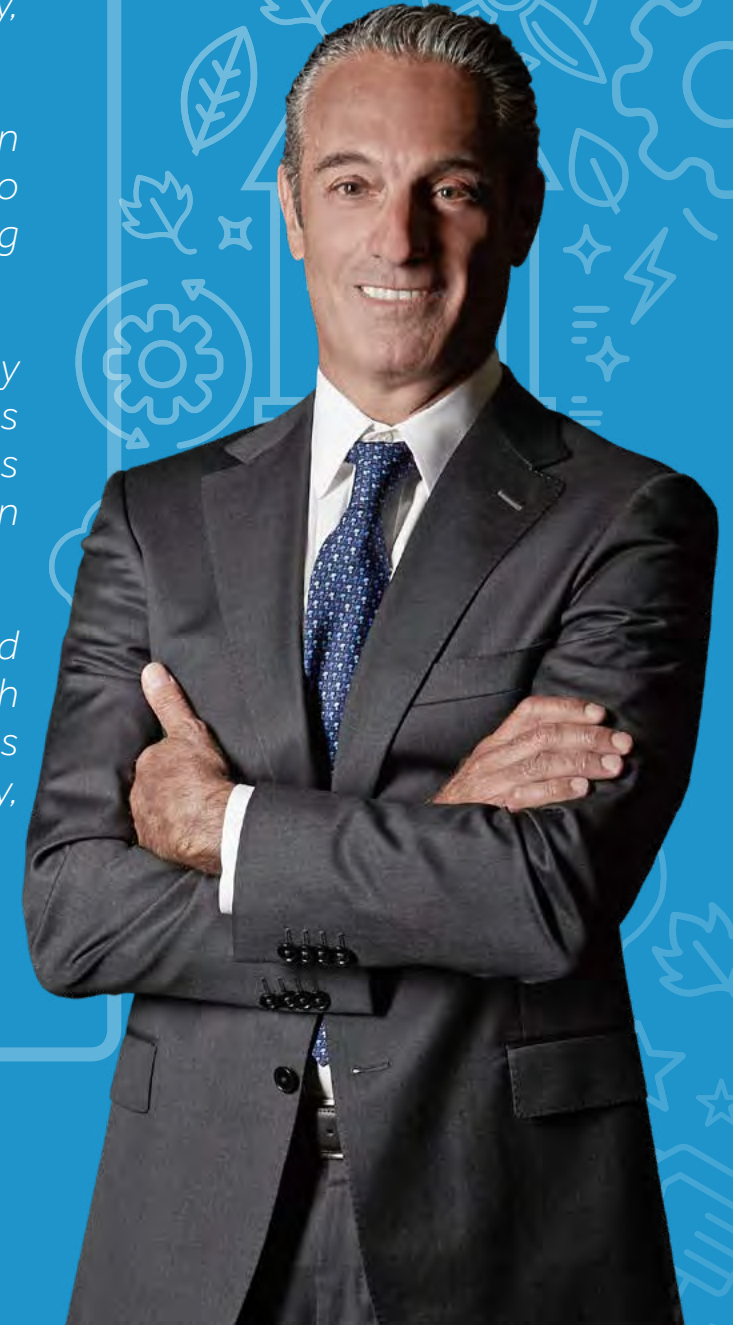
"Technology and telecommunications serve as the foundation for our interconnected global society, characterized by widespread participation. In today's world, connectivity is synonymous with inclusion.

As a connected individual, one can access information on par with others worldwide. A child in an underserved community has nearly equal educational opportunities to those in developed cities due to this connectivity. Employment prospects, healthcare access, and education are key factors in addressing poverty; however, it is connectivity that acts as the catalyst for these opportunities across all sectors.

Our innovative solutions empower customers to enhance efficiency while promoting sustainability through reduced mobility and paper consumption. We help improve revenue generation capabilities while lowering costs and fostering better customer relationships by minimizing intermediation processes ultimately leading to increased agility and resource optimization. The impact we have made within societies where we operate carries significant responsibility.

We consistently invest in infrastructure to expand our reach and impact. By integrating social and business functions, we can execute large-scale projects that address local challenges through significant advancements in social development. Our unwavering commitment to excellence is backed by the hard work and dedication of every team member, ensuring that even amidst adversity, we remain steadfast in driving societal progress forward."

Carlos Slim Domit, Chairman of the Board of América Móvil.



Our Mission

(2-12)

We provide the best services and customer experience through the most advanced communication, information technology, and digital content solutions to bring people closer, accelerate the development within the region, and promote equal opportunities among people.

Our Vision

Consolidate as agents of change by providing connectivity and services with state-of-the-art technology, while maintaining our leadership in the telecommunications industry and reinforcing our commitment to enable a better world.



Our Values

(2-12; 2-23)

CUSTOMER EXPERIENCE

We are committed to strengthening the relationship with our customers, who are the core of our business by promoting, listening and understanding their needs to provide solutions that generate the best service experience and their full satisfaction.



INNOVATION

We promote an environment of challenge and flexibility to change, we encourage continuous dialogue and the collective construction of new ideas and solutions that allow us to be better, consciously taking risks and considering mistakes as an opportunity to learn.



PEOPLE / HUMAN DEVELOPMENT

We develop the potential and honor the dignity of people in a learning environment, where respect, collaboration, high performance, diversity, equality, and inclusion are essential. We promote people's growth through challenge, training, guidance, and empowerment in decision making.



SUSTAINABILITY

Our commitment is to be an agent of change that promotes inclusion, economic development, and well-being in the region by always seeking a balance between the economic, social, and environmental aspects of our operations. Therefore, we are determined to do what is best for our employees, customers, suppliers, shareholders, and other stakeholders.



INTEGRITY

We strictly comply with the laws, regulations and ethical principles that govern our activities. We believe that transparency and honesty create security and trust. We value consistency between what we say and what we do.



EFFICIENCY

Maintaining austerity in times of prosperity to maintain strength in times of crisis. We care for our Company's assets as if they were our own. We optimize our processes by controlling our costs and expenses, adhering to the highest quality standards in the industry.



COLLABORATION

We encourage everyone's participation to actively contribute to the achievement of our objectives by providing insights, as well as listening and valuing the ideas of others. We combine our talent, experience, and skills to achieve better results.





Sustainability Governance

(2-12.2-14)

At América Móvil, we take our role as a leader in the wireless telecommunications industry seriously. As such, sustainability governance is at the forefront of our priorities. We understand that it's not just about providing quality services to customers, but also ensuring that we do so in an environmentally and socially responsible manner.

To achieve this goal, we have established a Corporate Executive Sustainability Committee led by our CEO and involving all members of the C-Suite. The committee oversees sustainability strategies and their execution while reporting periodically to the Board of Directors. This ensures that sustainability remains integrated into every aspect of our operations.

Our Investor Relations and Sustainability Team works closely with stakeholders across subsidiaries and business divisions to promote alignment towards best practices for sustainable development. By incorporating sustainability into strategic decision-making processes, we aim to create long-term value for both shareholders and society as a whole.



FOR MORE DETAIL REGARDING OUR SUSTAINABILITY GOVERNANCE AND THE CORPORATE SUSTAINABILITY COMMITTEE PLEASE GO TO OUR SUSTAINABILITY SITE

<https://sustainability.americamovil.com/committee/>

Our sustainability Strategy

Daniela Lecuona Torras

Investor Relations and Sustainability Officer in América Móvil

"Connectivity promotes economic and social development; our service is fundamental for our customers' well-being, both at a personal and professional level. Therefore, we are committed to reduce the digital divide and promote social inclusion across our footprint.

We team up with more than 176 thousand employees and join forces with business partners and organizations to work in benefit of the environment, biodiversity, culture, and development of our communities. I feel very proud of being part of América Móvil where we work for enabling a better world."



Materiality


(2-12, 3-2)

At our company, we're dedicated to promoting sustainable development in the wireless telecommunications industry. To achieve this goal, we've developed a comprehensive ESG strategy that focuses on four key pillars: responsible management, environmental stewardship, social impact and governance excellence.

We conducted a thorough materiality assessment by surveying over 34 thousand stakeholders across 18 countries of the Americas and Europe. This process allowed us to identify priority issues for the business and our communities such as: Network Modernization and Internet Access; Customer Service and Customer Experience; Mitigating Legal Proceedings; Corruption-Free Operation; Privacy and Information Security; Waste Management and Circular Economy; Operational Efficiency; Emissions Reduction and Renewable Energy; Health and Safety; Emotional Stability and Work/Life Balance; Human and Labor Rights; and compensation linked to performance and sustainability indicators. It is worth mentioning that we found an additional material issue related to Diversity and Equal Opportunities in our European operations.

Furthermore, during 2022 we participated with GSMA in defining a harmonized set of ESG Metrics for Mobile Operators, alongside various stakeholders such as peers, intergovernmental organizations, standard setters, investors and experts. We aim to incorporate these industry-specific KPIs into our annual disclosures to ensure consistency, comparability and transparency about the value we generate for society.

Enabling a Better World

 Enabling a Better Planet	 Enabling a Better Society	 Enabling a Better Workplace	 Enabling a Better Business Framework
<p>We minimize our environmental footprint while contributing to avoiding our clients' GHG emissions through connectivity services and digital solutions.</p>	<p>Through connectivity we promote economic development and inclusion contributing to fight poverty and generate greater opportunities in the region</p>	<p>Our customer experience and business success rely on attracting, developing and retaining the best talent. Therefore, we foster growth within a favorable work environment.</p>	<p>Ethics and Integrity govern our daily actions, in the operation and with our value chain, to acknowledge the trust that our stakeholders have placed in us.</p>
<p>Waste Management & Circular Economy</p> <p>Operational Efficiency & Savings</p> <p>Emissions Reduction & Renewable Energy</p> <p>Water Management</p> <p>Avoid Emissions in other Industries</p>	<p>Internet Access & Network Modernization</p> <p>Emergency Response Plans</p> <p>Human & Labor Rights</p> <p>Developing Small Producers & Entrepreneurs</p> <p>Actions to Fight Poverty</p>	<p>Health & Safety</p> <p>Emotional Stability & Work-Life Balance*</p> <p>EESG Linked Compensation*</p> <p>Employee Development Plans</p> <p>Diversity & Equality**</p>	<p>Customer Service & Customer Experience</p> <p>Cover & Mitigate Legal Proceedings</p> <p>Corruption Free Operation</p> <p>Privacy & Information Security</p> <p>Innovation & Diversification Plans*</p>
Risks & Opportunities Management			

*New Topic **Europe

 **FOR MORE DETAIL REGARDING THE IMPACTS AND STRATEGY DERIVED FROM OUR MATERIALITY ASSESSMENT, PLEASE GO TO [APPENDIX A OF THIS DOCUMENT](#).**

Our targets

We are actively working towards achieving sustainability targets set out by international organizations such as UN Global Compact (UNGC). This includes developing an integrated approach towards measuring performance against ESG criteria across all areas of the business.

These are the targets that help us measure progress through our shared value strategy:

1) BETTER PLANET¹

Net zero by 2050:

52% reduction of our carbon emissions from energy and fuel consumption towards 2030 (scope 1 and 2). **19% reduction** vs 2019 baseline

14% reduction of carbon emissions generated by the goods and services we purchase from our suppliers by 2030 (scope 3). **8% reduction** vs 2019 baseline

2) BETTER SOCIETY

Zero tolerance for human rights violations in our operations and our supply chain. All complaints regarding human rights violations submitted through our Complaints Portal when found to be a violation to our Integrity & Compliance Program disciplinary measures are implemented.

Increase training in basic digital skills that allow users to communicate and access public, commercial, and financial services online. We registered **110,106 users** in basic digital skills, being our first registry.

Increase training in digital skills to improve the employability of people in different sectors, promoting entrepreneurship and the growth of small businesses. **Increase in 12%** vs 2021.

Increase training on technical digital professions and higher-level skills. **30% decrease** vs 2021¹.

Increase training in digital skills and online safety for children and teenagers. **86% increase** vs 2021.

3) BETTER WORKPLACE

Zero fatalities (employees and contractors). We experienced 2 fatalities in 2022².

25 of our subsidiaries with health and safety certifications (ISO 45001) by 2025. **18 subsidiaries certified** up to date

100% of our senior managers evaluated in 360° evaluations¹ every 3 years. **744 Senior Managers** of a total of 5,992 have been evaluated.

Performance evaluations in 98% of our workforce by 2030. **66% of employees** had performance evaluations in 2022.

Improve the results of the work climate survey by 1% every two years and ensure that more than 90% of employee survey participation³. **+1.87%** vs 2020

4) BETTER BUSINESS FRAMEWORK

Zero tolerance for corrupt practices within the Company and in the supply chain. **0 cases**

100% of our active business partners evaluated in 2025. **877 evaluations** initiated with our Due Diligence Protocol in 2022 with 232 being concluded.

100% of our subsidiaries certified to ISO27001 by 2025. **61% certified and 81% of data centers certified.**

100% of our active business partners trained in our Code of Ethics and Anticorruption practices, and at least 50% trained in environmental footprint by 2025. **19,700 partners trained** in Ethics and Anticorruption

Consistent increase in Net Promoter Score compared with previous years and exceeding competition in all brands and segments. **5% increase** vs 2021

Increase to three female directors in the Board of Directors of América Móvil by 2025. We have already accomplished the goal having three female directors in our Board.

¹ We experienced a 30% decrease compared to 2021 because we still had the effects of the pandemic where we experienced very large increases in digital training during 2020 and 2021.

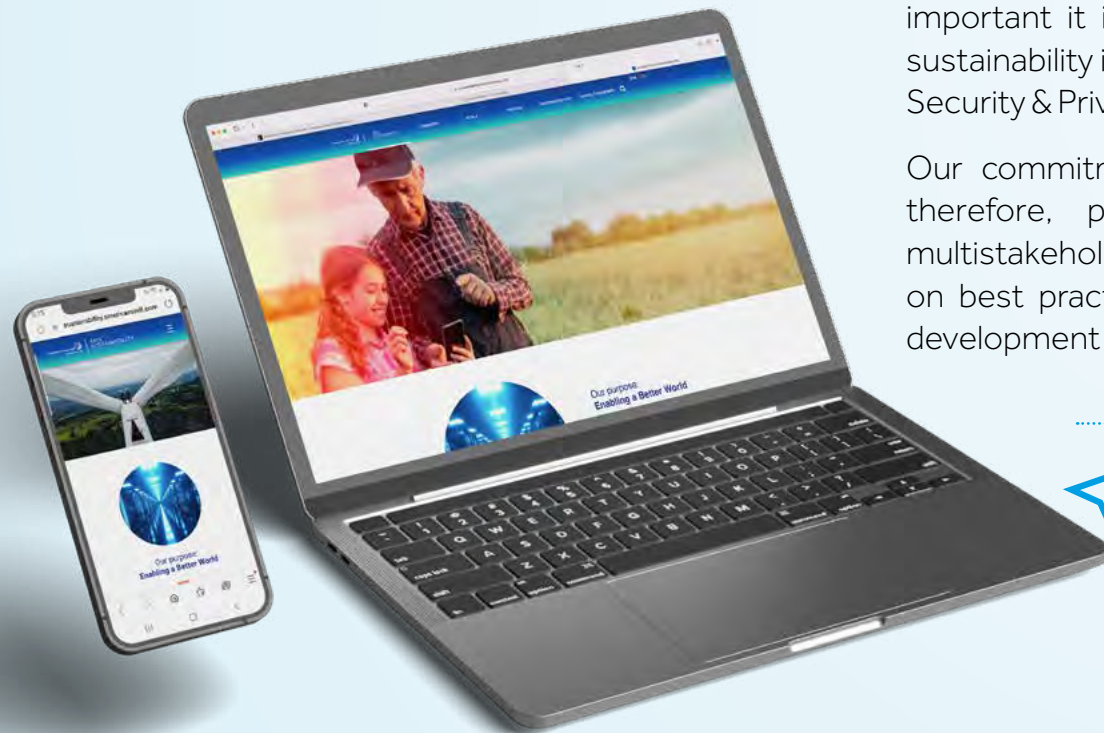
² The fatality at Telmex was caused by a firearm projectile in an assault. In Peru, the person was installing RRU equipment weighing approximately 15 kg on a telecommunications tower approximately 35 meters high when the incident occurred.

³ Following a review of the work climate surveys, the HR team concluded that the 2021 and 2022 results were not directly comparable due to differences in the scope of reporting. To improve accuracy and transparency, it was agreed to change the reporting frequency to biennial and adjust the timing, allowing time to analyze data and make improvements before the following assessment.



Sustainable growth culture

This year, as part of our communications and outreach efforts, we launched América Móvil's Sustainability Microsite which will help us provide our stakeholders with better disclosure on material topics. We also developed an Integrity and Compliance Intranet that compiles Company policies, procedures, and key formats to facilitate their observance.



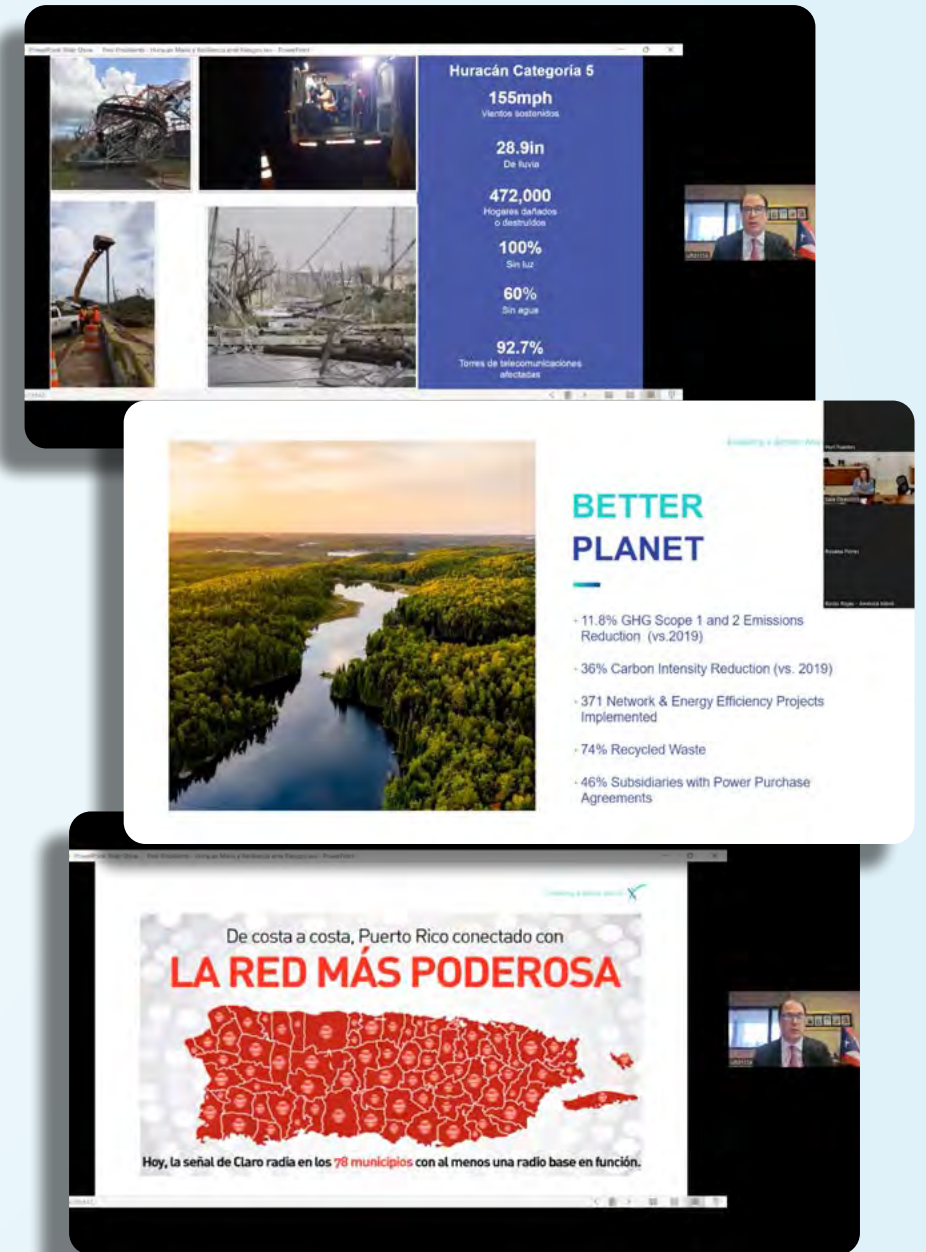
In addition to these initiatives, we have created an Introduction to Sustainability online course that will be available in the *Capacitate Carso* and *Capacitate Aliados* platform by Q2 2023. The course will be mandatory for all employees (including part-time workers) as well as third parties who work with us.

We recently held our annual Sustainability Week event where over 600 Directors and Managers were trained on material sustainability risks. Our CEO emphasized how important it is for the Board of Directors to prioritize sustainability issues such as Climate Change, Information Security & Privacy along with Human Resources concerns.

Our commitment towards improvement never stops; therefore, participating in research projects and multistakeholder initiatives helps us stay up to date on best practices when it comes down to sustainable development across industry worldwide.



FOR MORE DETAIL ABOUT 2022 SUSTAINABILITY WEEK, VISIT THE "ENABLING A BETTER WORKPLACE" SECTION OF THIS REPORT.



Sustainable financing

We recently issued our first sustainable bond, which will help us align our business strategy with a more sustainable vision. The bond raised over 24 billion pesos in four tranches, and we have earmarked 21.7 billion pesos to finance environmental and social impact projects.

The funds from the bond will be allocated towards two of our key pillars: caring for the planet and promoting connectivity. We plan to use part of the proceeds to support projects consistent with our emissions reduction strategy, such as migrating to renewable energies and improving energy efficiency. In addition, we aim to accelerate digital inclusion by providing Internet access in underserved communities, promoting information technologies among vulnerable groups of society, and offering digital skills training programs and job opportunities so they can benefit from all aspects of connectivity.



A Sustainable Financing Committee comprised mainly of staff members from different departments, including the sustainability operations team and financial experts, will supervise allocation decisions while third-party auditors ensure compliance annually.

Our Sustainable Linked Loan (SLL) is another example where we're moving forward on better aligning EESG performance metrics into financial strategies; it was a US\$1.5 Billion Euro-equivalent facility linked primarily around three KPIs - greenhouse gas emission reductions aligned with science-based targets/net-zero commitment; health/safety standards improvement via ISO 45001 certifications across subsidiaries globally; gender diversity representation at board level, having included two more female directors last year.



TO LEARN MORE ABOUT THE BOND ELIGIBLE PROJECTS, PLEASE VISIT [OUR SUSTAINABLE FINANCING FRAMEWORK](#).

TO REVIEW PROGRESS UNDER THE KPIs OF OUR SLL, PLEASE VISIT [APPENDIX N OF THIS DOCUMENT](#).





Global commitments and indexes

As part of our sustainability strategy, we work with associations and organizations that help us achieve our goals. We are committed to global initiatives such as the United Nations Sustainable Development Goals, Principles of the United Nations Global Compact, United Nations Business Ambition for 1.5°C and more.

We collaborate with GSMA Climate Action Task Force, Sustainability Working Group and We Care Program to ensure sustainable practices in all aspects of our business operations. Additionally, we are proud to have been included in DJSI MILA Pacific Alliance index for three consecutive years along with S&P/BMV Total ESG Mexico Index and FTSE4GOOD Index.



TO LEARN MORE ABOUT OUR MEMBERSHIP TO ASSOCIATIONS AND ORGANIZATIONS GO [TO APPENDIX J.](#)

Enabling A BETTER PLANET

(2-9, 2-12, 2-13)





"América Móvil strives not only for economic growth but also social responsibility through its dedication towards creating a more sustainable future for generations ahead, while still meeting customer needs today. By taking proactive steps towards reducing our environmental footprint now, we hope this will lead us closer towards achieving long-term success while making a positive difference in society along the way".

Vanessa Hajj Slim
América Móvil Board Director



"We strive to minimize the environmental impact of our operations while preserving resources for future generations. Our goals include reducing emissions, conserving resources, promoting sustainable practices within our organization, supporting other industries' carbon reduction efforts, and providing digital solutions that help users reduce their own environmental footprint."

Rafael Couttolenc Urrea
Chief Wireless Operations Officer

Climate strategy

At América Móvil, we are committed to reducing our environmental impact and contributing to a sustainable planet. Our ambitious goal is to achieve net zero by 2050, focusing on significant reductions in direct emissions from both operational activities and indirect sources. To accomplish this, we diligently monitor the primary contributors to our emission levels while implementing initiatives that will decrease our overall carbon footprint.

Our strategy consists of two main approaches: transitioning towards cleaner energy sources, such as renewable energy; and enhancing efficiency through various projects. These include utilizing software features to optimize daily operations without compromising customer service quality; employing dual-band technology that minimizes antenna requirements while maintaining performance; and upgrading legacy equipment with more efficient models.

However, one challenge remains – ensuring sufficient availability and affordability of renewable energy sources. Through the GSMA, we engage in public policy discussions on climate change mitigation measures at both national and international levels, advocating for policies that support increased investment into clean technology solutions.

In addition, América Móvil is committed to transparency in reporting its progress toward achieving ESG objectives. Our annual reports detail key performance indicators related to environmental initiatives across all areas of business operations related to our emissions reductions (relevant to our Sustainability Linked Loan) and projects to migrate to renewable energies, modernize existing equipment, and develop digital solutions to support users reduce their own environmental footprints (relevant to our Sustainable Bond).



FURTHER INFORMATION ON OUR PROGRESS IN THE KPIS OF OUR SUSTAINABILITY LINKED LOAN IS AVAILABLE IN [APPENDIX N OF THIS DOCUMENT](#).

FOR FURTHER INFORMATION ON OUR ENGAGEMENTS IN PUBLIC POLICY DISCUSSIONS ON CLIMATE CHANGE PLEASE GO TO OUT [ENVIRONMENTAL POLICY](#)



Climate governance

In 2019, we established an Emissions and Energy Task Force responsible for the company's environmental management strategy and performance. Including, the continuous identification of efficiency and reduction opportunities to achieve our GHG emission goals, along with our operations teams in all subsidiaries; raise awareness and commit with our customers, retailers, and local suppliers. As well as collaborating with the industry associations to align our common partners in our value chain with our industry goals.

The Chief Wireless Operations Officer leads this team to develop and implement the decarbonization strategy, as well as share experiences, challenges, and best practices across different operations; and as a member of the Corporate Sustainability Committee, it reports the Company's progress to the Executive team.

Subsequently, a member of the Committee periodically reports progress on the Company's sustainability performance, Climate Change Strategy, ESG risk and opportunities and goals' achievements to Top Management and Board of Directors.

We have taken steps to ensure that our Board of Directors and Top Management are well-equipped with the necessary knowledge and skills to address climate risks. To strengthen our climate governance capacities, one of our Board Members was trained through Chapter Zero's Climate Governance Initiative on Climate Risks Governance along with other key members of América Móvil, such as the Head of Sustainability, Chief Operating Officer, and Chief Marketing Officer.

This training has enabled us to better understand how climate change affects business decisions and strategies. By having a comprehensive understanding of these issues, we can make informed decisions that will benefit both our customers and shareholders.

At América Móvil, we understand the need for our companies in our industry to take proactive steps to address climate risks.

To this end, we hosted two Chapter Zero master classes during our annual Sustainability Week that focused on Climate-Related Risks and Opportunities as well as Net Zero Transition. These sessions were designed to help us introduce our Net Zero Strategy.



WE ARE COMMITTED TO UPHOLDING AND IMPROVING CORPORATE GOVERNANCE STANDARDS RELATED TO ESG ISSUES AT ALL LEVELS OF OUR ORGANIZATION TO MEET OUR GOAL OF ACHIEVING NET ZERO EMISSIONS AND BUILDING A SUSTAINABLE FUTURE FOR ONGOING GENERATIONS.

Energy

(302-1,302-4)

During 2022, our energy consumption was 6,482,877Mwh. We seek to reduce our environmental impact by implementing efficient and effective strategies that promote renewable energy sources, such as wind, solar and hydropower.

Our approach to energy management includes:

- **replacing existing equipment with more modern, efficient models;**
- **migrating to renewables or cleaner energy sources where possible;**
- **optimizing network performance through better utilization of resources;**
- **improving operational efficiency through process optimization initiatives; and**
- **reducing emissions from electricity consumption.**

We are also working on initiatives that will help us achieve our goal of becoming a net zero company. These include increasing the use of renewable energies for powering our operations, transitioning away from fossil fuels, reducing waste production throughout all stages of operation, reusing and recycling materials whenever possible, and minimizing water usage wherever feasible.



IN 2022, WE CONSUMED 6,482,877 MWH OF ENERGY, WHEN COMPARING WITH OUR 2019 BASELINE WE HAD A 9% INCREASE.



In addition to these efforts, we are in the process of implementing an Energy Management System (EMS), which helps us monitor our progress towards achieving greater efficiency in terms of both cost savings and environmental protection. The EMS provides real-time data on electricity consumption across all sites allowing us to identify areas where improvements can be made. This system has enabled us to track trends over time to make informed decisions about how best to manage our resources.

Power efficiency

América Móvil has achieved significant success in energy management over the past four years. The company has implemented a range of initiatives to reduce its energy intensity key business indicator, which this year amounts to

**0.54 tons
of CO₂e**


PER TERABYTE IN THE NETWORK,
ACHIEVING A

48%
reduction

COMPARED TO 2019.

In addition, América Móvil has taken steps towards improving operational efficiency by implementing advanced technologies such as artificial intelligence (AI) and machine learning (ML). These technologies have enabled the company to optimize data usage and transmission speed processes while reducing energy consumption.





Fuel

(302-1)

This year, our company consumed 52.3 million liters of gasoline and 41.7 million liters of diesel. When compared to 2019 figures, there was a **3% decrease in gasoline use** and a **12% reduction in diesel usage**. Additionally, **we reduced biodiesel consumption by 99%**, resulting in 3 thousand liters being used. LP Gas saw a 1% decrease from the previous year's figure and 20% less than that of 2019; 1m³ of compressed natural gas (CNG) were also consumed along with 1.4 million m³ of natural gas.

Our fleet consists mainly of cars and power plants that provide connectivity to remote areas without access to electricity. We have started renewing our vehicles across operations to improve efficiency and reduce pollution levels. Furthermore, replacing onsite diesel power plants with hybrid solar-based systems and maximizing battery usage for off-grid base stations has allowed us to cut down overall keep diesel consumption; nevertheless, the significant increase we had due to natural disasters, the most representative was hurricane Fiona in Puerto Rico where the consumption due to the natural phenomenon increased by 252% vs. 2021.

These sustainable practices help protect the environment but can also lead to cost savings over time due to improved fuel efficiency or lower maintenance costs associated with renewable energy sources like solar or wind power generation systems.

Waste

(306-2, 306-4, 306-5)

América Móvil is committed to promoting a circular economy for network equipment and electronic devices. To achieve this, the Company has developed strategies that ensure responsible end-of-life treatment of reused, resold, remanufactured, or recycled equipment. Non-recyclable materials are securely disposed of in accordance with applicable regulations.

América Móvil seeks to repair and reuse electronics such as network equipment, computer and information technology hardware, modems, and decoders provided to customers whenever possible. When these items become obsolete or no longer functional, they are transferred to certified suppliers for recycling purposes assuring they provide us with an end-of-life treatment official document.

Additionally, many subsidiaries have collection programs for mobile phones and other electronic devices that help raise community awareness about recycling.

IN 2022 AMÉRICA MÓVIL WAS ABLE TO

reuse 36 tons

OF ELECTRONIC WASTE WHILE ALSO RECYCLING CLOSE TO

8300 tons

THROUGH DIFFERENT SUPPLIERS.

The company continues its efforts towards reducing waste sent into landfills by implementing progressive measures throughout its operations.

Developing efficient strategies that promote responsible disposal practices when dealing with electronic waste products at end-of-life stages helps reduce environmental impact while ensuring compliance with relevant laws and regulations regarding proper disposal methods for hazardous materials found in electronic components.



Water

(303-5)

At América Móvil, we recognize the importance of water concerning Climate Change. Our primary use for water is human consumption; however, it is also used in some cases for data center cooling systems where high-efficiency closed-cycle systems are employed. To this end, we are committed to improving our water efficiency and reducing our yearly consumption.

In 2022, América Móvil used 3 million cubic meters of water. **This was a 21% total water consumption decrease**, the reduction was a result of the use of rainwater in Brazil, and a more accurate calculation of water consumption in Mexico.

Additionally, this year, attending the interest of different stakeholders we present in our Appendix D: Environmental Indicators detailed information of water withdrawal by source and water discharge by destination.

The Company is committed to reducing our water usage wherever possible while still meeting operational needs and maintaining compliance with applicable laws and regulations regarding water use and discharge quality standards across all regions we operate in.

To achieve this goal, we have implemented a number of initiatives such as monitoring and controlling water usage across all sites and using recycled water whenever feasible. Moreover, América Móvil is committed to protecting aquatic ecosystems. To this end, the Company has partnered with WWF to implement conservation efforts and educational programs for students in Mexico. These initiatives are designed to raise awareness of environmental issues among elementary and junior high school students.

The partnership between América Móvil and WWF focuses on preserving aquatic habitats by reducing pollution, restoring damaged areas, and conserving biodiversity. The Company works closely with local communities to ensure that their activities do not have a negative impact on the environment or disrupt existing ecosystems. Additionally, América Móvil provides financial support for research projects related to water conservation and the protection of marine life.



TO LEARN MORE ABOUT "NATURE IN YOUR SCHOOL" PROGRAM VISIT THE BIODIVERSITY SECTION IN THIS CHAPTER.

América Móvil also encourages its employees to participate in sustainability-related activities such as beach cleanups or tree planting events organized by WWF or other organizations dedicated to protecting our planet's resources. By doing so, they demonstrate their commitment towards creating a more sustainable world while inspiring others around them through example.



Emissions¹

(305-1, 305-2, 305-3, 305-4)

The company's commitment to Climate Change is reflected in our efforts to reduce emissions and increase efficiency across all operations². América Móvil has invested heavily in modernization projects and renewable energy sourcing initiatives, mainly solar and wind power. We are evaluating carbon offsetting programs to further reduce our greenhouse gas emissions footprint.

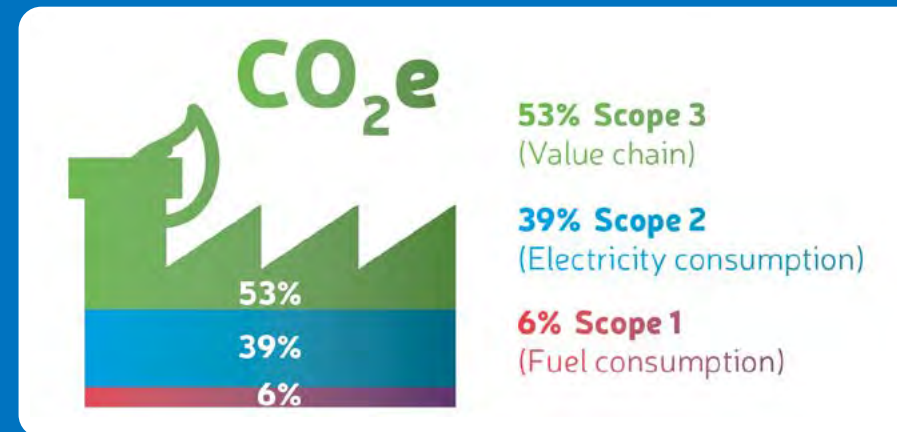
We have implemented 51 network and energy efficiency projects leading to an overall decrease in carbon dioxide emissions from electricity consumption by more than 25% since 2019.

The Company has implemented several initiatives this year to reduce our environmental impact. For example, we have replaced refrigerant gases with lower-impact alternatives as part of annual maintenance plans and implemented a "Power Saving RAN functions" project across all our subsidiaries. This enabled us to save energy in base stations when traffic is low without compromising network quality; it is important to mention that Radio Access Network is the group's most significant electrical consumption sector.

Furthermore, we are taking advantage of those countries where the regulation allows us to hire electricity from renewable sources. Especially in Brazil, this year, we moved an additional 30% of national grid electricity to renewable consumption, a reduction of 114 K TCO₂e.

These efforts have resulted in a 26% reduction in carbon intensity per terabyte streamed on our network compared to 2021 and a 62% compared to 2019. In addition to this achievement, we have managed to decrease GHG emissions from 3.27 tons of CO₂e per million USD sales down to 2.6 tons compared with 2020 - an 19% reduction overall.

The total amount of CO₂e emitted was 4,947,072 tons, with 6% coming from scope 1 sources and 39% from scope 2 sources. Additionally, 53% of the emissions were attributed to scope 3 activities.



¹ We established our baseline in 2019, integrating the environmental footprint of all our operations to commit to science-based targets.
² In 2019, we announced our science-based target (SBT) to reduce our absolute direct (scope 1 and 2) Green House Gas (GHG) emissions by 52%, as well as our absolute scope 3 GHG emissions by 14% by 2030 (compared with 2019 levels); and committed to become net zero by 2050.

Connectivity for a better future

Technology is essential for creating efficiencies and reducing carbon emissions. We have been developing solutions for corporate customers that can lead to significant GHG reductions, as well as other advantages. Additionally, we are seeing a rise in the use of connectivity solutions in residential areas. These include productivity tools, online learning, digital banking services, and entertainment options - all of which help reduce our environmental impact.

Implementing these technologies has enabled businesses to become more efficient with their operations while also helping them meet sustainability goals. For example, companies can now monitor energy usage remotely and adjust settings accordingly to save resources and money. This type of technology also allows businesses to track their progress towards meeting sustainability targets over time so they can make adjustments if needed.

At the same time, households can also benefit from these technologies by using them for everyday tasks such as shopping or managing finances online instead of having to travel physically or using paper-based methods, which require additional resources like fuel or electricity consumption. Furthermore, people are increasingly turning towards streaming services rather than buying physical media products like DVDs or CDs, which helps reduce waste production associated with packaging materials used in those products' distribution processes.

In addition to this technological shift being beneficial from an environmental perspective, it is also advantageous economically since many companies have seen cost savings due to increased efficiency levels achieved through automation processes enabled by technology adoption; this could be anything from automating customer service inquiries via chatbots on websites/apps or streamlining supply chain management systems with real-time data tracking capabilities among others examples available today across different industries worldwide.



We are committed to transforming the lives of people through digital tools by solving needs innovatively and sustainably, for example:

- **A1 Digital – a subsidiary of Telekom Austria Group – is collaborating on the creation of the European Open Science Cloud (EOSC)**, providing a virtual environment for storing, managing, analyzing and reusing data for climate research to 1.7 million scientists as well as over 70 million science and technology workers across Europe.
- **In Ecuador’s aquaculture sector, Claro Ecuador introduced an intelligent automated feeder system for shrimp farming that utilizes Internet-of-Things analytics.** This innovative approach has significantly improved the survival rate and harvest per kilogram of food, increasing profitability and income for shrimp farmers while promoting the responsible use of natural resources.
- **At A1 Digital, we prioritize efficient logistics transport by equipping telematic ‘smart’ freight wagons with GPS coordinates.** This enables us to provide essential information during transportation in highly competitive and innovative industries.



- **Programmes such as Aprende, PruébaT, Khan Academy in Spanish, and Capacitate para el Empleo provide users in remote areas with access to quality content in education training health**, enabling them to develop digital skills that drive employment and growth, allowing access to useful information and improving their quality of life; while eliminating the need for travel, avoiding emissions associated with transportation.
- **At AstraZeneca, we implemented our Maintenance & Production Energy Efficiency Solution by installing monitoring devices on key infrastructure and main production machines.** These devices provide alerts on energy consumption, enabling us to take preventive measures and corrective actions that ultimately reduce their environmental impact.

Finally, by implementing new technologies into existing business models, we help organizations access improved operational performance while contributing positively towards global efforts to achieve the UN Sustainable Development Goals.

Contributions towards efficiencies increase through technology

The migration of workloads and applications to the cloud greatly helps businesses reduce their carbon footprint in several ways:



Energy Efficiency: By utilizing cloud services, companies and individuals can reduce energy consumption. Instead of having on-site servers that require cooling and constant power, they can leverage the infrastructure of cloud service providers. Cloud providers use efficient data management techniques and high-density data centers that allow for more efficient energy usage, such as turning off idle servers and utilizing renewable energy sources to power their data centers, further contributing to carbon emissions reduction.



Scalability: Cloud providers enable businesses to make use of resources on demand. This means that individuals or companies can increase or decrease storage and processing capacity as needed, avoiding resource waste and reducing unnecessary energy and material consumption.



Hardware Reduction: Cloud migration involves a reduction in the amount of hardware, such as servers and storage devices, which in turn reduces the need to produce, transport, and dispose of these devices.



Collaboration and Remote Work: The cloud enables remote access to applications and data from anywhere with an internet connection, fostering online collaboration among businesses. This can reduce daily commutes to the workplace, thus decreasing emissions from transportation.



When a company uses a private data center, it is responsible for all the hardware and energy used in the data center. If that company or individual utilizes a cloud provider, part of the responsibility for reducing the carbon footprint falls on the cloud provider. Additionally, cloud providers offer data center location options that allow web applications to be hosted in a data center closer to users, reducing the energy needed to transmit data over long distances.

In summary, migrating workloads to the cloud helps businesses reduce their carbon footprint by improving energy efficiency, reducing the need for hardware, enabling remote collaboration, and allowing scalability.

At América Móvil, we offer a wide range of cloud services, including infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS). We are one of the most relevant market providers (Hyperscalers) with our own infrastructure (Claro Cloud), which allows us to support our clients in migrating their applications and workloads to the solution that best suits their needs. In 2022, we had over 1.7 million customers using cloud services, of which 15,500 customers have their workloads in Public Clouds, and over 3.7 million customers have utilized applications under a SaaS model, reducing waste and the use of energy, natural resources, and productive resources.

THE MONETARY VALUE OF THESE SERVICES EXCEEDS
USD 453.4 million,
 WITH AN ANNUAL GROWTH RATE OF 28%.

Biodiversity

(304-2, 304-3)



We are committed to creating a positive environmental impact through the integration of mobile technologies in species protection. To achieve this, we have formed strategic partnerships with local governments and organizations whose goals align with ours. Our approach is designed to ensure that all stakeholders benefit from these collaborations, while also helping us reach our objectives.

Furthermore, we are dedicated to providing financial support for research projects related to species conservation efforts in communities where we operate. This includes funding scientific studies into new methods of preserving biodiversity or developing strategies aimed at reducing human-wildlife conflicts in areas where they occur frequently due to habitat destruction or other factors associated with development activities taking place nearby.

We have invested more than \$870 thousand annually in WWF-Telmex Telcel Foundation Alliance (*Alianza WWF-Fundación Telmex Telcel*) programs to benefit the environment and society. This has resulted in a range of positive outcomes, including job creation, environmental education, ecotourism initiatives, reforestation projects and community collaboration.

In addition, we strive to promote public awareness about the importance of protecting wildlife through education initiatives such as workshops and seminars held in collaboration with our partners. Through these activities, we aim to raise awareness among citizens about the need for responsible stewardship of natural resources so that future generations may continue to enjoy them as well.



Monarch butterfly conservation program

Since 2003, through the WWF-Telmex Telcel Foundation Alliance, we have been dedicated to protecting and preserving the Monarch Butterfly species in Mexico. Our efforts include safeguarding their habitat within the Monarch Butterfly Biosphere Reserve across Michoacán and Estado de México and supporting their migration and hibernation processes. This natural protected area comprises 139,015 acres (56,259 hectares). This commitment demonstrates our ongoing dedication to environmental conservation and biodiversity enhancement.

Our Conservation Program has seen great success with illegal logging eradicated, sustainable community businesses created, forests protected and restored, economic strategies providing alternative business opportunities linked to forest conservation developed - plus scientific articles published that serve as a technical basis for managing the Reserve.



Alianza
FUNDACIÓN
TELMEX telcel



We support the establishment of **five spaces for sustainable wood transformation, which potentially generates 9 million pesos** annually for agricultural communities;

support three chains of custody that transform sustainable wood, certificated under Forest Stewardship Council (FSC) standards;

grown more than 19.3 million plants in 13 community nurseries;

reforested 49,033 acres (18,843 hectares) by **planting 20.7 million trees** with PROBOSQUE support from WWF Canada Air Wick two municipalities & civil society organization;

we support 15 out of 32 mushroom production & processing modules, supplying up to date 35,147 bags of inoculated substrate for mushrooms cultivation to reactivate their economy after COVID-19 pandemic, generating 4.3 million of pesos income for local producers.



MESSAGE FROM
THE CEO



ENABLING A
BETTER WORLD



ENABLING A
BETTER PLANET



ENABLING A
BETTER SOCIETY



ENABLING A BETTER
WORKPLACE



ENABLING A BETTER
BUSINESS FRAMEWORK



APPENDICES



EXTERNAL
VERIFICATION LETTER



Jaguar protection program

For 17 years, we have dedicated ourselves to collaborating with the National Alliance for Jaguar Conservation and WWF-Telmex Telcel Foundation Alliance to safeguard jaguars in Mexico. Our Jaguar Protection Program (*Programa de Protección a Jaguares*) focuses on promoting, nurturing, and preserving this magnificent species and its natural habitat by implementing projects that reinforce environmental policies. Furthermore, our efforts extend towards fostering connections among various sectors of society to ensure the conservation of not only jaguars but also their prey and habitats.

This year has seen some major successes at a regional scale: continuous monitoring of more than 20 jaguars using satellite telemetry collars has enabled us to keep track of them in Calakmul region - home to the largest population of these animals in Mexico - without any being hunted over 2020-2022 period; camera trap data from last ten years shows that both jaguar and wild mammal population has almost doubled in number while remaining stable since 2020, mainly due to illegal hunting reduction; identification of all biological corridors on Yucatan Peninsula was completed by mapping out Calakmul – Sierrita de Ticul – Los Petenes, Calakmul – Sian Ka’an, and Calakmul – Champoton routes.

Our primary activities at the national level include convening 40 experts for an assessment of jaguar populations and public policy surrounding environmental issues; collaborating with the federal government to establish connections between various societal sectors to ensure the preservation of jaguars, their prey, and habitats; producing numerous publications such as books, scientific papers, educational materials on jaguar ecology and conservation; founding the National Alliance for Jaguar Conservation with significant impact in Mexico and America; conducting two comprehensive National Censuses of Jaguars in Mexico by partnering with over 50 experts specializing in ecology, conservation, and environmental education.

Conservation of marine species in the Sea of Cortez

Thanks to the work and support of Alianza WWF-Fundación Telmex Telcel, we have implemented a collaborative strategy with partners and allies that have generated scientific knowledge, increased community and government capacities, communicated the importance of conservation, and applied technological innovation to improve the management and protection of sharks, whales and sea turtles and their habitats along Mexico's Pacific Coast. These species are essential for the health of our marine ecosystems and significantly impact the economic development of coastal communities and enterprises.

Our capacity-building and community involvement activities have reached thousands of people whose income depends on productive activities such as fishing and tourism that are directly related to the habitat and populations of white, whale, and hammerhead sharks, humpback whales, and other large whale species, as well as hawksbill, leatherback, olive ridley, and green sea turtles, which occur in ecosystems of global importance along the Mexican coasts.

We have closely collaborated with strategic partners in academia, civil society organizations, and the federal government to manage our actions.

SOME OF OUR ACHIEVEMENTS INCLUDE A

29% reduction

(COMPARED TO 2017) IN WHALE SHARK INJURIES DUE TO BOAT COLLISIONS THROUGH EFFECTIVE MANAGEMENT OF THE WHALE SHARK REFUGE AREA IN BAHÍA DE LA PAZ.

Our recommendations led *Comisión Nacional de Áreas Naturales Protegidas (CONANP)* to implement a speed limit (12.9 km/h) within this area for the first time, benefiting these species. Additionally, we trained over one thousand guides and captains on best practices for whale watching as well as international rescue protocols.

As Mexico's leading organization addressing vessel collision risks with whales, we support studies defining risk areas while involving key actors through workshops and awareness campaigns that ensure safety for people and marine life. We engaged with 347 stakeholders from different sectors in developing conservation strategies aimed at increasing sustainability within tourism as well as maritime industries along the Mexican Pacific coastlines, including National Action Plans targeting white sharks or hawksbill sea turtles' protection programs like those implemented at Whale Shark Refuge Areas. Through specialized monitoring efforts such as satellite tracking of nesting females, catch and release of juveniles in reef areas, and a citizen science program, utilizing machine learning technology. We've expanded knowledge surrounding Hawksbill turtle populations inhabiting the states of Nayarit, Jalisco, Baja California Sur, and Archipiélago Islas Marías.



Furthermore, support was given to five turtle camps (Isla Ixtapa, Guerrero; Teopa and Majahuas, Jalisco; Sayulita and Jaltemba, Nayarit) to

monitor 35 km

OF HAWKSBILL NESTING BEACHES TO PROTECT

5,538 nets

AND RELEASE

342,549

HATCHLINGS TO THE SEA;

which add to the support for the community turtle camp of Playa Larga, in Acapulco, to strengthen the surveillance of 7 km of beach for the protection of 31 leatherback turtle nests with a total of 729 hatchlings released; 1,317 olive ridley nests with a total of 93,469 hatchlings released.

These actions helped us to mobilize resources from the German government to develop a covid-19 temporary employment project as a pandemic relief strategy that benefited 155 people from La Paz and Los Cabos, who worked to retrieve 120 tons of trash from beaches, mangroves, and the sea floor in six natural protected areas in Baja California Sur, as well as to help manage the visitation of 60,000 tourists in Balandra, and Isla Espiritu Santo, restore two hectares of mangrove forests and install 20 mooring buoys around Espiritu Santo Island to help manage marine tourism and protect the reef from anchors.

These achievements would not have been possible without the long-term commitment and support of the Telmex Telcel Foundation, which was complemented by the one provided by the WWF International Network, as well as national and international foundations, governments, and private donors.



Nature in your school program

To educate young people about environmental issues, América Móvil has developed an interactive program that includes lectures, workshops, field trips, and other activities to raise awareness among students in Mexico's elementary and junior high schools. Through these initiatives, they hope to inspire future generations of environmentalists who will be able to make informed decisions when it comes time for them to take action against climate change or any other environmental issue that may arise in the future.

As a collective of students and teachers from 1,161 schools across 31 states in Mexico, we have been part of the Nature in Your School (since 2013) and at Home Program since 2021. WWF and TELMEX-TELCEL Foundation run this program to create awareness about protecting vulnerable species and their habitats.

In total,

151,700 students

HAVE TAKEN PART SINCE 2013, WHEN THE PROGRAM STARTED, AND

+3,000 teachers

HAVE GIVEN

+1,600 lectures



This 2022 year, we participated virtually through social networks, uploading our projects on the official website (lanaturalezanosllama.com). We were invited each month to participate in activities related to different species, such as Gray Whales, Marine Turtles, Blue Whales, and Great White Sharks, among others, for two weeks per species.





Enabling A BETTER SOCIETY

We, at América Móvil, are committed to creating a more inclusive and equitable society. As the world shifts rapidly towards digitalization, we recognize that inequalities have increased significantly for those sectors of our community who remain unconnected. In response to this challenge, we strive to bring Internet access and connectivity opportunities to underserved communities around the globe.

"Leaving no-one behind in the SDGs means leaving no-one offline. Connectivity can change people's reality in a very positive way. It is a unique and unprecedented development resource."

Carlos M. Jarque Uribe, *International Relations, Government and Corporate Affairs Executive Director*



Our strategy focuses on three pillars: bringing Internet access; promoting its adoption in vulnerable groups such as women, people with disabilities or rural populations; and helping these groups capitalize on all the benefits of connectivity by offering digital skills training and education programs. We believe that providing equal opportunity for everyone is essential in order for them to reach their full potentials while contributing positively towards economic growth worldwide.

At América Móvil, we understand how important it is now, more than ever before, that no one should be left behind due to a lack of resources or knowledge when it comes to accessing technology-based services which can help improve quality of life standards across different societies globally. Therefore our commitment remains strong in continuing working hard so every person has an equal chance at achieving success through technological advancements available today.

Internet access

We are committed to providing access to the Internet for all and continue investing in expanding our network capacity and coverage. We strive to ensure that everyone has access to reliable wireless telecommunications services regardless of their location or socio-economic status. As of December 31st, 2022, the percentage of population covered in the region increased 1.41%.

TECHNOLOGICAL EVOLUTION

GENERATION TECHNOLOGY	GSM	UMTS	LTE
	(% of covered population)		
Argentina	99%	98%	98%
Austria	100%	96%	98%
Belarus	100%	100%	0%
Brazil	94%	96%	91%
Bulgaria	100%	100%	99%
Colombia	90%	89%	85%
Costa Rica	91%	93%	96%
Croatia	99%	99%	99%
Dominican Republic	99%	99%	89%
Ecuador	96%	81%	79%
El Salvador	71%	87%	82%
Guatemala	92%	89%	87%
Honduras	80%	81%	73%
Macedonia	100%	100%	99%
Mexico	95%	96%	95%
Nicaragua	74%	85%	73%
Paraguay	77%	80%	83%
Peru	88%	84%	83%
Puerto Rico	0%	97%	99%
Serbia	100%	98%	99%
Slovenia	100%	100%	99%
Uruguay	100%	99%	98%



Increase of population covered at year-end 2022

Our commitment to sustainability has been demonstrated through various initiatives such as providing free Internet access in low-income schools and other public spaces across Latin America; launching a program that provides connectivity solutions to rural areas; and investing heavily into research & development projects related to 5G technology.

At the end of 2022, we achieved our goal to bring internet access to 513.9 million people through LTE coverage – 14.2 million more than in 2021. We still can connect 61.7 million people with LTE, 22 million living in underserved communities.

This year, we successfully reached 70% of people living in underserved communities.

Technology	Population Covered (Millions)	Population Covered in Underserved Communities (Millions)
UMTS (3G)	541.8	56.3
LTE (4G/4.5G)	513.9	51.7
5G	150.9	2.3

Additionally, 5G networks were expanded in Austria and other eastern European countries; as of the end of 2022, our 5G network had reached the following coverage rate:

COUNTRY	5G
Mexico	45%
Brazil	29%
Peru	17%
Guatemala	23%
Dominican Republic	51%
Puerto Rico	87%
Austria	80%
Bulgaria	69%
Croatia	65%
Slovenia	68%
Macedonia	34%

We have plans for further rollouts in 2023 throughout Latin America.

 **TO LEARN MORE ABOUT THE RELIABILITY AND AVAILABILITY OF OUR NETWORKS, [CLICK HERE.](#)**

We are proud to be a leader in the wireless telecommunications industry, providing access to Internet services that have had a positive impact on people's lives. According to Inter-American Development Bank (IDB) reports, our efforts have increased population income by around 7%, reduced unemployment by almost 1% and decreased informality by 0.6%¹. We strive for continuous improvement of our products and services so we can continue making an even greater difference in society.

¹ "Medición del Impacto socioeconómico del desarrollo de infraestructura de última milla en América Latina y el Caribe" (Measuring the Socioeconomic Impact of Last Mile Infrastructure in Latin America and the Caribbean), IDB-WP-1326, Inter-American Development Bank, Junio 2022.



Internet adoption

We are proud of our efforts to ensure that everyone who already have LTE coverage but are still disconnected, are included in the digital world. We strive to guarantee their access to equal opportunities of development and bridge the digital divide.

To this end, we continue developing digital inclusion projects and providing reused or remanufactured devices to people who cannot afford one. Through our volunteer program, we aim to show them how use the handsets or tablets, as well as basic online safety and privacy measures.

Additionally, we provide training programs on how best use technology for those with limited resources or knowledge about it.

In 2022 have grown to become one of the three largest telecommunications providers, outside of China and India, with over 299 million mobile subscribers (voice and data). This is 20 million more than last year. Our revenue-generating units (RGUs) for fixed services include voice, data, Pay TV services as well as other digital services - we now have 73 million RGUs.

Mobile

2017	279
2018	276
2019	278
2020	267
2021	287
2022	299

MILLION ACCESSES

Fixed Lines, Broadband and Pay TV

2017	83
2018	84
2019	81
2020	81
2021	80
2022	73

1.1 million people directly benefited

FROM DIGITAL INCLUSION PROGRAMS, OF WHICH: 360 THOUSAND BENEFITED WITH INTERNET ACCESS; 110 THOUSAND BENEFITED FROM ADOPTION INITIATIVES, AND 661 THOUSAND THROUGH ACCESS TO EDUCATION PROGRAMS, IMPLEMENTED BY OUR SUBSIDIARIES DURING THE YEAR.



Use of internet: Impact of América Móvil's connectivity¹

(203-2)

We are proud to be a catalyst of progress for the achievement of the Sustainable Development Goals (SDGs). Our wireless telecommunications services in Latin America and Europe have enabled us to connect people, businesses and communities.

Through our network infrastructure investments, we can bring connectivity solutions closer than ever before, enabling more efficient communication between individuals, organizations, and governments. This has allowed us not only improve lives but also create economic opportunities across multiple sectors such as healthcare, education or agriculture.

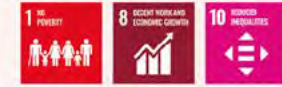
¹ Source: Data obtained from GSMA Intelligence Consumer Survey (2021) and América Móvil calculations. The number of users is quantified by multiplying unique mobile subscribers by the percentage of respondents who said yes to performing a particular activity using a cell phone. Unique subscriber data is obtained from GSMA Intelligence, which combines data reported by mobile operators with GSMA Intelligence Consumer Survey and América Móvil. Total América Móvil individual users in Europe and Latin America totaled 299.9 million in 2022.

 **TO LEARN MORE ABOUT OUR CONTRIBUTION TO THE UN SUSTAINABLE DEVELOPMENT GOALS THROUGH SPECIFIC PROGRAMS AND INITIATIVES, PLEASE VISIT [APPENDIX C IN THIS REPORT](#).**

110.4 Million subscribers
ACCESS GOVERNMENT SERVICES
86% Latin America / 14% Europe



129.7 Million subscribers
USE OF MOBILE FINANCIAL SERVICES
87% Latin America / 13% Europe



111.3 Million subscribers
LOOK / APPLY FOR A JOB
92% Latin America / 8% Europe



179.2 Million subscribers
IMPROVE EDUCATION
93% Latin America / 7% Europe



20.0 Million subscribers
USE OF AGRICULTURAL SERVICES
78% Latin America / 22% Europe



212.3 Million subscribers
WATCH FREE VIDEO
92% Latin America / 8% Europe



69.7 Million subscribers
PAY UTILITY BILLS
81% Latin America / 19% Europe



214.4 Million subscribers
READ NEWS
91% Latin America / 9% Europe



213.8 Million subscribers
MAKE VIDEO CALLS
91% Latin America / 9% Europe



161.2 Million subscribers
OBTAIN INFO ABOUT PRODUCTS & SERVICES
89% Latin America / 11% Europe



123.9 Million subscribers
IMPROVE / MONITOR HEALTH
89% Latin America / 11% Europe



120.8 Million subscribers
PURCHASE GOODS
85% Latin America / 15% Europe



235.2 Million subscribers
VISIT SOCIAL NETWORKING WEBSITES
92% Latin America / 8% Europe



Digital skills and digital education

Our digital inclusion efforts go beyond device access; we provide free educational content on topics such as health care, financial literacy, job skills, safe online practices and more, mainly through the *Aprende.org* platform. This helps bridge the gap between those with limited resources for education by giving them access to knowledge that can help improve their lives.

We are confident that through education comes development. Therefore, we intend to improve the lives of as many people as possible. We strive to provide digital tools and resources regardless of age, gender, location or socioeconomic status. Our goal is to remove any barriers that prevent access to quality education content and health services around the world.

4,201,305

REGISTERED USERS IN APRENDE, 22 IN COUNTRIES WHERE WE OPERATE AND 194 MORE AROUND THE WORLD

We also work closely with NGOs and local communities on social responsibility programs focusing on education, health care support systems, and job creation opportunities.

Our programs are tailor-made, according to the specific needs and challenges of our communities. We use the *Aprende.org* platform to design educational programs and provide training to improve employment opportunities, elementary to graduate school education contents, culture, and health topics for users across Latin America. We also offer free browsing in the platform, through our networks in Mexico, Panama and Dominican Republic.

These are some of the programs we offer through the website and app:

Educación Inicial (Initial Education)

The program aims to strengthen the skills of adults responsible for raising and educating children. Through guidance, training and support we strive to transform their vision and actions towards them in order to enhance affective, physical, cognitive and social skills with an emphasis on human rights.

1,387,622 USERS **3,264,762** Beneficiaries

272,372 ONLINE COURSES

175,345 CONFERENCES AND WORKSHOPS



PruébaT (Self-test)

We are committed to providing our students, teachers and parents with the necessary education for success in the 21st century. Our program focuses on developing language, math, digital literacy, scientific knowledge and technological skills. We offer academic support through access to interactive content and assessments via digital simulators for intermediate and higher grades of learning.

6,350,831 STUDENTS

613,862 TEACHERS

51,154 REGISTERED SCHOOLS



Khan Academy in spanish

This is a comprehensive online platform for learning Math, Science, Finance, Economics and Computer Science. Our personalized learning board offers practice exercises and instructional videos to help users improve their skills in these areas. Created by Salman Khan in 2006, our Spanish version of the platform is now used globally across various educational spaces.

19,710,562 STUDENTS
6,896 VIDEO LECTURES



Capacitate para el empleo (Job training)

We have launched an initiative to equip people in the region with productive skills. Through free online training, we are helping individuals increase their income and quality of life by improving their job prospects or providing them with tools to start a business. Our program offers certification, diplomas, job opportunities and resources for self-evaluation. We strive to empower our participants so they can reach their full potential.

11,022,710 STUDENTS
38,933,822 COURSE REGISTRATIONS
+35% OF TOTAL COURSE REGISTRATIONS
ARE IN THE TECHNOLOGY SECTOR



This year, we saw a significant surge in our digital education platforms. Over 1.2 million users joined us, representing an increase of more than 12%. We also taught 212.6 million lectures - that's 3.6 courses per user on average. Furthermore, *PruebaT* welcomed over 5 thousand new schools to its network this year.

Also, we provided digital skills training to over 392 thousand people through our *Aprende* platform. This included courses on basic digital literacy for communication and access to online services; employability-enhancing programs that foster entrepreneurship and small business development; as well as specialist or technician qualifications in the field of digital professions.

 **FOR MORE INFORMATION ON THE USE OF OUR DIGITAL EDUCATION PLATFORMS, PLEASE GO TO [APPENDIX F](#).**

Biblioteca Digital Telmex-Telcel | Fundación Carlos Slim

We inaugurated a leading digital library: Biblioteca Digital Telmex-Telcel | Fundación Carlos Slim situated within the National Biodiversity Pavilion, which serves as an open-access learning space dedicated to fostering scientific curiosity and preserving biodiversity. We provide workshops and activities designed to engage participants with innovation and scientific knowledge for practical application in their daily lives. Our state-of-the-art facilities include computer equipment, tablet loans, Internet access, robots, 3D printers, drones, and a digital microscope.

127,814 VISITORS (JUNE-DECEMBER 2022)
7,891 LOANED TABLETS **24** CONFERENCES
864 WORKSHOPS **103** CONTENTS



Economic contribution

(201-1)

We strengthened our economic performance and ability to contribute to regional development by promoting digital inclusion and making better use of the available digital tools. This enabled us to increase generated economic value from 830,687 million pesos to 844,501 million pesos as well as retained economic value from 72,090 million pesos up to 88,225 million pesos.

		GENERATED ECONOMIC VALUE	DISTRIBUTED ECONOMIC VALUE	RETAINED ECONOMIC VALUE ¹
2020 ²	million pesos (MXN)	815,399	775,960	39,439
	million pesos (MXN)	830,687	758,597	72,090
2021 ³	million pesos (USD)	40,357	36,855	3,502
	million pesos (MXN)	844,501	756,276	88,225
2022	million pesos (USD)	43,499	38,955	4,544

(2-2, 2-6)

 **NOTE: FOR MORE INFORMATION ON
OUR FINANCIAL PERFORMANCE, [CLICK HERE](#).**

Community investment

(203-1)

As a company, we are deeply committed to corporate citizenship and philanthropy. This year, our investment has increased by 57%, with a total of 373 million pesos (18 million dollars) dedicated to various initiatives. A significant portion – 73% – was donated in kind through service donations, showcasing our dedication not only financially but also by utilizing our expertise and resources for the betterment of society. We meticulously select these initiatives based on their potential impact, number of beneficiaries, and overall value they bring to both society and our communities. Through this approach, we have positively impacted over 1.3 million people: half via education programs while another 27% gained access to connectivity services.

We also had 9,848 employees volunteer for various initiatives during this period - contributing an impressive 24,984 hours of work; 11% of these efforts were carried out during working hours as part of our commitment to fostering meaningful change every day.

Our Company is proud to be associated with social development, as evidenced by the 71% of respondents in our materiality assessment who linked us to such actions. We strive to make a positive impact on society and are committed to continuing this work into the future.

¹ Considering that the economic value retained is equivalent to the current net profit from continuing operations.

² For the year 2020, the financial statements were restated to reflect the sale of TracFone, Claro Panama and the incorporation of the joint venture with Claro Chile, SpA.

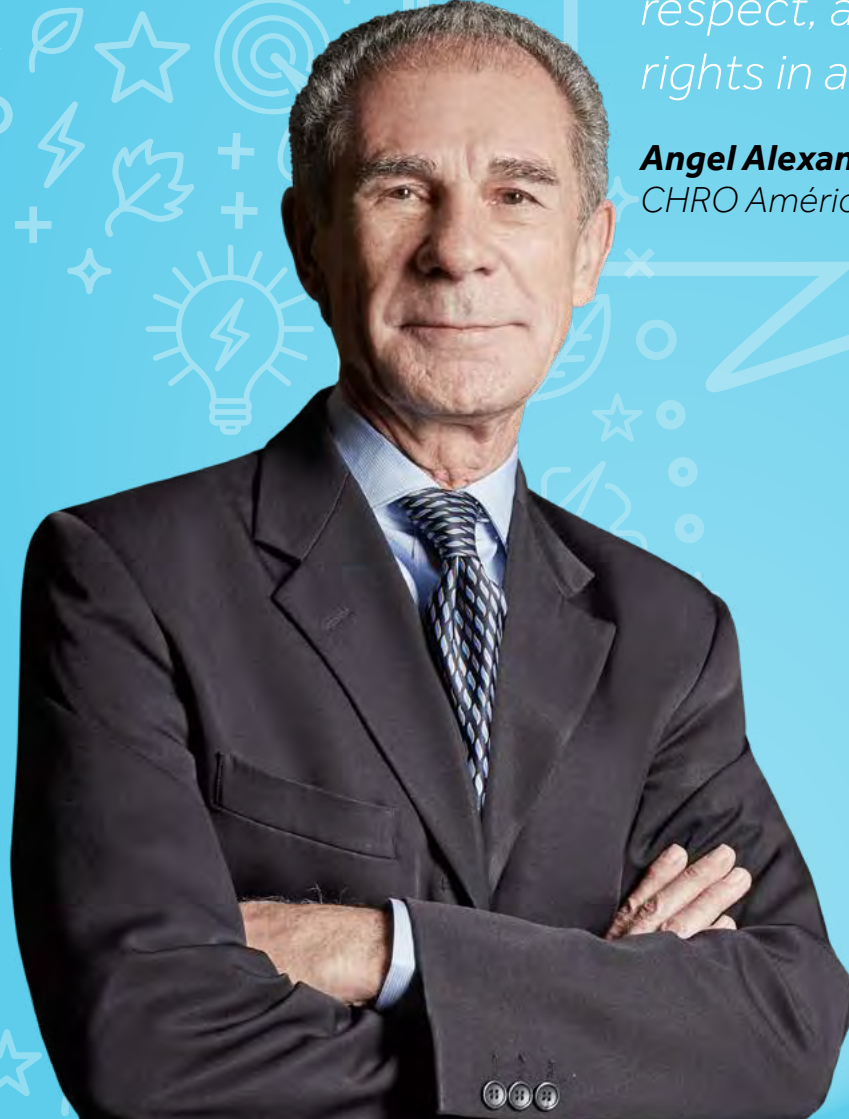
³ For the year 2021, the financial statements were restated to reflect the sale of Claro Panama and the incorporation of the joint venture with Claro Chile.

Enabling A BETTER WORKPLACE



"Our strategy revolves around putting people first. We prioritize dignity, equality, respect, and human rights in all our actions."

Angel Alexander,
CHRO América Móvil.



Talent

(2-6, 2-7, 2-8, 405-1)

At our company, we know that having committed employees is crucial to our success. However, finding skilled digital professionals can be challenging in the regions where we operate due to high demand across various industries. This competition for talent means we must have a strong **Purpose and Culture** that drives employee engagement and sets us apart from other companies.

To ensure our employees understand their role in creating positive change while promoting sustainable business growth culture, we engaged in a global communication and outreach strategy to align core principles, processes, and behaviors to our purpose. We trust this will help attract and retain top talent who share these values.

As of December 31st, 2022, there were 175,867 people working at América Móvil -38% women and 62% men- out of which one percent had temporary positions while the rest held permanent ones. Additionally,

over twenty-nine thousand individuals worked for other businesses under the América Móvil umbrella, whereas senior management comprised eight hundred and twenty¹ members per current records.

Last year, we hired more than 30 thousand new staff², half of whom were women. In terms of turnover rates, we had an annual turnover rate of more than 12%, with younger employees having a higher turnover than older ones. Those below 30 years old had a turnover of over 37%. Female employees had a slightly higher total turnover than their male counterparts, at 12.85% and 12.73%, respectively.

On average, our male employees stay in the company for around 9.16 years while female workers stay an average of 8.08 years before moving on to other opportunities elsewhere.

 **FOR DETAILED INFORMATION REGARDING OUR TALENT DISTRIBUTION AND DEMOGRAPHICS PLEASE VISIT [APPENDIX E](#).**

¹ As a company, we have re-defined our approach to calculating senior management representation. Previously, we considered all management positions; however, moving forward, we will focus solely on top management positions to ensure a more accurate and comprehensive analysis of our leadership structure.

² Out of 33,277 open positions, 16% were filled by internal candidates.

Sustainable growth culture

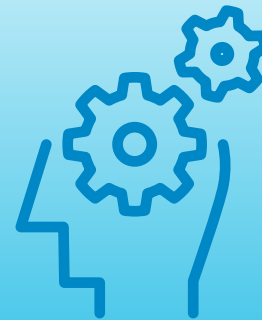
At our Company, every department plays a crucial role in achieving our Sustainability Business Strategy and creating shared value. All of us, regardless of the job description, contribute to making the world a better place by **following these behaviors:**



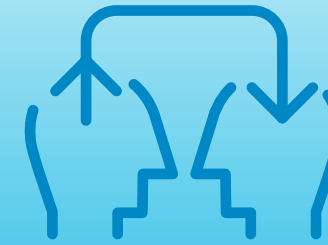
We act according to our values and Code of Ethics, leading by example and speaking up when something is wrong.



We work with energy and enthusiasm, embracing challenges with determination while recognizing that service is at our core.



Our approach involves being flexible and seeking solutions for improvement while promoting respectful interpersonal relationships that encourage talent development.



We learn continuously through training programs and day-to-day rituals such as performance evaluations or conversations between leaders and their teams.



By setting goals responsibly while anticipating risks, we strive towards more effective models for efficiently using resources wisely.

These are just some examples of how each of us contributes to enabling a better world through sustainable practices at all levels of our organization.

Sustainability week

We recently held our third annual Sustainability Week at América Móvil. We aimed to promote sustainable business growth and share best practices across our operations. We focused on identifying and managing material risks with online conferences and webinars given by experts from NGOs, companies, and consulting firms.

Our CEO and Chairman of the Board kicked off the week by emphasizing how important sustainability is for us as a company. They identified Information Security & Privacy, Climate Change, and Human Resources as critical risks we must manage carefully. Additionally, they highlighted digital inclusion as an opportunity for fighting poverty while developing more efficient businesses in Latin America, the Caribbean, Europe, and anywhere we operate.

+600

MANAGERS AND DIRECTORS JOINED US FROM VARIOUS BUSINESS UNITS THROUGHOUT THESE REGIONS; TOGETHER, WE SPENT OVER 7 THOUSAND PERSON-HOURS LEARNING ABOUT RISK MANAGEMENT STRATEGIES THAT WILL HELP ENSURE OUR CONTINUED SUCCESS.

DAY 1 Challenges of the Post COVID World

- Enabling a Better World
- Impact of Digital Transformation
- Materiality & Sustainability

DAY 2 Challenges of the Telecommunications Industry

- Future Trends & Innovation
- Cybersecurity Challenges
- Privacy & Freedom of Expression Challenges

DAY 3 Addressing Climate Change

- Climate Change Risks & Opportunities
- Net Zero Transition
- AMX Net Zero Strategy

DAY 4 Challenges in Human Capital

- Industry Challenges: Diversity & Inclusion
- Human Capital Development
- Volunteer Network

DAY 5 Towards a Resilient Operation

- Physical Risks – Lessons from Maria Hurricane
- Cybersecurity Risks – 2021 Zero Day Attacks
- Financial Risks – Managing a Spread Balance Sheet During COVID
- Legal Risks – The Big Risk Ahead
- AMX Sustainability Performance





Human capital model

At América Móvil, we recognize that our employees are crucial to the success of our business. That's why we have developed a Human Capital Model that is constantly evolving to meet the challenges of the fixed & wireless telecommunications industry.

Our model prioritizes both business performance and providing customers with a positive experience. It is based on our Code of Ethics and our Equality & Respect Policy, together with proper internal communication, analysis of human capital, and labor relations. One key strength of our approach is giving each subsidiary local independence in managing its personnel while adhering to general human resources policies and guidelines from headquarters.

The Corporate Human Resources Department supervises payroll management and benefits administration while establishing general guidelines regarding personnel management. We regularly review job market value to align with business requirements while offering productivity programs and performance-linked compensation to more than sixty percent of our employees, including C-suite, in some operations, we have an EESG bonus. We promote personal growth through various development programs focused on Health, Culture, General Interest, and Recreation, among others, under "Social Well-Being" and "ASUME."¹

Additionally, we have employee climate surveys which help us understand opportunities within our culture as well as performance evaluations to detect talent within our workforce so we can offer promotions based solely on merit rather than external hiring practices².

Last year most positions covered by external candidates were entry-level positions without command due to higher turnover rates. Hiring costs per FTE are fixed across all levels/positions making it easier to calculate exact employment cost figures accurately over time even though relative prices may increase during periods where there is no new recruitment activity taking place. In 2022 hiring costs increased in 12% due to a higher demand for recruitment in some subsidiaries.

At our company, we believe in creating synergy and leveling benefits for all employees during merger and acquisition processes. When it comes to spin-offs, like the one we had this year at Sitios Latin America, we ensure that employees are transferred from the functions being spun off while respecting their salary, seniority, and benefits. In joint ventures with other companies, like the one carried out by Claro VTR in Chile, conditions are agreed upon between companies to ensure fairness for everyone involved.

 **FOR FURTHER INFORMATION REGARDING OUR HUMAN RESOURCES RESTRUCTURING POLICIES AND PROGRAMS, PLEASE VISIT [OUR SUSTAINABILITY WEBSITE IN THE 360 SECTION UNDER POLICIES.](#)**

¹ ASUME (Asociación de Superación por México) is a tool of the Company founded in 1980 to promote human development and the integral improvement of people through a human development program, which is based on constant improvement, competence with myself, and balanced improvement in the eight aspects of the person.

² In 2022, sixteen percent of the vacancies were filled with internal personnel.

Training

(404-1, 404-2)

At our company, we prioritize the development of our employees. We offer ongoing job-specific training programs, both online and in person, at all levels and areas. Our mandatory courses cover basic skills such as Occupational Health and Safety, Information Security, Code of Ethics, Anti-Corruption, Data Privacy among others.

We also provide non-mandatory courses to improve employee's skills including leadership courses and project management using agile methodologies. This year we partnered with technological experts who supported us with webinars to enhance knowledge on new technologies.

Our Customer Experience & Sales Training Program helps develop a strategy aligned with objectives while focusing on enhancing customer experience through employees' confidence building resulting in authentic customer loyalty culture for long-term business growth. The program covers 22%² of full-time employees within the Company.

We provide leadership programs to improve communication skills and empower our multidisciplinary teams. This aligns with our organizational culture and goals, creating an environment of commitment and trust. Our program covers 8% of full-time employees, developing future capabilities to face market challenges while promoting collaboration that allows us to lead in the market. Generating leaders drives employee productivity by building confidence and fostering a positive work environment.

In addition to these initiatives mentioned above; operations carry out their own training needs detection process (TNDP), to ensure that the programs we offer meet the specific needs of our employees. We have a variety of training programs available, including:



Development of management skills, such as training of high-performance teams, project management and coaching programs; Technological training; Human development programs, such as communication, negotiation, and interpersonal skills workshops; Development of skills such as creativity and innovation; as well as agile methodologies. In 2022, **85% of employees received training** that helped to improve their professional performance.

At the end of last year, **we provided close to 9 million hours of mandatory and non-mandatory training** resulting in an average of 52 hours per full-time equivalent employee. This investment totaled more than 200 million MXN (10 million dollars) which demonstrates our commitment towards enhancing skills and knowledge among employees.

² We have experienced a significant increase in coverage within our Customer Experience & Sales Training program, thanks to the inclusion of Telmex into the Program. This expansion has allowed us to enhance our training capabilities and improve overall customer satisfaction across various sectors.



Capacitate CARSO (CARSO Training platform)

At our company, we believe in investing in the growth and development of all our employees. That's why we prioritize employee training and have made it fully digital. On average, each employee receives 36 hours of training per year through Capacitate Carso - a platform that provides access to course materials based on individual profiles and tracks progress across different departments. Last year alone, over one million hours' worth of training opportunities were provided.

We're proud to say that 85% of our workforce received training last year.

We've also optimized our investment by reducing costs from \$30 million in 2019 to \$16 million in 2021 while reducing it at \$10 million this year in 2022. Our commitment to continuous learning ensures that all employees are equipped with the skills they need for success within the company and beyond.

Agile methodology

At our company, we've been implementing the Agile Methodology in some of our work processes and teams, helping us become more efficient when developing new products and services. **Here are some benefits that come with this approach:**

- 1 Firstly,** it lets everyone see what's happening throughout the implementation process, helping maintain visibility from all angles.
- 2 Secondly,** uncertainty is reduced during product development services, which means less time is wasted on things that don't matter.
- 3 Lastly,** communication between business units improves significantly because of this methodology. It also enables improvements in development while fostering greater flexibility and competitiveness for our team.

Incorporating Agile into our workflow has been an excellent decision for us so far.

Continuous improvement and certifications

At our organization, we prioritize ongoing training to ensure that we are enhancing people's capabilities. We focus on implementing continuous improvement processes and mechanisms to stay ahead of the curve. Our team members hold a variety of certifications including SCRUM Master, different ISO certifications, Lean Six Sigma, Java and Oracle Certifications as well as Agile Certified Practitioner.

We believe in investing in our employees' professional development so they can continue to grow their skills and knowledge base. By offering these various certification programs, we equip them with the tools necessary for success within their roles at our company. This commitment ensures that each member of our team is prepared with the latest industry standards and best practices.

Our dedication towards providing comprehensive training opportunities has helped us maintain high levels of productivity while also ensuring quality work output from all members involved in projects across departments.

 **TO LEARN MORE ABOUT THE CERTIFICATIONS THAT WE HAVE ACCOMPLISHED, VISIT [APPENDIX I OF THIS DOCUMENT.](#)**





Performance evaluations

(404-3)

We conduct annual performance evaluations to identify areas where employees can showcase their skills and talents. These evaluations are carried out at all company levels and assess abilities such as establishing productive relationships, customer service focus, the leadership of work teams, talent development, communication skills, and more.

During these evaluations, managers provide feedback on how well employees have met established objectives and demonstrated the necessary abilities for optimal job performance. In most subsidiaries within our organization, individual targets are set for each employee to measure contributions towards achieving strategic goals, while in others, they are evaluated by division.

In 2022, about two-thirds (66%) of our workforce received annual performance reviews, including unionized Telmex employees who undergo collective area or divisional assessments.

We aim to implement workforce-wide performance evaluations by 2030 with a commitment to assessing senior managers through 360° assessment every three years with a target of evaluating at least 95% of them; this year, 744 Senior Managers were assessed under this scheme.

Work environment

At our company, we conduct annual employee climate surveys to understand how our employees perceive us and identify areas for improvement. We've been doing this for ten years now, and it's one of the goals in our sustainability strategy to improve these results by 1% each year with a participation rate of over 90%.

Implementing these surveys helps us identify key opportunity areas to create specific action plans tailored to each area where improvements are needed.

IN 2022,

more than 91% of our employees

PARTICIPATED IN THE SURVEY, WITH AN OVERALL SCORE OF OVER 84%.

Our Corporate and local Human Resources teams review the results carefully before presenting them to each division.

We also measure Employee NPS monthly at some operations sites, allowing us to follow employee satisfaction trends closely in a more frequent way.

Labor benefits

(401-2, 401-3, 405-2)

At our company, we believe in fair compensation for all employees. We ensure that every employee receives a wage and benefits as required by law in their respective countries. In addition, some operations offer extra benefits such as life insurance, medical expenses coverage, disability insurance (temporary or permanent), dental insurance, parental leave, and financial assistance for school supplies.

Our average annual salary per employee is \$16,710 US dollars, with male employees earning an average of \$18,641 US dollars annually while female employees earn an average of \$13,610 US dollars annually. Our policies align with each subsidiary's strategy and objectives, ensuring equal wages internally across both genders regardless of whether or not they are unionized.

Our compensation policies align with each subsidiary's strategy and culture, ensuring everyone is compensated based on their performance and contribution. We offer equal wages internally and competitive salaries compared to others in the region.

Our structured approach includes various compensation plans, financial incentives, and talent retention tools. These policies promote equality and respect diversity among work profiles while recognizing individual abilities and potential. We ensure that a competent candidate fills every position without discrimination or bias toward anyone's background or identity.

All subsidiaries adhere to local regulations regarding maternity/paternity leave policies where applicable; furthermore, our retention rate after maternity is 89%, whereas paternity has a higher percentage at 95%.

Lastly, it's important to note that we comply with laws governing termination, whether due to dismissal, retirement, or voluntary resignation, without discrimination toward any individual based on gender, ethnicity, religion, etcetera.





Labor rights

Freedom of association

(2-30)

We operate in regions with strong labor unions and frequent strikes. Furthermore, we have developed a positive relationship with these unions based on transparency, trust, and mutual benefit. According to applicable laws, our employees are free to join or participate in collective negotiations.

To effectively manage our relationships with the unions, we have established a productivity evaluation process that includes payment for performance. This program is currently implemented in Brazil, Telcel, and Telmex operations. It allows us to engage constructively with unionized personnel while achieving results.

AS OF 2022-YEAR END,
over 109 thousand
OF OUR EMPLOYEES WERE PART OF A
UNION - COVERING AROUND 59% OF
OUR WORKFORCE UNDER COLLECTIVE
NEGOTIATION SCHEMES.

On July 2022, Telmex workers organized a national strike because of alleged non-compliance to the Collective Working Agreement (CCT) and factors such as the alleged lack of hiring of almost 2,000 people, less beneficial pensions for those who have just joined, and the transfer of assets to other companies within the Group.

On the same day the strike started, a constructive agreement was reached on retirement conditions for newly hired personnel regarding the years required to achieve retirement and an optional stock plan for retired employees to convert part of their pension liabilities into shares representing Telmex's capital stock. The agreement lifted the strike and achieved a substantive and lasting solution.



TO LEARN MORE ABOUT UPCOMING COLLECTIVE NEGOTIATIONS VISIT THE LABOR MANAGEMENT SECTION IN OUR SUSTAINABILITY 360° WEBSITE.

Diversity, Equality and Non-Discrimination

(405-1)

At our company, diversity is essential. It helps us understand the needs of different groups in the markets where we operate and broadens our perspectives. We are committed to being open and respectful of other points of view and cultures in a globalized world.

We know that diverse companies with strong non-discriminatory practices perform better than those without. Our Equality & Respect Policy is a group-wide non-discrimination and anti-harassment policy to ensure all allegations are taken seriously and handled confidentially. Corrective actions are taken when confirmed, including employee dismissal or legal action if necessary.

Our commitment to diversity extends beyond policy development and includes hiring practices. Currently, 38% of our workforce consists of women who occupy

various positions within the company, from junior management roles up to executive levels and STEM-related fields. Specifically, 33% occupy positions in management, including junior, middle, senior, and top levels; 35% occupy only junior management positions; 22% occupy top management positions; 54% hold management positions in revenue-generating functions and 15% in STEM (science, technology, engineering, and mathematics) related positions. Additionally, 1.3% have disabilities while representing many nationalities worldwide - Mexican at 48%, South American at 30%, Central American at 5%, Caribbean at another six percent, and Europeans at ten percent overall.

Our Respect & Equality Policy ensures equal employment opportunities for everyone regardless of gender or any other characteristic resulting in discrimination by using objective parameters like skills-based criteria when determining salary/benefits packages based on job profile/organizational chart tenure, among other traits.



FOR MORE DETAILS ON GENDER PAY, PLEASE VISIT [APPENDIX E](#).

Health and Safety (H&S)

(403-1, 403-5, 403-6)

At América Móvil, we prioritize our employees' and visitors' health and safety in all our facilities. Our dedicated health and safety teams analyze potential risks, plan for contingencies, and implement necessary actions to minimize hazards while creating a favorable work environment.

Our top management team's leadership has been instrumental in moving towards aligning all operations under ISO 45001 standards by 2025. By the end of 2022, 18 subsidiaries had already received their certifications under this standard after allocating over one million hours to H&S training with more than 300 thousand participants: A1 Austria, A1 Belarus, A1 Bulgaria, A1 Croatia, A1 Macedonia, A1 Serbia, A1 Slovenia, América Móvil Contenido, Claro Argentina, Claro Colombia, Claro Dominicana, Claro Ecuador, Claro El Salvador, Claro Nicaragua, Claro Peru, Claro Puerto Rico, Global Hitss and Telcel.

73% (16 of 22) of the countries have health & safety management certifications such as ISO 45001 or similar.

América Móvil's Health & Safety Policy sets out principles guiding how every employee should live as part of an overall culture, promoting good practices at work centers while managing latent or inherent risks proactively, supported by management systems that comply with applicable local laws. The policy also mandates employee awareness about training programs designed to avoid unsafe situations and promptly respond during unexpected events like fires or earthquakes while encouraging strong commitment levels toward personal well-being and those around them.

WE ARE PROUD TO REPORT THAT

86% of our operations

HAVE IMPLEMENTED HEALTH AND SAFETY PROGRAMS TO IDENTIFY WORKPLACE RISKS TO REDUCE OCCUPATIONAL INJURIES. ADDITIONALLY, 74% OF OUR OPERATIONS HAVE OTHER PROGRAMS DESIGNED TO IMPROVE WORKING CONDITIONS FOR OUR EMPLOYEES.

Our commitment extends beyond just identification; we also provide training on electrical safety, emerging risks, disaster response protocols, physical security measures, and guidelines for managing safety systems. 37% of our subsidiaries offer brigade training in the workplace for evacuation procedures and emergency care, while awareness workshops on driver education are held in about 20% of all operations.

We understand that some jobs come with inherent dangers which is why more than half (51%) of the countries where we operate provide work management programs at heights aimed at minimizing accidents by offering regular medical examinations along with proper training on how to safely perform tasks while using protective equipment. Furthermore, around 40% percent of all subsidiaries offer nutrition or health plans promoting healthy habits among their workforce while another similar percentage has stress management initiatives in place.



Employee Well-Being

(403-6)

We prioritize the well-being of our employees and their families. Personal and social wellness is essential for growth and development within our organization.

To contribute, they are not affected by work stress, absenteeism, violence, harassment, or discrimination, and to help them manage their emotions better; we have introduced conversations and courses on psychosocial risks. These sessions aim to educate our staff about potential hazards and equip them with skills to handle such situations effectively. This will create a safer environment for everyone involved while promoting productivity and satisfaction among our workforce.

We promote social well-being by focusing on values and family, constant improvement, self-esteem and life project, security, confidence, culture and traditions, and health & information environments. We offer a range of activities in areas such as training, health, culture, recreation, environment and education, to ensure comprehensive support for social well-being.

Our "Social Well-being" training program is designed to create a "Culture of Transformation Towards Development" through events like conferences,

workshops, or lectures that inspire personal growth among people. Workshops on environmental care are also conducted, which encourage the sustainable use of natural resources. Since 2005 we have held over 15 thousand events across Mexico and Latin America, with more than 1 million attendees benefiting from this program.

We promote physical and mental wellness among employees through our health programs to create awareness about prevention habits. Our initiatives include courses or workshops and preventive campaigns focused on education around chronic degenerative diseases. From 2005 till date, we have organized over 17 thousand events benefitting more than one million employees who improved their overall health due to these programs.

Preserving cultural values is essential to us; hence cultural/artistic events form an integral part of our recreation initiative, where families can spend quality time together while learning about protecting their heritage and traditions via plays, musical concerts, guided visits, among others. Over the years (since 2005), we have hosted over 10 thousand events attended by more than 1.5 million people, including employees/families contributing towards preserving local cultures and traditions.





ASUME

(403-6)

Also, in collaboration with Carlos Slim Foundation, we offer a program called ASUME that focuses on the integral human development of employees and their families. This program encourages individuals to constantly strive for self-improvement in all aspects - physical, emotional, social, economic, aesthetic, intellectual, moral, and spiritual.

ASUME is based on three main principles:

Constant improvement with no limits to being better



Healthy competition with oneself



Balanced growth across eight areas of personal development



Participants in this program report enhanced self-esteem and potential development, leading to improved relationships at home or work and greater satisfaction overall.

The documented accomplishments achieved by those who participate in ASUME include personal growth resulting from changes in vision towards life's different facets, such as physical health or financial stability, leading them towards a sense of belonging within society while contributing positively to it.

Over the years, we have provided on- and off-the-job training to 238,005 employees. This has helped our team members develop their skills and knowledge for personal growth and professional advancement.

We strive hard every day so that all stakeholders associated with us lead happy lives full of purposeful pursuits, making positive contributions to society at large.



We are committed to upholding the highest standards of corporate governance. Our bylaws, in accordance with Mexican Securities Market Law and CNBV regulations, ensure that we comply with the Mexican Code of Best Corporate Practices annually. We strive for continuous improvement by regularly reviewing our policies against international best practices. The Board of Directors is responsible for discussing sustainability matters such as environmental, social, and corporate governance issues while assessing associated risks and opportunities.

“ONE SHARE-ONE VOTE” CAPITAL STOCK RECLASSIFICATION PROPOSAL

América Móvil reclassified its series of shares representing its capital stock (Series “AA,” “A” and “L”) into a single series of ordinary shares with full voting rights (Series “B”) on a 1:1 ratio, creating a “one share - one vote” capital structure. The aforementioned was previously announced and approved by its shareholders’ meetings held on December 20, 2022.

This move is beneficial for several reasons; it may attract more investors who prefer such structures, simplify our shareholding structure, and homogenize pricing across different index providers or proxy advisors. Additionally, it facilitates understanding of our capital stock among institutional investors who tend to promote these types of structures.

Overall, this reclassification will bring many advantages that outweigh any potential drawbacks associated with the transition process.

 **TO LEARN MORE ABOUT THE NEW CAPITAL STOCK STRUCTURE, THE CONVERSION PROCESS, DIVIDENDS AND LIQUIDATION, TAX TREATMENT AND OTHER RELEVANT MATTERS PLEASE REFER TO THE CAPITAL STOCK RECLASSIFICATION PROPOSAL.**



Board structure

(2-9, 2-13, 405-1)

Our Board is a diverse group of professionals from different fields, academic backgrounds, and ages. We have 14 members, 3 of whom are women. Board members are elected annually.

This mix brings a competitive advantage to our organization through greater productivity and innovation, as well as a broad understanding of opportunities, subjects, and risks. Including various concepts, ideas, and relationships also enhance decision-making processes while providing a strong capacity for supervising the company’s governance structure.

We have two committees: the Executive Committee, which consists of directors or alternate directors, Audit & Corporate Practices Committee, with independent board members only. Our commitment towards diversity has enabled us to reach 21% female presence on the board by 2025 - an objective we achieved last year when two more women joined us.

The collective skill set among our team provides invaluable insight into all aspects related to ESG performance that helps ensure sustainable growth for years ahead.

Corporate behavior

(2-13, 2-26)

At América Móvil, we commit to ethical and compliant operations seriously. Our Board's Audit and Corporate Practices Committee meets with the Chief Compliance Officer on a quarterly basis to ensure that all of our employees, contractors, business partners, and third-parties adhere to the Code of Ethics. This code serves as the foundation for our Integrity & Compliance Program, which outlines expectations for behavior in decision-making processes.

We have established an anonymous Whistleblower portal where legal protection is provided if necessary, so any illegal acts or breaches can be reported without fear of retribution. The independent governance structure ensures compliance across all areas by appointing local Compliance Officers accountable both at the subsidiary level and directly to the Chief Compliance Officer at América Móvil headquarters.

The Risk Management strategy focuses on prevention, timely detection, impact assessments/mitigation along with contingency plans; this includes monitoring potential risks related to corruption, money laundering, among others, human rights issues such as climate change or labor practices throughout our value chain via Third-Party Due Diligence Protocols implemented into operating procedures when dealing with external entities.

This year saw us receive TRACE International Inc.'s certification in Anti-bribery & Anti-Corruption. At the same time, 32%¹ of the countries hold antibribery management certifications, such as ISO:37001 ISO:19600, demonstrating how serious we are about upholding these values going forward. Penalties may include administrative action through labor sanctions up to legal repercussions depending upon the severity, always adhering strictly to internal regulations and applicable legislation.

 **FOR MORE INFORMATION REGARDING OUR RISK MANAGEMENT GO TO [APPENDIX B OF THIS DOCUMENT](#).**

¹This percentage excludes Claro Chile.



"Compliance isn't just about following rules and regulations; it's about upholding ethical standards and doing what's right, even when no one is watching. Our goal is to implant it in our DNA".

Daniel Tapia Mejía,
Chief Compliance
Officer



Ethics and compliance management

(2-24, 2-26, 205-2)

We established the Compliance Office to tackle our company's identified challenges, forming a multidisciplinary team of professionals from various fields within our organization such as legal, operations, auditing, and information technology. Our mandate is to enforce the Integrity and Compliance Program while safeguarding our company's long-term reputation and resilience

Our Integrity and Compliance Program (ICP) is based on our Code of Ethics which sets out the principles that govern our business activities. We are committed to upholding the highest standards of ethical behavior and compliance with applicable laws, rules, and regulations. We have implemented a range of initiatives to ensure adherence to these standards, including developing policies and procedures, identifying risks in order to protect reputational value and assuring compliance with regulation, establishing control systems for monitoring compliance throughout the organization, as well as managing a Whistleblower Portal.

At year-end, 96.3% of all employees (including part-time and contractors) had been trained and certified on our Code of Ethics, 95 % in Anticorruption, and 88.7% in Anti-Money Laundering, demonstrating our ongoing commitment to ensuring integrity across all levels within the company.

Our Integrity & Compliance Program also applies not only internally but extends beyond into any supply chain or other business relationships we may be involved in,

meaning everyone associated with us must adhere to these values too, or at least demonstrate that they fulfill the same values, if they wish to remain part of our value chain going forward – further reinforcing its importance both inside & outside our Company.

In addition, regular audits are conducted periodically so that any potential issues can be identified early before they become more serious problems down the line, allowing corrective action plans to be put into place quickly should anything arise during such reviews – thus helping maintain high levels of trust between ourselves & those who interact with us regularly over time. By implementing proper control, surveillance, and audit systems throughout our value chain we ensure adherence to high integrity standards both internally and externally.

As a company, we prioritize transparency and accountability in our risk management practices. Our Chief Compliance Officer reports quarterly to both the Chief Executive Officer and the Board's Audit and Corporate Practices Committee, which serves as the highest governance body overseeing risk management within our organization. Additionally, extraordinary meetings are held whenever necessary to address pressing concerns or emerging risks effectively.



THE FULL TEXT OF OUR CODE OF ETHICS AND ASSOCIATED INTEGRITY AND COMPLIANCE PROGRAM (ICP) POLICIES MAY BE FOUND ON OUR WEBSITE AT AMÉRICA MÓVIL, IN THE CORPORATE GOVERNANCE SECTION.

Compliance portal

(2-15, 2-26)

Our company requires all employees to read and adhere to the Code of Ethics in the Compliance Portal. This portal provides us with policies, training materials, formats, and procedures that help ensure the effective implementation of our Integrity & Compliance Program. The program covers various topics such as regulatory compliance, data protection laws, anti-money laundering/terrorism financing regulations, anti-corruption measures, and crime prevention initiatives; labor compliance including social security requirements; equality principles; human rights protections; environmental safeguards and access to a whistleblower platform.

The launch of this portal one year ago has enabled automated processes related to Third-Party Due Diligence, and Gift Policy while Protocols for Sponsorships or Donations, as well as Conflict Of Interest Policies, will initiate in 2023. We provide access to our Compliance Portal for business partners who have successfully completed our Third-Party Due Diligence Process. This portal offers valuable information on Third-Party evaluations and adherence to our Code of Ethics, which can be found in the Supply Chain Management section of this report.

We are committed to upholding these standards across all areas so that everyone is held accountable for adhering strictly to them at every level within our organization – from Board and top management down through each employee - thus ensuring ethical practices throughout operations on an ongoing basis.



FOR MORE INFORMATION REGARDING THIRD-PARTY EVALUATIONS AND COMPLIANCE TO OUR CODE OF ETHICS, GO TO THE SUPPLY CHAIN MANAGEMENT SECTION.

TO LEARN MORE ABOUT OUR POLICIES AND PROTOCOLS, PLEASE SEND AN EMAIL TO: YOCUMPLO@AMERICAMOVIL.COM

Third-party due diligence protocol

We are committed to upholding the highest ethical standards in our supply chain. To achieve this, we have implemented a Third-Party Due Diligence Protocol that identifies and assesses potential risks associated with suppliers, retailers, or other Third-Parties. This protocol safeguards us, our shareholders, employees, and business partners by examining their history of involvement and their advancement towards best practices in corruption, fraud, bribery money laundering as well as any human rights violations such as health & safety or environmental impacts they may have caused. Similarly, the Due Diligence Protocol provides for the possibility of analyzing the way in which the Third Parties with which América Móvil and its Subsidiaries relate, comply with the applicable legislation and the best practices in terms of data protection. Additionally, it helps us contribute positively to the communities involved in our supply chain.

By taking these steps towards responsible sourcing practices, we also ensure that all stakeholders benefit from safe working conditions throughout the entire value chain – from production through delivery – thus creating long-term sustainable growth opportunities for everyone involved.

Our protocol is designed to evaluate the risk that implies the relation with all potential partners aided by professional consultants who assist us in implementing these evaluations efficiently, using the same methodology while strictly adhering to transparency and consistency principles throughout every stage of the assessment process.

We establish common guidelines for compliance with regulatory frameworks and international supply chain standards such as The Responsible Business Alliance on Anti-Corruption, Personal Data Protection, Anti-Money Laundering, Human Rights, Labor Practices, Environmental Responsibility, and Crime Prevention, ensuring a comprehensive approach towards business ethics across all aspects of our operations.

 **FOR MORE INFORMATION ON OUR THIRD PARTY
DUE DILIGENCE PROTOCOL [CLICK HERE.](#)**



We aim to initiate and maintain business relationships with Third-Parties that share our dedication toward unrestricted legal compliance and adherence to ethical principles.

As a team, we have initiated 877 due diligence processes and successfully concluded 232 of them. Our collective efforts ensure that each assessment is comprehensive, informative, and adheres to the highest standards in evaluating potential investments or partnerships.

Our goal is to maintain commercial relationships with those who share and implement unrestricted compliance with the law and uphold the ethical principles that define us. As a collective, we ensure the incorporation of our Code of Ethics into all contracts with Third-Party partners and expect them to demonstrate alignment with our principles. This approach fosters an ethical and responsible business environment for both parties involved in the collaboration.



Whistleblower portal

(2-16, 2-25)


Our Whistleblower Portal enables us to gather complaints from employees, third- parties, and other business partners throughout our operations. The Compliance Office of América Móvil and each subsidiary manage and investigate these complaints in collaboration with a multidisciplinary group of company officials that form the respective Ethics Committees.

In 2022 we accepted 2,990 out of 5,283 complaints for investigation; the rest were rejected due to customer service issues, duplication, incomplete information, or not company related. The approved complaints undergo a thorough desk and field investigation process conducted by a multi-functional team of 420 individuals.

Outcomes revealed that out of all investigated cases: 1,024 were violations found concerning our Integrity & Compliance Program; 1,967 were non-admissible cases where no non-compliance was discovered; and 663 remained under review at year-end. Of all reported incidents, information privacy accounted for 13.4%, freedom of expression stood at zero percent, unequal/discriminatory treatment made up 3.7%, workplace harassment represented 13%, while sexual harassment constituted 2.1%, 4.9% conflict of interest, none¹ were linked to money-laundering, and none were linked to corruption over the past five years period.

As part of applying disciplinary measures based on breaches to the Integrity & Compliance Program, in 2022: 0.15% of employees faced penalties, whereas another 0.19% were dismissed from their positions within the organization.

To address concerns related to sexual and labor harassment, we hired a specialized external consultant to diagnose and improve our Equality and Respect Policy. Part of the deliverables was a Prevention, Attention, and Case Resolution Protocol, and this year started their implementation. Our plans include expanding these enhancements across all subsidiaries, starting with five in Central America, while developing training programs for every subsidiary.

 **FOR MORE DETAILS REGARDING COMPLAINTS AND SANCTIONS, GO TO APPENDIX G. TO LEARN MORE ABOUT OUR WHISTLEBLOWER PORTAL, THE COMPLAINTS INVESTIGATION PROCESS, AND THE ETHICS COMMITTEE, PLEASE VISIT APPENDIX G AND [OUR SUSTAINABILITY WEBSITE](#).**

TO ACCESS OUR WHISTLEBLOWER PORTAL [CLICK HERE](#)

¹ We have had no corruption incidents that apply our threshold of 500 thousand dollars in the past five years. However, 20% of admissible complaints were linked to corruption-related situations that, after the investigation, were confirmed as related to conflict of interest.

Human rights

(2-23, 2-25)

At América Móvil, our Human Rights Policy aligns with the United Nations Universal Declaration of Human Rights, the International Labor Organization's (ILO) Declaration on fundamental principles and rights at work, and the UN Guiding Principles on Business and Human Rights. As a telecommunications service provider operating in 22 countries, we acknowledge our potential to positively impact human rights within these regions. Consequently, we consistently strive to protect human rights by adhering to both our internal policies and applicable legislation across all operations, while promoting compliance throughout our value chain.

We have recently conducted a comprehensive Human Rights assessment in collaboration with external consultants to identify critical areas of opportunity for strengthening our policies, internal processes, corporate governance, third-party due diligence protocols, and grievance procedures. This was done considering the traditional impact that the telecommunication industry has on various human rights aspects concerning stakeholders such as users; vulnerable groups; children and youth; employees and workers in the value chain; neighboring communities; and general population.

The specific human rights we assessed include: privacy and intimacy; freedom of speech of general populations (including journalists and human rights defenders);

equality and non-discrimination towards vulnerable groups; prohibition of slavery affecting children, youth, and workers within our value chain; access to education for children & youth; sexual exploitation (involving all demographics); right to private property ownership by neighboring communities while ensuring the consultation process, free & informed consent, and their cultural rights are respected too; and satisfactory & equitable labor conditions of employees and workers throughout our value chain.

In response to the need for responsible business practices, we are committed to developing a protocol that focuses on ongoing human rights due diligence processes. This will help us identify and manage any potential impacts our company may cause, contribute to or be associated with. Additionally, we will create a guide for incorporating a human rights perspective into all of our activities and processes. To ensure thorough understanding and compliance among employees and business partners alike, we plan to implement a digital training program on human rights due diligence for staff members as well as a counterpart designed specifically for our valued partners.

In addition, following the anti-harassment and non-discrimination diagnosis implemented in Telcel and América Móvil's Headquarters during 2021, we advanced in our commitment to fostering an inclusive, safe and

collaborative work environment by developing an Equality & Respect Policy, as well as an Protocol for the Management of Harassment and Equality Cases to address all complaints received on this regard. The policy outlines the principles, criteria, and guidelines that promote a culture of inclusion, non-discrimination, and equal opportunities for everyone at every stage of their career journey within our organization. Plus, a training course, based on case studies, is being created for rollout in 2023.

We are now replicating this anti-harassment and anti-discrimination diagnosis across all subsidiaries, so that everyone can benefit from improved protection against Human Rights abuses within our organization.

In the past year, we have implemented a Third-Party Due Diligence Protocol to thoroughly assess all suppliers and closely examine those identified as high-risk regarding human rights. Our compliance and procurement teams are dedicated to aligning practices across various operations, including evaluation, supplier selection, engagement, and grievance mechanisms.

 **FOR FURTHER INFORMATION GO TO THE THIRD-PARTY DUE DILIGENCE SECTION IN THIS CHAPTER.**

TO ACCESS OUR HUMAN RIGHTS POLICY CLICK HERE

To further emphasize our commitment to human rights and sustainability, we are developing a Sustainability Policy for Business Partners and incorporating a specific clause into contracts with suppliers. This clause mandates that suppliers guarantee that the materials or products used directly or indirectly by subcontractors throughout their value chain originate from legal and sustainable sources. Additionally, our suppliers must ensure that minerals utilized in their products do not come from conflict zones or adjacent areas. By doing so, they confirm that their purchases do not contribute financially towards armed conflicts or human rights violations. We reserve the right to request proof of these assurances at any time; our suppliers must demonstrate that their product origins exclude "conflict zones." This requirement helps maintain transparency within supply chains while promoting ethical sourcing practices.

Lastly, our supplier partners must adhere strictly to respecting human rights through established policies and mechanisms both internally as well as externally. They should be committed to proactively preventing adverse impacts on human rights-related activities, products & services.



Data security

(2-13, 418-1)

We understand the importance of cybersecurity in our digital world. That's why we have an Information Security Strategy to protect important data and minimize risk from unauthorized access. Last year, we created a Global Security Operations Center (SOC) managed by Scitum - a Telmex subsidiary specialized in cybersecurity - with cyber-intelligence teams.

We have centralized our security model to ensure consistent levels of protection across all subsidiaries. We offer up to 24 different cybersecurity services tailored to each subsidiary's needs, and this year we improved our SOC capabilities by centralizing the monitoring of our platform and services in 16 countries. This allows us to quickly detect disruptions or abnormal behavior, enabling a swift response when an incident occurs.

We have implemented a methodology to enhance the security maturity of our subsidiaries across six dimensions related to technology, processes, and people. An initial Gap Analysis in November 2021 revealed varying levels from 0-4; with six operations at the starting point and others around level 2. Following the implementation of SOC services, all our subsidiaries now boast a maturity level of 3.

As a team, we are responsible for ensuring the security of our company's information. Oscar Von Hauske leads these efforts as our Chief Fixed Operations Officer, CISO, and Board Member. Our Cybersecurity Committees report directly to his office, and he, in turn, reports to both the CEO and the Board of Directors. This structure ensures that all aspects of cybersecurity are taken seriously at every level within our organization.

Our operations are aligned with ISO 27001 on privacy & security plus other international standards for proper operation activities; internal audits take place every year along with external ones for certification purposes every two years. We also set up communication mechanisms between operations so that needs can be met quickly, and alerts sent out promptly when necessary.

Our commitment is clear: 81% of our Data Centers are already ISO 27001 certified, aiming at 100% before 2025. In 2022 alone, 145,350 employees, including part-time staff and contractors, received online information security training through the *Capacitate Carso* platform; awareness campaigns were launched via emails/guidelines too. Plus, every year, the virtual AMX Security Symposium takes place involving over 100 people discussing best practices related to cloud, 5G security, malware trends, etc.

As a company committed to enhancing our cybersecurity expertise, we had 594 employees certified in specialized areas including Certified Cloud Security Professional, Certified Ethical Hacking, Computer Hacking Forensic Investigator, Certified Information Security Manager, Certified Information Systems Security Professional, and Certified in Risk and Information Systems Control. Additionally, our team has gained proficiency in security for 5G networks and achieved auditor-level knowledge of ISO27001 controls.

In addition, we standardized our Business Recovery Plans to safeguard critical information, as well as our Business Continuity Plans to restore fixed/mobile services as soon

as possible. Responsible officers and applicable scenarios were appointed at subsidiary level, and we expect to complete the whole process during 2023.

Throughout 2022, two information security incidents occurred. We are proud to report that none resulted in sanctions or repercussions for our company. Furthermore, we successfully maintained our operations' security and protected our clients and ourselves from adverse impacts.

- In 2022, we received a notification from Homeland Security about a threat to hijack our SMS platform in Puerto Rico. We immediately took action by blocking access to and from the Internet on all servers and closely monitoring any requests for Internet access. To prevent future incidents, we updated all user passwords and established new rules in all our subsidiaries preventing devices from connecting outside of working hours.
- Later that year, some Central American servers experienced an unexpected increase in capacity usage due to unauthorized crypto-mining activity. In response, we implemented global hardening measures across all our servers while also implementing zero trust protocols, such as computer ID checks and VPN authentication processes, for users accessing sensitive information or platforms. Additionally, maintenance accounts now have limited validity periods with close monitoring procedures put into place to prevent further unauthorized access attempts elsewhere within our systems.



Data privacy governance

At América Móvil, we prioritize the protection of personal data and privacy in communications. We understand society's demands for better security measures and have implemented our Privacy Program to meet these standards. Our program is based on five fundamental points: creating a Privacy Team with local experts; conducting a Risk Assessment to identify threats; implementing standard policies aligned with international regulations; providing comprehensive training programs and communication strategies; as well as continuous monitoring of subsidiaries for compliance purposes.

We are committed to ensuring that all employees comply with these standards by rolling out mandatory training courses across all operations in 2022. To date, 85% of our staff has been trained and certified while 985 business partners have also received certification under this initiative. Additionally, a specific course tailored for Telcel was completed by 96% of its staff with an accreditation score requirement of at least eight points. We also extended this initiative to include Telcel's R9 distributors while planning full implementation across all regions by 2023. Furthermore, we continue running campaigns aimed at raising awareness about best practices related to data protection policy.

To further enhance our employees' understanding of personal data protection, as we have mentioned before, we have dedicated teams in each subsidiary that oversee data protection issues, assess risks, and develop guidelines for appropriate use of personal information. These teams also monitor physical, technical, and administrative security measures across all operations to prevent data breaches. In addition, they provide a complaint process as well as reactive controls should any incident occur.

Plus, we regularly review our processes and procedures to make sure they are up-to-date with the latest industry standards on data protection. We strive to maintain high levels of transparency when it comes to how we handle customer information so that everyone can feel secure knowing their details are always safe with us.



We understand the importance of protecting people's private information from unauthorized access or misuse - this is why we prioritize keeping our systems secure through regular monitoring and updates whenever necessary. With the safeguards that are in place, customers can trust that their data will always remain confidential within our organization's walls¹. Furthermore, we have quarterly board oversight to ensure compliance and protect personal information.

In our continuous efforts to strengthen data protection within our industry, we are proud to announce that for the fourth consecutive year, Telcel has been re-certified under the binding self-regulatory scheme (Personal Data Protection). This achievement demonstrates our unwavering commitment to safeguarding customer information and maintaining high standards of privacy.

In recognition of our dedication towards securing cardholder data environment in payment validation and credit card enrollment processes, we were awarded PCI Standard Certification as part of compliance with PCI DSS requirements – another milestone reflecting our steadfast approach towards robust data management practices.

¹ We monitor 2.67% of our users in Telcel whose customer data is used for secondary purposes.



MESSAGE FROM
THE CEO



ENABLING A
BETTER WORLD



ENABLING A
BETTER PLANET



ENABLING A
BETTER SOCIETY



ENABLING A BETTER
WORKPLACE



ENABLING A BETTER
BUSINESS FRAMEWORK



APPENDICES



EXTERNAL
VERIFICATION LETTER

Communications privacy

(418-1)

At América Móvil, we are dedicated to protecting our users' rights and freedom of expression. We do not interfere with their communications, listen in on conversations, or manipulate or monitor them. Furthermore, any information shared with relevant authorities must comply with local legislation requirements before being provided by us.

In 2022 alone, we received 630,624 user data requests from various authorities across all our operations. Of these requests, 95% were fulfilled after verifying that they met legal criteria, while 5% could not be processed due to a lack of compliance or legitimacy issues.

We take great care when dealing with such sensitive matters. We must always ensure complete alignment between our policies and applicable laws to protect the privacy and security of those who use our services without compromising their right to free speech.



TO LEARN MORE ABOUT THE REGULATIONS THAT WE ARE SUBJECT TO IN EACH COUNTRY WHERE WE OPERATE REGARDING PRIVACY OF COMMUNICATIONS AND COLLABORATION WITH JUSTICE AUTHORITIES, [CLICK HERE.](#)



Tax Principles & Contributions

(207-1)

At América Móvil, we are committed to upholding our Code of Ethics and all related policies. This includes our Tax Policy and Anti-Money Laundering Policy which are regularly reviewed. We adhere to the Conventions and International Treaties on tax matters, Anti-Corruption and Anti-Money Laundering; the US Tax Code; applicable financial reporting standards; as well as national/local legislation in each country where we operate.

We strive for full compliance with all tax obligations regardless of jurisdiction, while avoiding any form of tax evasion or illegal benefits from countries classified as 'tax havens' for fiscal planning purposes. If business operations require us to acquire a company that has subsidiaries in such countries, then these will be liquidated or sold off promptly so that strict adherence is maintained with local taxation regulations.

Our relationship with relevant authorities is based upon transparency and collaboration at all times - this extends further by refraining from engaging with companies associated with money laundering activities or other criminal financing schemes. Our publicly available Tax Policy outlines key principles including accurate payment within generating jurisdictions plus disclosure via Country-by-Country reports submitted to Mexican authorities alongside an arm's length transfer pricing policy compliant under IFRS 3 & IAS 12.

In addition, our Anti-Money Laundering Policy contains complementary provisions regarding truthfulness/transparency when recording accounts, plus prohibiting irregular operations designed to obtain undue benefit through taxes – it also promotes good reputation among businesses concerning their respective taxation frameworks, whilst discouraging relations without having sufficient information regarding their tax payment record.

We are responsible for upholding our global tax strategy. We ensure that both local and corporate CFOs comply with the policy, providing accurate information and reporting as needed. Audits may be conducted to guarantee legal framework compliance across subsidiaries on taxation issues, Anti-Money Laundering and Anti-Corruption among other topics.

To learn more please visit our [Tax Policy](#) and our [Anti-Money Laundering Policy](#).

Tax contribution

As a company, we are subject to taxation in Mexico on both our Mexican income and worldwide income that flows into the country. We also pay various taxes through transactions with suppliers and customers as well as from operations around the world. Additionally, there are other contributions outlined in our Tax Policy which must be adhered to.



TO LEARN MORE ABOUT OUR TAX POLICY, [CLICK HERE](#). FOR MORE INFORMATION REGARDING OUR TAX CONTRIBUTIONS GO TO [APPENDIX O](#).

Supply chain management

(2-6.204-1)

We are committed to managing our value chain responsibly and sustainably and to supporting local economies wherever our operations take us. Our centralized strategic model allows us to achieve economies of scale while also ensuring that we identify any risk within the supply chain. We prioritize joint responsibility with suppliers to ensure resilience throughout the entire value chain.



As of December 2022, we had contracts with over **20,000 suppliers** and **4,000 retailers** across the globe, typically engaging more than **80% local partners** from each region where operations take place.

Our Third-Party Risk Management Strategy requires potential suppliers to undergo three stages: assessment, procurement & contracting, and delivery assurance. During the assessment, we evaluate commercial partners through a due diligence process for compliance with our Code of Ethics, Anti-Corruption & Anti-Money Laundering, Data Security, Environmental Protection, and Health & Safety considerations. This helps build long-term relationships based on ethical values. Procurement & contracting considers competitive pricing and sustainability criteria, which can improve user experience and recommendation levels; finally, during delivery assurance, purchased items must meet required quality standards so users remain satisfied at all times.

We have zero tolerance for human rights violations or corrupt practices in both company operations and its supply chain; this is reflected through our rigorous due diligence processes, ongoing monitoring of performance indicators such as quality standards, delivery times and cost optimization objectives, plus clauses related to anti-corruption and anti-bribery compliance, environmental protection requirements and labor/human rights compliance obligations are included in all contracts established by us. These allow us to optimize cost objectives without compromising on safety or integrity considerations, ultimately helping create an environment conducive towards sustainable development goals being achieved over time. In case of any breach by a third party, we reserve the right to terminate the contractual relationship immediately as part of our commitment to maintaining high standards in corporate governance.

We maintain a steadfast commitment to upholding human rights and eradicating corruption within our operations and supply chain. Our rigorous due diligence processes, continuous monitoring of performance indicators such as quality standards, delivery times, and cost optimization objectives demonstrate this dedication. Furthermore, all contracts established by us include clauses related to anti-corruption measures,

environmental protection requirements, labor/human rights compliance obligations that enable us to achieve sustainable development goals without compromising safety or integrity considerations. In the event of any breach by a third party in these areas; we reserve the right to terminate contractual relationships immediately as part of our unwavering commitment towards maintaining high corporate governance standards.

Our Sustainability Goals include aligning 70% of our suppliers with our Integrity and Compliance Program, (achieving the goal in 2022) through their adherence to our Integrity and Compliance Program. Additionally, we aim to evaluate 100% Tier 1 Suppliers by year end 2025, through the due diligence protocol, where we have achieved a progress of 877 suppliers. Up to date, over 26% of them have completed the process.

As a collective, we strive for continuous improvement in all aspects of our business activities. To achieve this goal, we provide regular training sessions through our Allies Training Platform. Our objective is to train 100% of partners on Business Ethics and

Anti-Corruption, as well as educate 50% on reducing their environmental footprint. This comprehensive approach ensures that our partners are equipped with the necessary knowledge and resources to uphold ethical standards while minimizing their impact on the environment.

Throughout 2022, we have successfully reached over 19,700 across Latin America with a significant increase of 44% compared to previous years. These training sessions cover crucial topics such as Business Ethics & Anti-Corruption Practices. By empowering professionals in the region with valuable information and tools, we aim to promote ethical business practices and combat corruption effectively throughout Latin America's diverse markets.

 **FOR MORE INFORMATION REGARDING RISK MANAGEMENT, GO TO APPENDIX B. FURTHER INFORMATION REGARDING OUR THIRD-PARTY DUE DILIGENCE PROTOCOL CAN BE FOUND WITHIN THE ETHICS AND COMPLIANCE SECTION IN THIS CHAPTER.**



Customer value management

Our Company's ESG strategy is centered around our customers. We strive to provide the best possible experience for them in the telecommunications industry through constant innovation and digitalization. Our omnichannel customer care approach, currently in the implementation process, ensures that we are always available to assist our customers with any issues, no matter where or what device they use. By putting our customers first, we aim to create a sustainable business model that benefits both them and us in the long term.

Customer experience

At América Móvil, we prioritize our customer's needs and satisfaction through a unique value proposition: to create unique experiences that connect us simply and reliably, by implementing a robust Customer Experience Framework. This framework is built on four key principles: (1) Experiences that delight - We meticulously design simple, efficient, and unique experiences with the customer at their core; (2) Transparent and reliable service - We ensure performance as promised while taking accountability for customer satisfaction; (3) Clear and human communication - Our empathetic approach fosters timely, comprehensive

communication across all channels in a courteous manner; (4) Flexibility and empowerment – By offering control and adaptability to suit individual requirements, we empower clients to make choices tailored to their specific needs. Through this holistic approach centered around exceptional customer experience, we continue to strengthen our position as an industry leader committed to sustainable growth.

To ensure that we continue delivering exceptional user service across all markets, we have developed several metrics which enable us to monitor performance regularly. Since 2018, collaboration within regional and local governance models has been vital for us, with guidelines established for customer experience awards to increase Net Promoter Score (NPS) and reduce voluntary churn rates while generating cost reduction opportunities.

Our approach involves (1) digitization efforts such as sales via digital channels or self-service options; (2) streamlining processes by improving commercial offers and using clear language; (3) enabling omnichannel experiences ensuring consistency throughout communication channels; (4) utilizing data analytics & artificial intelligence tools, seeking personalization, empowering virtual assistants efficiently, and developing use cases; while (5) continuously monitoring voice-of-customer feedback, and redesigning journeys using design thinking methodology.





We use the Net Promoter Score (NPS) indicator as a reference for our customer experience strategy to ensure consistency across all markets despite their differences. By analyzing customer behavior through this metric, we can measure loyalty and satisfaction levels with our Company, which allows us to identify areas of improvement before any adverse experiences occur.

In 2022 alone, over 300 million surveys were conducted across all operations in order to gauge expectations from customers regarding recommendations for our service based on personal experience. The NPS calculation involves subtracting those who would not recommend us from those who would do so instead.

At year-end 2022, América Móvil's NPS was at a score of 41¹ points -representing a 5% positive increase compared with the previous year's scores-, demonstrating how committed each subsidiary is towards achieving high standards when it comes to providing exceptional service quality over fixed or mobile competitors alike.



Our First Call resolution increased by 1% compared to the previous year, demonstrating our commitment to providing efficient and effective customer service. This key performance indicator measures the total number of calls handled or store visits and calculates the percentage of issues resolved on the first call or initial visit. By focusing on this metric, we continue to enhance our customers' experience while maintaining a strong position in an increasingly competitive market landscape.

We are proud to share that today more than 92.1% of transactions are carried out through self-management channels. This significant achievement is a result of our commitment in addressing the trend in consumer behavior towards self-service. By focusing on innovation and customer satisfaction, we have successfully streamlined processes, improved efficiency, and enhanced user experience across all channels – ultimately contributing positively to both environmental sustainability goals as well as overall business performance.

¹ This figure includes Europe and excludes Claro Chile and Claro Panama, so in order to make the comparison, the 2021 figure was adjusted in the same terms resulting in a Brand NPS of 39.

² This figure includes Europe and excludes Claro Chile and Claro Panama, so in order to make the comparison, the 2019, 2020 and 2021 figures were adjusted in the same terms resulting in a positive four-year Brand NPS trend.

Digital channels

At our company, we're always looking for ways to improve the customer experience. That's why we've introduced innovative digital services and processes that make it easier than ever to interact with us. Our goal is simple: digitize and automate as many processes as possible to meet customer needs while saving costs.

Our clients can now access our products and services through our digital channels. They can compare plans, purchase equipment, monitor their usage levels, express satisfaction, or dissatisfaction with our service, pay bills online, increase the credit on prepaid lines - even chat with advisors or via a chatbot. This approach will help simplify interactions between customers and ourselves.

The world is becoming increasingly digitalized every day. To keep up with these changes at América Móvil, 100% of operations have websites/apps/social media interaction available for customers' convenience. By doing so, we hope to create an efficient experience for everyone who interacts with us digitally.



Innovation

At our company, we're always looking for ways to enhance the services and digital products we offer. Our goal is to provide solutions that make a positive impact on the lives of our users while also increasing revenue streams and improving operational efficiency. Additionally, by doing so, we are proud to contribute towards reducing society's environmental footprint.

We believe in constantly expanding our value-added services and digital product offerings so that they meet the needs of all stakeholders involved. This approach allows us to stay ahead of industry trends and remain competitive in an ever-changing market landscape.

Our commitment towards providing innovative solutions reflects our dedication towards creating a sustainable future for everyone. We strive to achieve this by leveraging technology advancements while keeping social responsibility at the forefront of everything we do.

Open innovation

At our Digital Innovation Center in Mexico, we continuously seek potential business partners in the technology sector. We also provide trend analysis and market intelligence to support our operations. Our focus is on collaborating with startups, innovation centers, universities, or research centers to integrate external innovation into our organization.

Our operations in Europe, Colombia and Brazil lead open innovation efforts by generating alliances between us and players in the digital ecosystem for developing new technologies, products, services, and business models.

Our strategy has three pillars: expanding the portfolio of digital products and services through global partnerships; promoting internal entrepreneurship by identifying fiscal incentives; and financing opportunities that explore new paths for business development.

We believe that IoT solutions can contribute significantly towards achieving more efficient and sustainable operations across all industries ranging from transportation to healthcare. At América Móvil we have seen a 28% growth rate this year alone regarding connections made using Internet of Things (IoT) devices as well as machine-to-machine (M2M) communications.

As climate change continues to be one of humanity's greatest challenges yet faced today, we strive towards enabling millions of clients worldwide with innovative information technologies & IoT solutions so they too may achieve greater efficiency while reducing their carbon footprint at scale.



TO LEARN MORE ABOUT SOME OF THE SUCCESS STORIES REGARDING INTERNET OF THINGS (IoT) APPLICATIONS, VISIT OUR WEBSITE
WWW.AMERICAMOVIL.COM/SUSTAINABILITY





Process innovation

At our company, we established a Transformation Office five years ago. This office has local structures that help us develop and share optimization projects across all our operations. To make things easier, we created a management system called FRIDA which helps us keep track of everything and share best practices.

Last year alone, we were able to save 200 million US dollars through optimization initiatives in various work fronts. These savings came from opportunities that arose during the pandemic as well as other initiatives that have been ongoing for some time now.

We've managed over 2,400 initiatives in all our Latin American operations since 2017. These efforts have resulted in more than \$1.4 billion saved through cost reductions and increased efficiencies.

As a team, we take pride in the progress made by our Transformation Office. We are leveraging this experience to enhance efficiency across all aspects of our operations, with a particular focus on energy and emissions. Our goal is to meet Science Based Targets and move towards net zero as part of our ongoing transition efforts.

Appendix

Information Contact

(2-3)

If you would like to share your opinions of the content of this report, please contact us through any of the following channels: E-mail: contacto-rse@americamovil.com Phone number: +52 (55) 2581 3700 ext. 1097 Website: <http://www.americamovil.com>

Appendix A: Materiality and Stakeholder Engagement

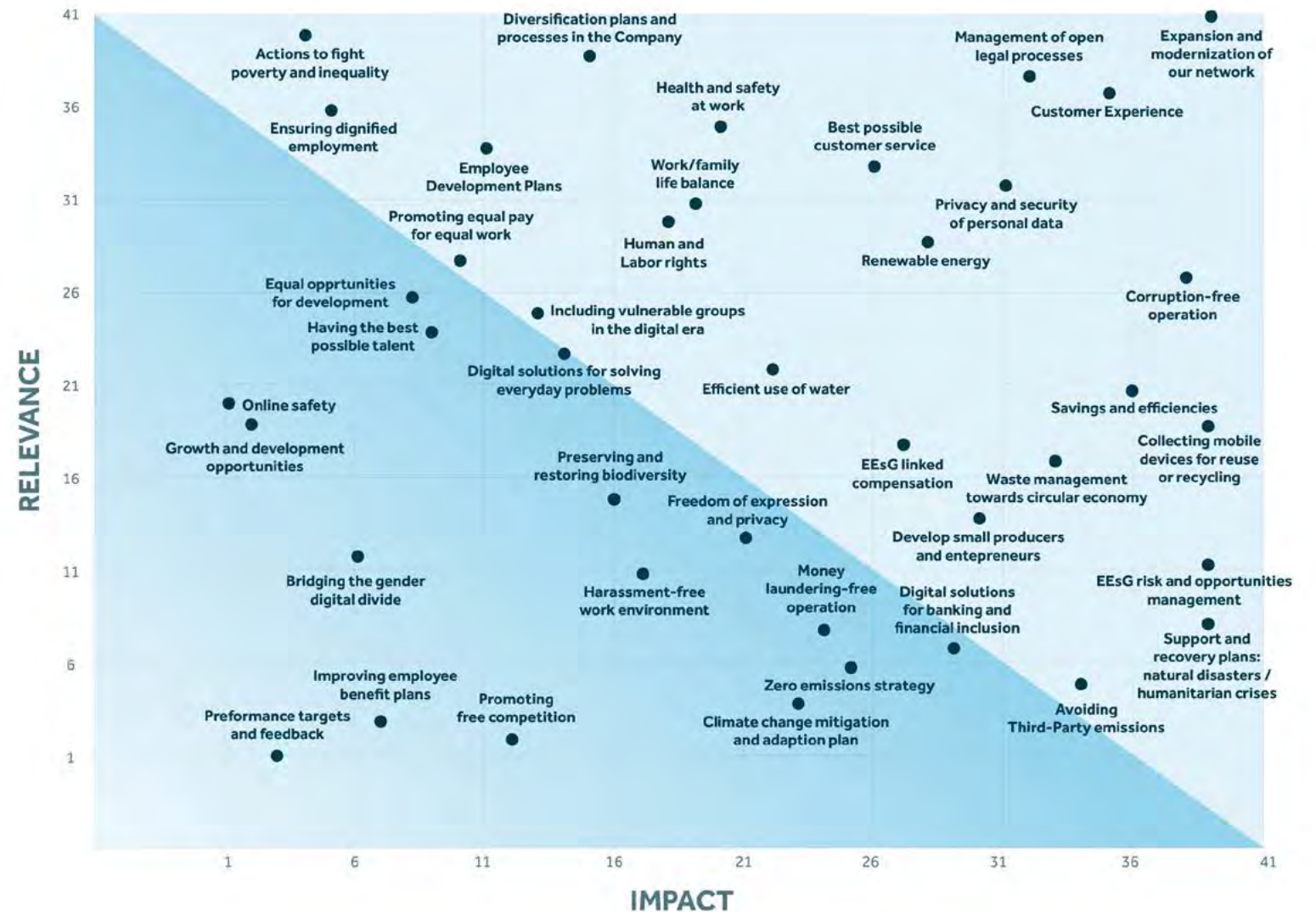
MATERIALITY

(2-12, 3-2)

At América Móvil, we recognize the importance of incorporating environmental, social, and governance (ESG) factors into our business strategy. As a leading wireless telecommunications provider in Latin America, we are committed to creating long-term value for all stakeholders while minimizing negative impacts on society and the environment.

In response to the COVID-19 pandemic's significant changes across various aspects of daily life worldwide, we decided to conduct our materiality analysis at year-end 2021, instead of during the pandemic period. To ensure that our ESG strategy reflects stakeholder perspectives accurately and comprehensively, and that it addresses sustainability issues relevant to both América Móvil's operations as well as its broader impact on communities served by us, this study was aligned with several international frameworks such as: UN Global Compact Principles and Sustainable Development Goals (SDGs), and UN Post-Covid priorities; ISO 26000 standards; SA8000 guidelines; GRI, SASB and TCFD standards; GSMA's materiality assessment; criteria applied by major rating agencies like MSCI, S&P & Sustainalytics; as well as key stakeholders concerns identified in day to day interactions, for example with corporate clients, investors, and employees.

Over 34 thousand individuals from diverse groups participated in our poll including employees, directors, investors, board members, customers, corporate clients, retailers, suppliers, press, NGOs, academia, business associations, and authorities.



According to the materiality analysis our top material issues globally are: Network Modernization and Internet Access; Customer Service and Customer Experience; Mitigating Legal Proceedings; Corruption-Free Operation; Privacy and Information Security; Waste Management and Circular Economy; Operational Eco-efficiency; Emissions Reduction and Renewable Energy; Health and Safety; Emotional Stability and Work/Life Balance; Human and Labor Rights; and compensation linked to performance and sustainability indicators. It is worth mentioning that in our European operations we found an additional material issue related to Diversity and Equal Opportunities.

Key Issue	2022	2017
Network Modernization & Internet Access	*	*
Customer Service & Customer Experience	*	*
Cover and Mitigate Legal Proceedings	*	
Corruption Free Operation	*	
Privacy & Information Security	*	*
Waste Management & Circular Economy	*	*
Savings & Operational Efficiency	*	
Emissions Reduction & Renewable Energy	*	*
Health & Safety	*	*
Emotional Stability & Work / Life Balance	* New	
Human & Labor Rights	*	
EESG Linked Compensation	* New	
Water Management		
Innovation & Diversification Plans	New	
EESG Risk & Opportunities Management	New	

Key Issue	2022	2017
Emergency Response Plans		*
Develop Small Producers & Entrepreneurs		
Employee Development Plans	New	
Actions to Fight Poverty		
Avoid Emissions in Other Industries		*
Equal Pay for Equal Work		
Digital Inclusion for Vulnerable Groups		
Everyday Solutions & Financial Inclusion		
Freedom of Expression		
Diversity & Equal Opportunities	*	
Talent Attraction & Retention		
Money-Laundering-Free Operation		
Preserving / Restoring Biodiversity		
Zero Emissions Strategy		
Harassment Free Work Environment		
Climate Change Adaptation Plan		
Child Online Safety		*
Employee Benefit Plans		
Performance Evaluations, Targets & Feedback		

In comparison to our previous materiality assessment, we noticed an increased impact on our operations related to minimizing emissions, providing exceptional customer service, modernizing infrastructure, and reducing third-party emissions. We also observed that certain topics gained more importance among our stakeholders, such

as: occupational health and safety, as well as information security and privacy. Conversely, they placed less emphasis on natural disaster aid plans, preservation and restoration of biodiversity, along with avoiding third-party emissions.

Lastly, new relevant issues were identified in this materiality analysis, which will require attention from us moving forward: promoting emotional stability amongst employees; encouraging work-life balance; and promoting circular economy practices, like furthering our programs for collecting mobile or electronic devices for reuse or recycling purposes; and including EESG KPIs within performance-linked compensation.

Besides our Company's material topics, during 2022 we participated with GSMA in defining a harmonized set of [ESG Metrics for Mobile Operators](#), alongside various stakeholders such as peers, intergovernmental organizations, standard setters, investors and experts. Our goal is to incorporate these industry-specific KPIs into our annual disclosures to ensure consistency, comparability and transparency on the value we generate for society.

Furthermore, we are committed to consistently reporting on several universal metrics that offer a comprehensive view of our sustainability performance. By doing so, we aim to provide an accurate representation of our ongoing efforts towards achieving sustainable growth and creating long-term value for all stakeholders involved.

MOBILE INDUSTRY KPIs

INDUSTRY-SPECIFIC	ENVIRONMENT	DIGITAL INCLUSION	DIGITAL INTEGRITY	SUPPLY CHAIN
	Emissions <ul style="list-style-type: none"> Science -based targets Scope 1, 2 and 3 emissions 	Network coverage <ul style="list-style-type: none"> Population covered by mobile network 	Data protection <ul style="list-style-type: none"> Customer data incidents 	Sustainable supply chain <ul style="list-style-type: none"> Sustainable procurement policy Supplier assessments
	Energy <ul style="list-style-type: none"> Energy consumption 	Affordability <ul style="list-style-type: none"> Device and suscription affordability 	Digital rights <ul style="list-style-type: none"> Digital right policy 	
	Waste reduction <ul style="list-style-type: none"> Materials repaired/reused Waste generated Materials recycled 	Digital skills <ul style="list-style-type: none"> Digital skilss programmes 	Online safety <ul style="list-style-type: none"> Online safety measures 	

■ Yes/no questions
● KPIs

STAKEHOLDER ENGAGEMENT

(2-25, 2-29)

At América Móvil, coordinated work, transparency, and communication are integral parts of our culture. To foster this environment, we have developed a participation network through multiple contact channels to engage with our stakeholders. This approach ensures that all groups impacting our culture, work, and results play a fundamental role in our value chain.

We base our relationship with stakeholders on:

- 1. Providing** relevant information so they can understand the details behind the company's strategies and actions.
- 2. Maintaining** constant communication to incorporate feedback from diverse stakeholder perspectives into business strategy.
- 3. Engaging** in regular consultations to receive valuable input, which helps identify risks and trends guiding decision-making processes.
- 4. Building** partnerships with third parties focused on combining efforts to generate synergies while mitigating shared risks.

Our Stakeholder Engagement Guidelines aim to better align the activities of our different departments and subsidiaries. These guidelines are essential for those responsible for institutional relations and liaison duties within our organization and its subsidiaries. They enable

local teams to effectively plan, develop and implement procedures for managing relationships with internal and external parties. This has allowed us to minimize risks and strengthen our social license to operate.

To uphold ethical standards throughout this process, all engagement activities are governed by applicable local regulations, as well as our own Code of Ethics. We also offer grievance mechanisms through our Whistleblower Portal.

We have identified ten key stakeholder groups with whom we maintain an open dialogue. We strive to build long-term constructive relationships with them that contribute to achieving the Company's purpose of enabling a better world by providing sustainable, high-quality services that positively impact the communities.

Customers

We aim to provide quality experiences by offering coverage, connectivity, and continuous improvement in customer service while involving our customers in the process.

To address these expectations, we have focused on several key initiatives. These include constantly improving our services; paying particular attention to complaints; optimizing products and prices to meet changing market needs; resolving technical issues quickly; addressing calls about unsolicited messages or telephone spam; resolving service failures in both voice and mobile data and fixed Internet; handling additional charges transparently;

and ensuring an efficient process for those customers interested in portability. We also take pride in offering quality TV services and corporate B2B solutions such as cloud computing, cybersecurity, collaboration tools, IoT technologies, IT management systems among others – all aimed at enhancing customer satisfaction.

Concerning the communication channels available to interact with us, we offer multiple options according to individual preferences: official web portal (Internet), interactive online chats (social networks), official app, personalized assistance within authorized physical stores, 24/7 telephone call center, specific mobile applications designed exclusively to facilitate administrative procedures from smart devices; traditional email where you can send general or particular queries; a whistleblowing portal for reporting concerns or misconducts; informative blogs and websites; along with comprehensive sustainability reports to keep everyone informed about our ESG initiatives and progress.

Suppliers

Our goal is to have transparent and accountable relationships with suppliers, ensuring timely payments for their services, as well as providing opportunities for growth by working closely together.

We have focused on several key initiatives in our ongoing efforts to improve supplier relations and operations. These include obtaining certifications, reviewing technologies used within the supply chain process, developing new solutions and products, and acquiring software

and hardware tools necessary for efficient operation management. Additionally, we emphasize continuous improvement through training programs while adapting logistics strategies based on market changes or pricing fluctuations. We also implement due diligence protocols when engaging third-party providers to ensure delivery guarantees and sustainability standards are met.

Email correspondence is one of the primary methods to maintain open communication channels with our suppliers at all times, alongside phone support assistance during business hours and attending industry events where face-to-face networking and conversations via virtual meeting platforms occur. Furthermore, we also provide access to our training and supplier development platforms and programs and our whistleblower portal to maintain open lines of communication with all partners involved in our operations.

Employees

We prioritize the well-being and growth of our employees, respecting human and labor rights, providing opportunities for development and advancement, offering competitive salaries, and complying with all legally required benefits.

To achieve these goals, we have focused on several key initiatives: upholding human and labor rights, establishing collective agreements, streamlining internal processes, fostering innovation and creativity within the workplace, promoting emotional stability, and creating opportunities for professional development through various plans or programs in place at our organization. Additionally, we



ensure health & safety certifications are maintained while advancing in performance-based compensation structures.

Maintaining open communication channels with our workforce is essential to us. We utilize various methods, including phone numbers, email addresses, meetings, digital magazines, manuals, training sessions, internal communication networks, employee satisfaction surveys, performance feedback, sustainability reports, and our whistleblower portal.

Media

We understand the importance of providing timely information through transparent processes in accordance with our communication policies and best practices. Our main expectations revolve around ensuring that all stakeholders receive accurate and relevant updates on various aspects of our operations.

Recently, we have focused on addressing key topics and initiatives such as 5G implementation, general technology advancements, investments, connectivity improvements, sustainability efforts, and social responsibility programs. These areas are crucial to maintaining our competitive edge while contributing positively to society.

To facilitate effective communication with all interested parties, we utilize multiple channels, including phone numbers for direct contact, email addresses for written correspondence, press releases for public announcements, press conferences, prompt responses

to information requests from media outlets or individuals, hosting events or meetings where appropriate discussions can take place about specific issues related to the business environment. Additionally, we provide access to our whistleblower portal to report any concerns regarding ethical conduct within the organization, along with regular sustainability reports detailing progress made toward achieving established ESG goals.

Retailers

We aim to foster strong partnerships with our retailers by prioritizing their expectations and implementing initiatives to address their concerns: commercial benefits, training, and growth opportunities, transparency, safe working conditions, and secure payments.

Our focus areas include:

- obtaining certifications for quality assurance,
- investing in network equipment upgrades,
- developing market segments strategies,
- implementing sales tactics,
- providing comprehensive pieces of training on products and services offered by the Company.

Additionally, we actively engage in e-commerce activities to expand our reach while ensuring seamless transactions for all parties involved.

To maintain open communication channels with our distributors, we utilize multiple platforms such as hosting events or meetings (both online and offline), email correspondence exchanges, specialized magazines

articles, phone calls, manuals, and training to support their operations, conducting satisfaction surveys, sharing business policies and guidelines, reporting sustainability performance through annual reports, and providing a whistleblowing portal to address any potential grievances raised within the community.

Investors

We are committed to providing transparency, timely accountability, and profitability to our investors. Climate change strategies, privacy concerns, and cybersecurity measures remain at the forefront of our priorities.

We strive to maintain open communication channels with our stakeholders through various means, such as events, presentations, conferences, financial and operational reports, email correspondence, phone calls, meetings, and web portals.

We have always addressed key topics and several initiatives crucial to our organization's success. These encompass regulation risks, financial performance, sustainability goals, best practices, benchmark and KPIs analysis, along with mergers and acquisitions activities.

Furthermore, we also discussed shareholder distributions, corporate governance standards, and investments in network modernization and projects to foster coverage across our operations.

Authorities

We are committed to compliance with applicable laws, job creation, investment, tax payments, and contributions as well as ensuring coverage and connectivity conditions. We strive to meet these goals while maintaining transparency in all our operations.

To address key issues and initiatives effectively, we focus on several areas, such as connectivity projects and innovation, social programs within communities, regulatory matters, service quality improvement, personal data protection measures, compliance with data protection regulations, and the Foreign Corrupt Practices Act (FCPA).

To facilitate open communication channels between stakeholders involved in these processes, we establish partnerships and agreements, we participate in meetings and audits, we provide accessible contact options like phone numbers, email addresses, our whistleblower portal, and annual sustainability reports to ensure that everyone has access to information they need, and to stay informed about the progress being made towards achieving shared objectives.

Business Chambers and Industry Associations

We strive to create an environment that fosters growth while maintaining ethical standards through transparency, timely information sharing, and the exchange of best practices within industrial associations and chambers, taking into account and in full compliance with antitrust regulation.

Our focus areas include digital transformation, connectivity, access to telecommunication services, regulation, and standardization in the telecom sector. Additionally, we address human rights evaluations for industries as well as climate action initiatives such as circular economy implementation and scope 3 emissions reduction efforts. Furthermore, we assess the impact of telecommunications on Sustainable Development Goals (SDGs) while ensuring adherence to industry standards and regulations.

To facilitate effective communication among stakeholders involved in these endeavors, meetings are held regularly alongside special events where industry information is discussed comprehensively. Our sustainability reports serve as another crucial channel through which pertinent updates are disseminated across all relevant parties.

Community

We are committed to sustainability and strive to contribute positively towards economic and social development by focusing on environmental conservation, ensuring comprehensive coverage and connectivity, as well as providing digital skills to impact the communities where we operate positively.

Our key initiatives include:

- infrastructure modernization,
- health and safety protocols,
- community support programs,
- digital divide reduction efforts,
- training and education opportunities,
- expansion of cultural activities, and
- engagement in environmental care practices.

To maintain transparency with our stakeholders regarding these endeavors, we provide multiple communication channels, including events, meetings, phone numbers, email correspondence, and our whistleblower portal. Additionally, our annual ESG report details the progress made on each initiative.

Universities and Think Tanks

We aim to develop joint research projects, increase specialized training opportunities, and facilitate the access of graduates to formal employment. Our main focus areas include addressing critical issues, such as the digital divide, circular economy, environmental sustainability, cybersecurity, Internet of Things (IoT), comprehensive capacity-building programs, and digital literacy initiatives that empower individuals with essential skills.

We host meetings and special events and establish agreements or alliances to maintain open communication channels and foster collaboration with academia and think tanks. Additionally, we regularly publish sustainability reports highlighting our progress on key initiatives undertaken throughout this journey together.

Appendix B: Risk Management

(201-2)

The following is a list of the most relevant identified risks and are in no particular order.

CLIMATE CHANGE PHYSICAL RISKS

The effects of climate change may put our infrastructure at risk and affect our ability to provide services. Extreme weather events resulting from climate change could directly damage our networks and impact our suppliers' ability to provide us with the products and services necessary to offer reliable network coverage. This could result in delays in network deployment, disruptions in customer services and increased costs, adversely affecting our operating performance.

The potential physical effects of climate change include increased frequency and severity of storms, flooding, wildfires, frost, and sea level rise among other weather phenomena; these could have a significant adverse impact on our business, infrastructure, and financial results. Operational disruptions caused by such physical effects may result in increased costs and loss of revenue due to damage to networks. To cope with these climate risks, we could incur significant costs to improve the resilience of our infrastructure and adopt preparation, response, and mitigation measures. To date, we cannot predict with certainty the amount of potential costs or losses caused by the physical effects of climate change.

NATURAL DISASTERS, EXTREME WEATHER AND OTHER CATASTROPHIC EVENTS SUCH AS WAR, TERRORISM, OTHER ACTS OF VIOLENCE OR ILLNESS

We acknowledge that our operations may be impacted by unforeseen events such as wars, terrorism, international or domestic conflicts (including labor disputes), embargoes, and public health issues (including contamination, food or water shortages, disease outbreaks caused by these factors or the spread of pandemics like COVID-19). Additionally, natural disasters, such as earthquakes, hurricanes, tsunamis, and extreme weather conditions could also affect the countries where we operate. These occurrences have the potential to disrupt our ability to perform tasks and maintain uninterrupted operations which could negatively impact our activities and overall results.

PUBLIC HEALTH CRISES IMPACT, INCLUDING THE COVID-19 PANDEMIC, ON THE GLOBAL ECONOMY AND OUR OPERATIONS

We may face risks associated with public health crises, such as the COVID-19 pandemic. Our business relies on providing products and services to customers across various countries and their ability to utilize and pay for these offers. Consequently, a crisis like the COVID-19 pandemic

could significantly affect our business operations by altering customer usage patterns of our products and services, employee service provision capabilities, as well as partner and supplier products and services provision capabilities.

Furthermore, such crises can amplify existing risks within ordinary circumstances, including those related to supplier/vendor relationships, economic slowdowns, regulatory aspects, and financing costs/availability. The unpredictability surrounding the severity of pandemics makes it challenging for us to forecast its impact on future performance accurately.

Ultimately, numerous factors beyond our control determine how severely we are affected by events like the COVID-19 pandemic; hence predicting outcomes remains uncertain at best. As an organization committed towards resilience amidst adversity, we will continue striving towards mitigating potential impacts from unforeseen health crises moving forward.

EXPECTATIONS OF OUR STAKEHOLDERS REGARDING ESG PRACTICES

As a company, we recognize the growing importance of environmental, social, and corporate governance (ESG) practices in today's business landscape. We understand that our stakeholders' ESG expectations are constantly evolving and that failure to adapt or meet these expectations could negatively impact us. In addition, if we fail to meet these expectations, confidence in our brands may diminish and our ability to access sources of financing may also be compromised.

To address this concern effectively and proactively manage ESG risks and opportunities within our organization, we have established an Executive Sustainability Committee responsible for leading our Sustainability Strategy. This committee focuses on standardizing best practices across all aspects of sustainability while aligning criteria to enhance the quality of reporting provided by us. By doing so, we aim to maintain transparency with stakeholders as well as demonstrate commitment towards achieving significant sustainability goals.

STRONG COMPETITION IN THE TELECOMMUNICATIONS SECTOR

We are currently facing intense competition in the markets in which we operate. This is expected to grow due to emerging operators, advancements in technology and products, as well as industry convergence. The telecommunications sector may also consolidate further as operators seek cost reduction measures and

additional radio spectrum access. Consequently, larger competitors with more resources could emerge.

Our competitors might employ various strategies such as offering higher subsidies for mobile phone purchases or paying increased commissions to distributors. They could provide free airtime or other services like internet access while adopting competitive pricing through bundled service packages. Additionally, they may expand their networks at faster speeds or develop new technologies including 5G LTE.

This heightened competition can create more options for users, resulting in client migration between different providers, making it difficult for us to retain existing clients or attract new ones; this may increase costs related to acquiring customers, potentially affecting profitability.

Our ability to thrive in the competitive market relies on several factors, including our network coverage and service quality, pricing strategies, customer service, effective marketing initiatives, and success in offering double-play, triple-play and quadruple-play packages. Furthermore, we must be able to anticipate and adapt to various elements that influence competition within the telecommunications sector such as new services or technologies emergence; consumer preferences shift; demographic trends; economic conditions; and competitors' pricing tactics.

To maintain revenue growth and profitability levels it is crucial for us not only to attract new clients but also increase usage of our existing services while introducing innovative solutions.

Our primary focus has always been achieving cost reduction alongside operational efficiency improvements, while continue investing in infrastructure development ensuring sustained leadership through high-quality offerings at competitive prices. Additionally, enhancing customers' experience remains vital for maintaining brand loyalty which contributes towards increased preference among consumers.

OBJECTIVES AND SERVICE QUALITY STANDARDS

Our concession terms outline specific objectives such as ensuring minimum call completion rates, regulating circuit occupancy percentages, guaranteeing operator availability, and promptly addressing repair requests. Failure to meet service quality obligations could lead to significant fines from regulatory authorities.

To provide our clients with the best possible quality of service, we continuously invest in modernizing our networks and expanding their capacity. However, it is important to note that factors beyond our control may impact on our ability to meet these requirements in the future. While we always strive for excellence, we cannot guarantee that every objective will be met consistently due to such external influences.

CHANGES IN THE REGULATORY ENVIRONMENT

As a company, we operate under extensive government regulations and are subject to potential legislative and regulatory reforms as well as changes in policies. Our concession titles, as well as the construction, operation, sale, resale, and interconnection arrangements for telecommunications systems vary locally in their



regulation by governmental or regulatory authorities. We acknowledge that any of these authorities could introduce new provisions or measures that may negatively impact on our operations, including rate regulation.

We also recognize that the implementation of new regulations, such as environmental, labor and tax policies or antitrust rules might influence various aspects of our operations. It is difficult for us to predict how modifications made on existing measures or imposition of regulatory actions will impact our operational results.

In some countries where we operate there may be preferences towards domestic ownership over foreign investors when it comes down to granting concessions for the provision of communications services. These changes in regulation could potentially hinder further development, leading to loss of revenues and forcing capital investments, which could have a significant adverse effect on our activities and operations.

REGULATION ON DOMINANT OPERATORS

We are subject to various regulatory authorities that have the power to impose specific measures on operators deemed by these authorities as having substantial market power. These may include measures, in aspects such as rates (including termination and interconnection rates), quality of service, access to active or passive infrastructure, and provision of information.

We cannot predict what actions regulators might take if they determine that any of our subsidiaries holds considerable influence in the markets where we operate. Unfavorable determinations for our subsidiaries could result in considerable restrictions on their operations.

REGULATION ON NET NEUTRALITY

As a company, we believe in the principle of an open Internet, where clients can access services, applications, and content without discrimination. To maintain quality and diversity in this access, traffic management and network administration are essential.

We recognize that strict regulation could hinder efficient operation by limiting our ability to manage necessary network resources. This may negatively impact innovation and slow down the introduction of new services and applications.

Conversely, flexible regulation based on general principles regarding net neutrality provides legal certainty needed for promoting investment in robust infrastructure. Such investments will help us meet challenges posed by exponential data growth from telecommunications networks as well as emerging technologies like 5G or IoT (Internet of Things).

ZERO RATING

As an industry, we recognize the potential of Zero-Rating to bridge the digital divide and contribute to development in areas such as education, health, and training. This practice allows users to access certain Internet services without additional costs or depleting their data quota under specific conditions.

However, we are aware that our operations may face claims for these practices depending on the applicable regulatory framework. To mitigate these risks and maintain a fair market environment for all parties involved, we adhere strictly to applicable regulations and on principles of transparency, fairness, and non-discriminatory treatment.

PAID PEERING & FREE PEERING

We strive to ensure the efficient exchange of Internet traffic by adhering to high domestic and international performance standards. Our goal is to consistently provide our clients with optimal capacity, speed, and availability.

To accomplish this objective, we continuously establish and maintain agreements for both direct (peering) and indirect (transit) exchanges of Internet traffic with various Internet Service Providers (ISPs).

ADDITIONAL RADIO SPECTRUM CAPACITY AND NETWORK UPGRADES

The acquisition of radio spectrum concessions is crucial for our growth and the operation and deployment of our networks. This includes implementing new generation technologies such as 5G LTE to provide enhanced data services and value-added services. We primarily obtain these concessions through public auctions held by governments in the countries where we operate.

In many of these nations, participating in radio spectrum auctions requires prior government authorization, and we may face maximum limits on the amount of spectrum we can acquire. The inability to secure additional radio spectrum could negatively impact the quality of our network and services, limit our capacity to meet user demands, and affect our competitive edge.

If acquiring more capacity within the radioelectric spectrum proves challenging, one option would be increasing network density by constructing new radio bases and switching centers. However, this approach is not only costly but also subject to local regulatory restrictions;



it may not fully address all the Company's needs either. To improve service quality across telecommunications industries further still, we actively participate in industry associations that advocate for better allocation policies regarding spectrum.

CONCESSIONS AND LICENSES FOR FIXED PERIODS

Our concessions and licenses have set expiration periods that typically range from 5 to 20 years. While these are subject to renewal upon payment of applicable fees, there is no guarantee that we will obtain the necessary extensions. The loss or failure to extend any concession could significantly impact our activities and results of operations. Our ability to secure these extensions, as well as their terms, depends on numerous factors beyond our control such as regulatory and political environments at the time. The amount paid for rights is established when granting respective extensions; however, certain conditions may require us to adhere to new and more stringent service requirements.

In some countries where we operate under specific circumstances (particularly regarding fixed services), we may be compelled by governments' regulations to transfer assets related with exploiting concessions into government hands; yet methods for calculating appropriate considerations vary across jurisdictions. There remains uncertainty about whether most governments in which we operate would enforce this obligation or how they would interpret corresponding dispositions.

As a company operating in various countries, we acknowledge that regulatory authorities have the power to revoke or seize concessions under specific circumstances. These may include non-compliance with obligations outlined in concession titles, natural disasters, war, significant public order disruptions, imminent threats to national security or internal peace of the country and economic stability. In such cases, our networks and facilities could be seized by governments while utilizing our personnel to ensure continuity of services provided.

CHANGES IN THE TELECOMMUNICATIONS SECTOR

As a company in the telecommunications sector, we are constantly adapting to major changes brought about by new technologies that offer our users an extensive range of communication options. These transformations encompass regulatory reforms, evolving industry standards, continuous enhancement of digital technology capacity and quality, shorter development cycles for new products, advancements in clean technologies and renewable energy sources as well as changing end-user needs and preferences.

The growth rate of user demand along with the extent to which prices for airtime, broadband services, Pay TV services and fixed line fees will continue to decline remains uncertain. Our growth is increasingly reliant on revenues generated from data services; therefore, it is crucial that we maintain a competitive edge when providing high-quality broadband and Internet access services. If we fail to keep up with technological advances either timely or cost-effectively, there is the potential risk of losing clients to competitors.

To develop new offerings within this dynamic sector requires us not only anticipating but also responding effectively to diverse customer demands while continuously investing significant capital into maintaining modern networks capable of expanding coverage areas, and absorbing growing broadband service demands.

Adapting swiftly towards emerging technologies is essential too; however, predicting trends accurately or gauging success rates can be challenging at times, due partly to legal or regulatory restrictions during introduction phases, leading to increased implementation costs if market acceptance is not achieved quickly enough thereby, adversely affecting client retention/attractiveness levels overall.

This applies to many of the services we provide, including wire-based/wireless technologies.

HEALTH RISK CONCERNS

The use of portable communication devices has been alleged to carry health risks, -including the risk of developing cancer-, due to the radio frequencies they emit. We understand that mobile telecommunications companies have faced lawsuits regarding adverse health effects and acknowledge that our subsidiaries may face similar litigation in the future. In response to this concern, we closely monitor updates from government authorities on regulations related to electromagnetic emissions generated by portable communication devices and base stations.



Our top priority is ensuring the health and safety of our customers and users. To achieve this goal, we commit to comply with international recommendations and guidelines concerning electromagnetic fields across all our technologies as per levels approved by organizations such as World Health Organization (WHO) and International Commission for Non-Ionizing Radiation Protection (ICNIRP). Furthermore, we require equipment suppliers to adhere strictly to applicable technical regulations and standards related to exposure to electromagnetic fields and radio frequencies.

CORRUPTION, BRIBERY AND MONEY LAUNDERING

As a company operating in multiple countries, we face complex regulatory frameworks that are becoming increasingly stringent. Our corporate governance practices and compliance processes may not always be sufficient to prevent violations of applicable laws, regulations, accounting, or corporate governance standards. Non-compliance could harm our reputation, result in significant fines or penalties, and negatively impact on our operations, as well as access to financial markets. We acknowledge the potential risks associated with breaches of our code of ethics, anti-corruption policies, business conduct protocols and any fraudulent or dishonest behavior or corrupt practices by our employees, contractors, or other representatives.

To address these challenges effectively and mitigate their impacts on our organization's integrity and performance; we have implemented an Integrity & Compliance Program

alongside other preventive measures such as developing anti-corruption policies and clauses for contracts with third parties. Additionally, conducting due diligence processes for third-party engagements is a key part of this program, along with ensuring transparency within the Company structure at every level possible.

Finally, we maintain ethical values throughout our operation process, by including mandatory online anti-corruption training courses for all our employees.

SERVICE INTERRUPTIONS AND SYSTEM FAILURES

We strive to provide our clients with continuous and reliable service through our network. However, our network and infrastructure are exposed to various risks such as physical damage, power interruptions, natural disasters, climate change, malicious actions like theft or misuse of client data, limitations on base station usage, software defects in computer programs, human errors, civil unrest, and other interferences beyond our control.

In the past experiences have shown that natural disasters like hurricanes and earthquakes can impact operations significantly. We have implemented several measures aimed at reducing these risks; however complete prevention against system failures cannot be guaranteed. Such failures may lead to service interruptions, decreased capacity for users, increased expenses, legal liabilities, loss of current and potential clients, reduced traffic levels, lower revenues, damaging our operations and our reputation, among other consequences.

CYBERSECURITY INCIDENTS AND OTHER NETWORK BREACHES

We have witnessed the evolution and increase in sophistication of cybersecurity incidents and tactics aimed at breaching critical systems to exploit sensitive information. We employ various measures to prevent, detect, and mitigate these threats; however, there is no guarantee that our efforts will always be successful. Cybercrimes, such as server overloads from attacks targeting legitimate users' access, thefts through social engineering practices or phishing schemes, ransomware infections or other unauthorized system intrusions, can lead to destruction or misuse of personal data.

The ever-changing nature of cybersecurity incidents makes detection and prevention challenging for us, as well as for our service providers and clients. Breaches or damage within our systems could result in data loss, restricted access to affected systems along with operational interruptions. Should any such event occur, it may negatively impact both mobile and fixed networks, which would adversely affect our operations' performance.

Cybersecurity incidents can lead to various costs and consequences. These may encompass heightened expenses for information security measures, potential harm to our reputation, or even the loss of customers and partners. In turn, this could result in financial losses, as we implement remedial actions and address liabilities, such as litigation and penalties.



We understand that any of these situations could significantly impact us. Therefore, it is crucial for us to remain vigilant in safeguarding our digital assets, while continuously improving upon existing security protocols, to mitigate risks associated with cyber threats effectively.

PROPER MANAGEMENT OF PERSONAL DATA

We handle vast amounts of personal data belonging to our clients and employees. This places us under numerous regulatory requirements concerning compliance, security, privacy, and quality in managing this information. Inadequate management of personal data may result in mishandling or loss of sensitive information, which could lead to investigations or sanctions by regulatory authorities as well as increased cybersecurity risks. We are subject to regulations regarding the privacy of personal data across the countries where we operate; adhering to these rules can expose us to higher costs and restrict our ability to transmit data between certain jurisdictions, potentially impacting our operations negatively.

To address these challenges effectively, we have taken steps towards strengthening our data governance through robust privacy policies and processes. These measures include implementing comprehensive training programs and certifications aimed at preventing violations, while ensuring that everyone within the organization complies with the highest international standards for handling sensitive information securely.

CHANGES IN THE JOB MARKET

As a company operating in the highly competitive telecommunications sector, we recognize that attracting and retaining top talent is crucial for our success. The pandemic has intensified this challenge, as digital transformation across industries increases demand for skilled professionals in various sectors. Additionally, employees now prioritize non-financial goals such as work-life balance and flexible work models over higher salaries, further increasing competition among companies to secure the best talent.

Our future success relies heavily on our ability to hire, motivate, develop, and retain talented individuals throughout all levels of our organization – from entry-level positions up to executive management roles. Failure to do so could hinder execution of strategic plans or result in significant costs associated with identifying suitable replacements if key personnel leave the company. This loss of experience and expertise may impact revenue growth and profitability.

To address these challenges, we have focused on strengthening our purpose-driven culture by reviewing both our Company's mission statement and communication strategy this year. By ensuring that every employee understands their role within the larger context of achieving sustainable growth through shared values and objectives; we aim not only to attract but also to inspire loyalty amongst current staff members who are essential contributors towards realizing long-term organizational goals.

LABOR UNIONS

Many of our workers are unionized. An increase in benefits (including salaries) could affect our profitability and/or increase our financial needs. We have collective bargaining agreements with these unions, establishing labor conditions such as wages and benefits. To calculate our obligations related to employees, including their retirement benefits, we use actuarial methodologies based on assumptions such as discount rate and salary increase.

We periodically evaluate both the actuarial methodologies and the valuation of assets associated with such benefits. In this process we rely on the support of external specialists to guarantee a correct valuation of the updated financial statement regarding the future compliance of these obligations.

It is important to mention that the costs derived from the payment to employees are significant and can be influenced by several factors: legal or regulatory changes; strikes; contractual negotiations; increases in medical expenses; variation of the legal minimum wage in force or other relevant economic aspects (such as rates of return on funds destined to the payment of certain rights). Any adverse changes may limit our ability to operate in the competitive market in which we operate.

KEY PLAYERS IN THE VALUE CHAIN

We rely on several key suppliers for essential resources such as mobile phones, network equipment, and services to expand and operate our business. If these suppliers fail to deliver in a timely manner, we may face

service interruptions that could negatively impact on our revenues and operational results. This could also lead to non-compliance with the conditions stated in our concession titles.

Government or regulatory authorities' actions concerning certain suppliers can affect us as well. For instance, some governments are currently conducting regulatory reviews of specific international providers of network equipment and technologies to assess potential risks. We cannot predict the outcomes of these assessments, or any restrictions imposed on our main suppliers; therefore, it is difficult for us to foresee how such limitations would influence our operations.

To identify third-party risks within the value chain effectively, we categorize critical aspects of the business into four groups: major business partners, non-replaceable business partners, critical component business partners, along with those presenting environmental risks or concerns related to issues like money laundering or corruption.

In addition, through our Integrity and Compliance Program, we have developed a Due Diligence Protocol with Third Parties focused on strengthening risk management in our value chain.

GENERALIZED INFLATION

Inflationary cost pressures may affect the construction of our networks, and our financial condition and operating results. As part of our telecommunications and technology services, we sell telephone devices, mobile data cards, as

well as office and home wireless equipment manufactured by various suppliers. We depend on the constant supply of products such as network and wireless equipment directly or indirectly through other suppliers.

The costs associated with these goods have increased rapidly due to factors beyond our control: market conditions; fluctuating demand; volatility in prices of raw materials used in their manufacture; weather phenomena; climate change; energy (including military conflicts); foreign currency exchange rate fluctuations; supplier capabilities; governmental actions; import and export requirements (tariffs). Although we cannot predict how these pressures will impact our future supply capacity, we anticipate inflationary persistence in 2023.

Our measures to counteract economic pressures, such as increasing selling prices on some products and services, may not be successful. Price increases could result in a decrease in sales volumes, as during difficult economic periods, consumers may be less likely to pay differences in our prices and choose to buy cheaper products or stop purchasing them. If these increases are not sufficient to adequately and timely address cost growth or result in significant reductions in sales, our financial activities and operating results could be affected.

In addition, we may not be able to offset cost increases through initiatives focused on productivity and savings. On the other hand, generalized inflation could have an adverse impact on our customers' purchasing power with respect to our products and services offered.

CHURN RATE

If we face the challenge of an increase in the rate of user deactivations, we could have an adverse effect on our operations. It is important to note that the cost involved in acquiring new users is higher than maintaining existing users; therefore, deactivations could significantly affect our revenues even if we succeed in attracting new customers. Most of our users subscribe to prepaid plans with no long-term contracts.

In recent years, our consolidated deactivation rate has remained stable at 3.2%. However, any future increases could negatively impact on our ability to generate higher revenues and sustainable growth. It is therefore crucial to constantly monitor this metric and take proactive measures to minimize its impact.

In addition to the inherent risk associated with natural churn among mobile consumers (churn), external factors such as a deteriorating economic situation can also influence this key business performance indicator (KPI). This may be especially relevant for those subscribers tied to our prepaid plans due to the lower contractual commitment required for these services versus other more rigid or durable contractual models currently offered within the market.

ECONOMIC, POLITICAL AND SOCIAL CONDITIONS

Our financial performance may be influenced by the economic, political, and social situations in the markets where we operate.

Various factors can impact our performance, such as government influence on each country's economy; fluctuations in economic growth; high levels of inflation or hyperinflation; currency fluctuations; exchange controls or restrictions for transferring resources abroad; local interest rate increases; price controls; changes in government policies regarding economics, fiscal, labor issues, among others; establishment of trade barriers; changes in laws or regulations; and general instability including civil unrest.

Unfavorable economic, political, and social conditions may hinder the demand for telecommunications services, create uncertainty about the environment in which we operate, affect our ability to obtain or renew concessions and authorizations, or to maintain or increase our profitability or market share, or affect our efforts to make acquisitions in the future, all having adverse effect on us. Additionally, perceptions of risk in the countries in which we operate could adversely restrict our access to financial markets.

It is important to note that we cannot predict policy changes, nor their potential impacts on our operations.

CHANGES IN FISCAL REGIME

We operate in multiple countries and are subject to tax regulations in each of these jurisdictions. We recognize that future reforms in such regulation could have significant impacts on our business operations.

In compliance with all applicable tax laws and regulations within the countries where we conduct our activities, we ensure that no structures aimed at tax evasion are utilized. Our commitment is to maintain transparency and adhere strictly to legal requirements for taxation purposes across all regions where we operate.



FOR FURTHER INFORMATION REGARDING JUDICIAL, FISCAL, FINANCIAL AND SHAREHOLDER RISK FACTORS PLEASE GO TO [OUR ANNUAL REPORT 20-F](#).

Appendix C: Contribution to UNSDGs and to the Principles of the UN Global Compact




Since 2016, América Móvil and our subsidiaries have made a tangible effort to comply with the **Ten Principles of the Global Compact** and align our operation to them. These are the Principles and the initiatives we are implementing to address each of them:






Principle	Company disclosure
1. COMPANIES MUST SUPPORT AND RESPECT THE PROTECTION OF INTERNATIONALLY PROCLAIMED HUMAN RIGHTS.	Go to the Human Rights section in this Report, page 63.
2. BUSINESSES MUST ENSURE THAT THEY ARE NOT COMPLICIT IN HUMAN RIGHTS ABUSES.	Go to the Human Rights section in this Report, page 63.
3. COMPANIES MUST DEFEND FREEDOM OF ASSOCIATION AND THE EFFECTIVE RECOGNITION OF THE RIGHT TO COLLECTIVE NEGOTIATION.	Go to our Code of Ethics and our Human Rights Policy
4. BUSINESSES SHOULD ADVOCATE FOR THE ELIMINATION OF ALL FORMS OF FORCED AND COMPULSORY LABOR.	Go to our Code of Ethics and our Human Rights Policy
5. BUSINESSES MUST ADVOCATE FOR THE EFFECTIVE ABOLITION OF CHILD LABOR.	Go to our Code of Ethics and our Human Rights Policy
6. BUSINESSES SHOULD ADVOCATE FOR THE ELIMINATION OF DISCRIMINATION REGARDING EMPLOYMENT AND OCCUPATION.	Go to the Human Rights section in this Report, page 63 and to our Equality & Respect Policy .
7. BUSINESSES SHOULD SUPPORT A PREVENTIVE APPROACH TO ENVIRONMENTAL CHALLENGES.	Go to our Environmental Policy , and to the Third Party Due Diligence Protocol section in this Report, page 61, as well as to the Climate Related Risks Appendix L, page 136.
8. BUSINESSES SHOULD TAKE INITIATIVES TO PROMOTE GREATER ENVIRONMENTAL RESPONSIBILITY.	Go to our Environmental Policy ; to the Third Party Due Diligence Protocol section in this Report, page 61; to Enabling a Better Planet section of this Report, page 15; and to the Climate Related Risks Appendix L, page 136.
9. COMPANIES SHOULD PROMOTE THE DEVELOPMENT AND DISSEMINATION OF ENVIRONMENTALLY FRIENDLY TECHNOLOGIES	Go to Enabling a Better Planet section of this Report, page 15; as well as to the Climate Related Risks Appendix L, page 136.
10. BUSINESSES SHOULD WORK AGAINST CORRUPTION IN ALL ITS FORMS, INCLUDING EXTORTION AND BRIBERY.	Go to our Code of Ethics , our Anti-corruption Policy and the Anti-Corruption practices section in our Sustainability Website.

Contribution to the UN SDGs

At América Móvil, we seek to actively contribute to the achievement of the Sustainable Development Goals of the United Nations 2030 Agenda. Therefore, we have aligned our materiality and identified key projects that could contribute to the SDG goals.

As one of the leading telecommunications operators worldwide and given our geographic footprint, we have the opportunity to have a significant impact on at least these 10 goals:

AMÉRICA MÓVIL PROGRAMS	SUSTAINABLE DEVELOPMENT GOALS INDICATOR	2022 PROGRESS
 <ul style="list-style-type: none"> • Aprende.org • Khan Academy in Spanish • PruébaT • Capacitate para el Empleo 	<p>4.1.1 Proportion of boys, girls and teenagers who, a) in the second and third grades, b) at the end of elementary education and c) at the end of lower middle school education, have reached at least a minimum level of proficiency in i) reading and ii) mathematics, by gender.</p> <p>4.3.1 Participation rate of youth and adults in academic and non-academic education and training in the last 12 months, broken down by gender.</p> <p>4.4.1 Proportion of youth and adults with information and communication technology (ICT) skills, broken down by type of technical skills.</p>	<p>4.11 This is the number of students that used PruébaT as a tool to enhance their proficiency in reading and math: a) in the second and third grades: 20.21% (+1.2M students). b) in the fifth and sixth grades: 23.94% (+1.4M students). c) at the end of lower middle school: 21.67% (+1.2M students). Of the total students in the platform, 30.88% were girls and 27.02% were boys.</p> <p>4.3.1 Academic Education: Men 16.92%/Women 18.39%; Non Academic Education: Men 46% / Women 54%;</p> <p>4.4.1 By the end of 2022, 4,402,943 people had been trained to develop digital skills in our platform, which exceeds 35% of the total registered users in 2022. For details on the kind of digital skills please go to Appendix F of this document.</p>
 <ul style="list-style-type: none"> • Code of Ethics and Diversity and Inclusion Policy • Labor Equality Distinction • Digital Divide Projects 	<p>5.5.2 Proportion of women in management positions.</p>	<p>5.5.2 By the end of 2021, at América Móvil, the proportion of women in all management including junior, middle, senior, and executive positions was 38%.</p>
 <ul style="list-style-type: none"> • Labor Benefits • Health and Safety Programs and Certifications 	<p>8.5.1 Average hourly earnings of employees, broken down by gender, occupation, age and people with disabilities.</p> <p>8.8.1 Fatal and non-fatal occupational injury frequency rates, broken down by gender and immigration status.</p>	<p>8.5.1 Please go to Appendix E of this document.</p> <p>8.8.1 Please go to Appendix E of this document.</p>

	AMÉRICA MÓVIL PROGRAMS	SUSTAINABLE DEVELOPMENT GOALS INDICATOR	2022 PROGRESS
	<ul style="list-style-type: none"> • Digitization of customer service channels • Research and development • Infrastructure • Solutions for reducing emissions and consumption of energy and fuel 	<p>9.4.1 CO₂ emissions per unit of added value</p> <p>9.c.1 Proportion of the population with mobile network coverage, broken down by technology.</p>	<p>9.4.1 0.19 Tons de CO₂e per Terabyte streamed.</p> <p>9.c.1 Please go to Internet Access in Chapter "Enabling a Better Planet" of this document.</p>
	<ul style="list-style-type: none"> • Code of Ethics • Diversity and Inclusion Policy • Whistleblower Portal 	<p>10.3.1 Proportion of the population that declares that they have felt personally discriminated against or harassed in the last 12 months for reasons of discrimination prohibited by international human rights law.</p>	<p>10.3.1 From the total complaints received in our whistleblower portal during the year, 4.8% were related to unequal or discriminatory treatment, 16.1% to workplace harassment and 3% to sexual harassment.</p>
	<ul style="list-style-type: none"> • Environmental Policy • Waste management 	<p>11.6.1 Proportion of urban solid waste collected periodically and with a proper final discharge, compared with the total urban solid waste generated, broken down by city.</p>	<p>11.6.1 Please go to Appendix D.</p>
	<ul style="list-style-type: none"> • Recycling and reuse of mobile devices and accessories 	<p>12.5.1 Domestic recycling rate, in tons of recycled material.</p>	<p>12.5.1 Please go to Appendix D.</p>
	<ul style="list-style-type: none"> • UN Pledge to Limit Climate Change to 1.5°C • Climate change strategy • Commitment to move towards being carbon neutral by 2050 • Response to natural disasters and humanitarian crises 	<p>13.2.2 Year-over-year greenhouse gas measurements.</p>	<p>13.2.2 During 2022, our greenhouse gas emissions totaled 4,947,072 tons of CO₂e (Market based), of which 305 thousand tons of CO₂e correspond to emissions of scope 1, 1.9 million tons of CO₂e from emissions of scope 2, and 2.6 million tons of CO₂e of scope 3.</p>

	AMÉRICA MÓVIL PROGRAMS	SUSTAINABLE DEVELOPMENT GOALS INDICATOR	2022 PROGRESS
	<ul style="list-style-type: none"> Conservation of biodiversity with the WWF - Telmex Telcel Foundation Alliance: Sea of Cortez 	<p>14.a.1 Proportion of total research budget allocated to research in the field of marine technology.</p> <p>14.5.1 Coverage of protected areas in reference to marine areas.</p>	<p>14.a.1 \$2,350,000 Mexican pesos have been allocated to research in marine technology, including satellite tracking, photo identification, and machine learning modeling.</p> <p>14.5.1 Contribution to protecting 56,214 acres (22,749.08 hectares) in the Bahía de La Paz for the Whale Shark Refuge. Bahía de la Paz is 440,000 acres (178,000.00 hectares) size. The collaboration with RABEN/ECOBAC permitted the rescuing of entangled whales in Bahía de La Paz, Laguna San Ignacio, Bahía Banderas, and Los Cabos. These areas are part of migratory corridors for whales and connect important natural protected areas such as the Vizcaino Biosphere Reserve 6,290,571.3 acres (2,546,790 hectares), the National Parks of the Marine Portion of Espiritu Santo Archipelago (120,226 acres (48,654 hectares) Cabo Pulmo, 17,571 acres (7,111 hectares) and Islas Marietas 3417 acres (1,383 hectares), as well as the Protection Area for Flora and Fauna of Cabo San Lucas 9,874 acres (3,996 hectares). In addition, we support monitoring in the Islas Marias Biosphere Reserve, which has an area of 1,920,750,785 (777,300,265 hectares).</p>
	<ul style="list-style-type: none"> Conservation of biodiversity with the WWF - Telmex Telcel Foundation Alliance: Jaguar and Monarch Butterfly Conservation 	<p>15.2.1 Progress in sustainable forest management.</p> <p>15.a.1.b Financing through economic instruments relevant to diversity.</p>	<p>15.2.1 See results achieved through the Conservation Program for the Monarch Butterfly and Jaguar Conservation Program in Chapter "Enabling a Better Planet/Biodiversity".</p> <p>15.a.1.b For 17 years, we have been steadfast in our commitment to safeguarding jaguars in Mexico through our collaboration with the National Alliance for Jaguar Conservation and WWF-Telmex Telcel Foundation Alliance. Our focus lies on promoting, nurturing, and preserving this magnificent species and its natural habitat by implementing projects that reinforce environmental policies while fostering connections among various sectors of society to ensure conservation efforts extend beyond just jaguars but also their prey and habitats. Nationally, we have convened 40 experts for an assessment of jaguar populations and public policy surrounding environmental issues; collaborated with the federal government to establish connections between societal sectors; produced numerous publications such as books, scientific papers, educational materials on jaguar ecology and conservation; founded the National Alliance for Jaguar Conservation which has had a significant impact across Mexico and America; conducted two comprehensive National Censuses of Jaguars in Mexico by partnering with over 50 experts specializing in ecology, conservation, and environmental education – all within the wireless telecommunications industry context.</p>

Appendix D: Environmental Indicators

ENERGY

(302-1)

COUNTRY/REGION	2019 (MWH consumed)	2020 (MWH consumed)	2021 (MWH consumed)	2022 (MWH consumed)
Mexico ¹	2,320,115	2,342,374	2,310,211	2,308,120
Brazil	1,379,276	1,383,779	1,442,714	1,467,856
Colombia ²	430,472	462,572	491,255	562,520
Southern Cone	271,831	275,727	276,455	295,008
Andean Region	233,771	280,991	310,778	325,509
Central America	356,048	384,973	384,756	400,855
Caribbean	258,289	267,046	265,924	267,275
Europe	714,388	763,111	803,948	855,734 ³
Total (MWH)	5,964,190	6,160,573	6,286,041	6,482,877
Total (GJ)	21,471,084	22,178,063	22,629,747	23,338,361
% Renewables			21%	29%
% Grid Electricity³			79%	71% ⁴

This year, our overall energy consumption was 6.4 million megawatt hours (MWh), 29% of which came from renewable energy, and 71% from the grid.

Our methodology is aligned with GHG Protocol, our calculations are based on emissions factors that come from official sources. For more detail, please refer to the Emissions section of this chapter.

(302-3)

YEAR-ON-YEAR ENERGY (MWH) BY TERABYTE STREAMED ON THE NETWORK				
	2019	2020	2021	2022
Traffic in TBs⁵	5,670,692	8,495,226	9,575,032	11,935,561
Energy per TBs	1.09	0.75	0.68	0.54

DATA CENTER EFFICIENCY

AVERAGE POWER USAGE EFFECTIVENESS (PUE)	ICT population defined as a percentage of the total compute resources	2019	2020	2021	2022	TARGET FY 2022
Average PUE		2.43	2.03	1.70	1.95 ⁶	2
Coverage (% of total ICT population)	43	36.13	48.89	56.25		

SHARE OF RENEWABLE ENERGY IN DATA CENTERS

DATA CENTER ENERGY USAGE	2019	2020	2021	2022	RENEWABLE ENERGY TARGET FY 2022
Total energy used in data centers (MWh)	288	90	145.21	97.74	
Percentage of renewable energy (% of total energy)	35	16.6	12.88	38.34	25

¹ Includes: Telmex, Telcel, AMCO, Sección Amarilla, Telvista, Global Hitss, Claro Pay, Claro Enterprise Solutions, Hitss Inc., LATAM Telecommunications.

² Includes: Claro Colombia and Global Hitss Colombia.

³ Of these, 35,238 MW come from steam.

⁴ Consumption that comes from combined cycle plants in Mexico (16% of total consumption).

⁵ Terabyte per second and traffic in TBs excludes TracFone, Claro Panamá and Claro Chile.

⁶ The increase is due to the fact, AMX has added mobile locations (Centrals) that coexist with Data Centers.

FUEL CONSUMPTION¹

(302-1)

2022 FUEL CONSUMPTION PER COUNTRY/REGION							
COUNTRY/REGION	Gasoline (lts)	Diesel (lts)	Biodiesel (lts)	LP Gas (lts)	Ethanol (lts)	CNG (M3)	Natural Gas (M3)
Mexico	38,758,429	3,428,551	-	365,171	-	-	-
Brazil	6,795,271	2,993,646	-	-	2,740,511	-	-
Colombia	685,653	10,182,861	-	-	-	-	-
Southern Cone	71,450	926,488	3,063	-	-	-	24,132
Andean Region	540,970	1,932,231	-	-	-	-	-
Central America	1,448,605	7,052,356	-	-	-	-	-
Caribbean	2,681,595	10,115,059	-	118,347	-	-	-
Europe	1,323,948	5,122,644	-	132,876	-	1	1,409,496
Total	52,305,921	41,753,836	3,063	616,394	2,740,511	1	1,433,628

YEAR-ON-YEAR TOTAL FUEL CONSUMPTION BY TYPE				
TYPE	2019	2020	2021	2022
Gasoline (lts)	54,123,480	46,662,044	50,986,424	52,305,921
Diesel (lts)	47,319,360	45,443,939	42,647,699	41,753,836
Biodiesel (lts)	369,238	56,324	18,033	3,063
LP Gas (lts)	774,500	630,092	623,191	616,394
Bioethanol (lts)	5,451,317	4,200,069	-	-
Ethanol (lts)	-	-	2,629,748	2,740,511
CNG (m3)	4,487	3	15	1
Natural Gas (m3)	1,369,057	1,328,798	1,485,188	1,433,628

¹ All our fuels are sourced from non-renewable sources.

WASTE MANAGEMENT¹

(306-2, 306-4, 306-5)

2022 NON-HAZARDOUS WASTE BY DISPOSAL METHOD PER COUNTRY/REGION						
COUNTRY/ REGION	Recycled (Tons)	Reused (Tons)	Landfill (Tons)	Incinerated (Tons)	Energy Recovery (Tons)	Total (Tons)
Mexico	3,815	8	315	-	-	4,138
Brazil	2,546	-	54	-	32	2,632
Colombia	2,605	-	540	9	-	3,154
South Cone	1,156	-	2,767	-	-	3,923
Andean Region	484	-	-	-	-	484
Central America	2,409	-	-	-	-	2,409
Caribbean	1,929	152	62	-	-	2,143
Europe	3,993	-	408	-	-	4,401
Total	18,937	160	4,146	9	32	23,284

YEAR-ON-YEAR TOTAL WASTE BY DISPOSAL METHOD				
DISPOSAL METHOD	2019	2020	2021	2022
Recycled (Tons)	19,215	15,424	16,147	18,937
Reused (Tons)	168	566	121	160
Landfill (Tons)	3,740	5,033	4,672	4,146
Incinerated (Tons)	1,150	957	1,421	9
Energy Recovery (Tons)	-	-	-	32
Total (Tons)	24,274	21,980	22,361	23,284

YEAR-ON-YEAR TOTAL WASTE BY DISPOSAL METHOD						
Year		Recycled	Reused	Landfill	Incinerated	Total
2021	Waste (Tons)	16,147	121	4,672	1,421	22,361
	Percentage	72%	1%	21%	6%	100%
2022	Waste (Tons)	18,937	160	4,146	9	23,284
	Percentage	81%	1%	18%	0%	100%

2022 RECYCLING RATE PER COUNTRY/REGION			
COUNTRY/REGION	Recycled (Tons)	Total Waste (Tons)	Recycling Rate
Mexico	3,815	4,138	92%
Brazil	2,546	2,632	97%
Colombia	2,605	3,154	83%
Southern Cone	1,156	3,923	29%
Andean Region	484	484	100%
Central America	2,409	2,409	100%
Caribbean	1,929	2,143	90%
Europe	3,993	4,401	91%
Total	18,937	23,284	81%

¹ All waste is managed off-site.

WATER

(303-5)

YEAR-ON-YEAR WATER CONSUMPTION				
	2019	2020	2021	2022
Total (million m³)	3.0	2.2	3.8	3.0

As we move forward through the years, the main target is always improving the quality and granularity of our data, by improving the collection of information regarding our water to strengthen our reports. The 21% total water consumption decrease was a result of the use of rainwater in Brazil, and a more accurate calculation of water consumption in Mexico.

Additionally, this year, attending the interest of different stakeholders we present water information by withdrawal source and discharge destination.

2022 WATER WITHDRAWAL BY SOURCE PER COUNTRY/REGION				
COUNTRY/ REGION	Ground Water (m ³)	Surface Water (m ³)	Third-party Water (m ³)	Total (m ³)
Mexico	15,424	991	1,214,527	1,230,942
Brazil	8,347	12	259,036	267,395
Colombia	-	-	127,907	127,907
South Cone	7	-	53,349	53,356
Andean Region	-	50,841	126,656	177,497
Central America	267	148	350,675	351,090
Caribbean	-	-	578,720	578,720
Europe	-	-	230,054	230,054
Total (m³)	24,046	51,992	2,940,923	3,016,960

2022 WATER DISCHARGE BY DESTINATION PER COUNTRY/REGION ¹				
COUNTRY/ REGION	Ground Water (m ³)	Sea Water (m ³)	Surface Water (m ³)	Third-party Water (m ³)
Mexico	-	-	-	1,054,034
Brazil	-	-	-	62,517
Colombia	-	-	-	126,360
South Cone	-	-	-	60,335
Andean Region	-	-	28,904	148,964
Central America	108,310	49,413	-	146,548
Caribbean	-	-	-	578,720
Total (m³)	108,310	49,413	28,904	2,177,476

¹ From the total volume of water consumed by América Móvil (3,016,960 M³), Europe represents 7.6% (230 thousand M³), with no water discharge (waste).

GREENHOUSE GAS EMISSIONS

(305-1; 305-2; 305-3)

All our emissions calculations are aligned to the GHG Protocol under operational control approach.

In 2022, we adjusted the 2019 baseline as well as the following years. The data represented in all our environmental tables considered the following assumptions:

- Figures from Tracfone and Panamá were excluded as they were sold in 2021 and 2022, respectively.
- Figures from Claro Chile were reclassified from Scope 1, Scope 2, and Scope 3 to Category 15 of Scope 3 since América Móvil no longer has operational control over Claro Chile as it entered a Joint-Venture with VTR in 2022.
- We adopted "Outside of Scopes" criteria aligned to our current Accuvio methodology for "Fugitive Refrigerants" emissions.
- We corrected the Dominican Republic Scope 1 for "Fugitive Refrigerants" (originally overreported) in 2021.

Since 2021, we have defined a different approach. We reduced the Scope 3 categories assessed to get better and more accurate information from our subsidiaries. Therefore, this year we have focused in six Scope 3 categories. Yearly, we plan to increase them under an appropriate and standardized methodology.

(305-1, 305-2, 305-3)

YEAR-ON-YEAR TOTAL GHG EMISSIONS BY SCOPE				
	2019	2020	2021	2022
Scope 1 Direct Emissions (Tons CO₂e)	343,235	284,609	292,318	305,501
Scope 2 Indirect Emissions (Tons CO₂e)	2,394,717	2,379,764	2,114,353	1,911,841
Scope 3 Emissions¹ (Tons CO₂e)	3,790,887	6,106,102	2,558,738	2,667,186
Outside of Scopes² (Tons CO₂e)	81,781	60,915	106,939	62,544
Total Emissions (Tons CO₂e)	6,610,621	8,831,390	5,072,348	4,947,072

(305-4)

YEAR-ON-YEAR SCOPE 1 AND 2 CARBON EMISSIONS BY TERABYTE STREAMED ON THE NETWORK				
	2019	2020	2021	2022
Traffic in TBs³	5,670,692	8,495,226	9,575,032	11,935,561
Ton CO₂e per TBs	0.48	0.31	0.25	0.19

Our Scope 1 and 2 emissions per terabyte streamed on the network, has decreased consistently over the past four years.

(305-4)

YEAR-ON-YEAR SCOPE 1 AND 2 CARBON EMISSIONS PER MONETARY UNITS			
	2020	2021	2022
Operating Revenue (in millions of Mexican pesos)	815,399	830,687	844,501
Operating Revenue (in millions of Mexican pesos)	3.27	2.90	2.63

Our Scope 1 and 2 emissions per operating revenue have decreased by 20% compared to 2020.

2022 GREENHOUSE GAS EMISSIONS PER COUNTRY/REGION 2022					
COUNTRY/ REGION	Scope 1 Direct Emissions (Tons CO ₂ e)	Scope 2 Indirect Emissions (Tons CO ₂ e)	Scope 3 Emissions (Tons CO ₂ e)	Outside of Scopes (Tons CO ₂ e)	Total Emissions (Tons CO ₂ e)
Mexico	120,033	944,677	1,381,969	41,045	2,487,724
Brazil	33,064	273,578	349,141	14,054	669,837
Colombia	38,146	57,113	135,400	709	231,368
South Cone	6,525	115,247	91,674	2,874	216,320
Andean Region	13,988	184,283	215,134	1,769	415,174
Central America	27,346	88,897	166,853	1,323	284,419
Caribbean	42,351	132,805	121,264	714	297,134
Europe	24,048	115,241	205,751	56	345,096
Total	305,501	1,911,841	2,667,186	62,544	4,947,072

¹ Scope 3 includes the following categories: purchased goods and services, capital goods, activities associated with energy and fuels (not included in scope 1 or 2), waste generated in operations, employee commuting and Investments.

² Includes: refrigerant gases.

³ Terabyte per second and traffic in TBs excludes TracFone, Claro Panamá and Claro Chile.

SCOPE 1

PUBLICATION TITLE

IPCC Fourth Assessment Report: Climate Change 2007 (AR4)
 World Resources Institute (2017). Emission Factors from Cross-Sector Tools March 2017.
 World Resources Institute (2015). GHG Protocol tool for mobile combustion. Version 2.6.
 World Resources Institute (2013). GHG Protocol tool for mobile combustion. Version 2.5
 2022 UK Government GHG Conversion Factors for Company Reporting
 EPA Center for Corporate Climate Leadership. Emission Factors for Greenhouse Inventories

SCOPE 2

PUBLICATION TITLE

IEA (2022). Emission Factors. 2022 UK Government Conversion Factors for Company Reporting.
 2022 Green-e Residual Mix Emissions Rates
 EPA eGRID

(305-3)

2022 SCOPE 3 EMISSIONS BY CATEGORY

CATEGORY	Emissions in the reporting year (Metric tons CO ₂ e)	Emissions calculation methodology and exclusions
1. Purchased Goods and Services	1,054,962	Spend based method
2. Capital Goods	774,550	Spend based method
3. Fuel-and-energy-related-activities (not included in Scope 1 or 2)	654,614	Fuel-based method
4. Upstream transportation and distribution	-	Relevant, not yet calculated
5. Waste generated in operations	3,713	Waste-type-specific method
6. Business travel	-	Relevant, not yet calculated
7. Employee commuting	121,257	Fuel-based method
8. Upstream leased assets	-	Distance-based method
9. Downstream transportation and distribution	-	Relevant, not yet calculated
10. Processing of sold products	-	This category is not applicable since none of our products require further processing once they are sold to our customers
11. Use of sold products	-	Relevant, not yet calculated
12. End of life treatment of sold products	-	Relevant, not yet calculated
13. Downstream leased assets	-	Not relevant, we will evaluate in the following years.
14. Franchises	-	Not relevant; not applicable
15. Investments	58,090	Investment-specific method
Total	2,667,186	

Appendix E: Labor Indicators

OUR EMPLOYEES IN 2022:

(2-6, 2-7)

2013	173,174
2014	191,156
2015	195,475
2016	194,431
2017	191,851
2018	189,448
2019	191,523
2020	186,851
2021	181,205
2022 ¹	175,867

PERCENTAGE FULL TIME EQUIVALENTS

Mexico	84,898	48%
Caribbean	9,903	6%
Europe	17,918	10%
United States	602	0%
Colombia	8,734	5%
Central America	9,602	5%
Andean Region	6,351	4%
Southern Cone	4,233	2%
Brazil	32,940	19%
Total	175,181	100%

FULL TIME EMPLOYEE EQUIVALENTS BY COUNTRY OR REGION AND GENDER BY TYPE OF CONTRACT (FTEs)

(405-1)

COUNTRY/REGION	PERMANENT CONTRACT		TEMPORARY CONTRACT	
	Men	Women	Men	Women
Mexico	53,614	30,172	795	318
Colombia	18,614	14,326	0	0
Southern Cone ¹	4,481	3,185	527	541
Andean Region	2,551	1,682	0	0
Central America ¹	3,636	2,714	1	0
United States	6,565	3,027	4	6
Caribbean	309	293	0	0
Europe	5,790	4,036	47	31
Brazil	10,569	6,700	261	388
Total	106,128	66,135	1,635	1,284

FULL TIME EMPLOYEE EQUIVALENTS (FTEs) BY AGE

(405-1)

AGE	PERCENTAGE
Less than 30 years old	18%
Between 30 and 50 years old	68%
More than 50 years old	15%

FULL TIME EMPLOYEE EQUIVALENTS POSITIONS BREAKDOWN BY GENDER AND JOB TITLE

(405-1)

POSITION	MEN	WOMEN	TOTAL
Executive	642	178	820
Management	4,213	1,779	5,992
Employees with command	9,632	5,161	14,793
Employees without command	77,812	45,414	123,226
Entry level ²	15,464	14,886	30,350
Total	107,763	67,418	175,181

¹ 2021 figures exclude Claro Panamá and Claro Chile since it is no longer part of América Móvil.

² Employees who are in the range of the 5% lowest salary.

TURNOVER RATE ¹

(401-1)

	2018	2019	2020	2021	2022
Turnover rate	12.90	12.92	6.11	11.94	12.78
Voluntary turnover rate	5.83	4.88	4.71	8.86	10.62

TURNOVER RATE BY AGE 2022 ¹

(401-1)

AGE	TOTAL TURNOVER RATE	VOLUNTARY RATE
Less than 30 years old	37.54	32.73
Between 30 and 50 years old	9.94	8.15
More than 50 years old	5.32	3.65

VOLUNTARY TURNOVER BY GENDER 2022 ¹

(401-1)

GENDER	TOTAL TURNOVER RATE	VOLUNTARY RATE
Men	12.73	10.70
Women	12.85	10.47

POSITION	NUMBER OF EMPLOYEE HIRES (401-1)		PERCENTAGE POSITIONS FILLED BY INTERNAL CANDIDATES	
	MEN	WOMEN	MEN	WOMEN
Executive	58	36	15%	7%
Management	121	63	32%	19%
Employees with command	322	225	34%	24%
Employees without command	7,511	7,613	13%	8%
Entry Level	8,660	8,668	3%	2%

¹ Figures exclude our Call Centers

² Employees who are in the range of the 5% lowest salary.

³ Includes, entry-level positions, employees with or without command, management level, and executive level. Positions related to the support of commercial roles were also included.

AVERAGE COST OF EMPLOYEE HIRES ⁶

(FIGURES IN MXN)

POSITION	MEN	WOMEN
Executive		
Management		
Employees with command	13,390	13,390
Employees without command		
Entry Level ²		

NEWLY HIRED EMPLOYEES

(401-1)

	2020	2021	2022
Total number of newly hired employees	11,296	24,971	33,277
Number of women employees in new hires	4,009	11,136	16,605

WOMEN IN WORKFORCE

(405-1)

DIVERSITY INDICATORS	PERCENTAGE
Women in the total workforce	38%
Women in all management including junior, middle, senior, and top (executive positions)	33%
Women in first level management or junior management positions	35%
Women in top executive positions	22%
Women in management positions in revenue-generating functions (commercial role) ³	54%
Women in STEM (Science, Technology, Engineering, and Mathematics) related positions.	15%

NUMBER OF WOMEN IN SENIOR MANAGEMENT¹

(405-1)

2018	2019	2020	2021	2022
98	79	97	166	178

NUMBER OF EMPLOYEES IN SENIOR MANAGEMENT¹

(405-1)

2018	2019	2020	2021	2022
432	454	488	793	820

EMPLOYEES BY NATIONALITY

(405-1)

FTEs 2022		
NATIONALITY	Share in total workforce (as % of total workforce)	Share in all management positions, including junior and middle management (as % of total workforce)
Mexico	48%	38%
South America	30%	39%
Central America	5%	7%
United States	0.3%	0.4%
Caribbean	6%	6%
Europe	10%	9%
Total	100%	100%

EMPLOYEES WITH DISABILITIES

(405-1)

TYPE OF DISABILITY	PERCENTAGE PER TYPE OF DISABILITY
Motor	64%
Auditive	7%
Visual	14%
Intellectual	3%
Visceral	9%
Multiple	2%

GENDER PAY INDICATORS

(405-2)

YEAR	ANNUAL BASE SALARY		ANNUAL BASE SALARY + INCENTIVES			
	Average annual compensation for male employees	Average annual compensation for female employees	Salary per employee	Average annual compensation for male employees	Average annual compensation for female employees	Salary per employee
2022 (MXP)	361,894	264,230	324,404	565,845	437,972	516,095
2022 (USD)	18,641	13,610	16,710	28,963	21,545	26,116

EMPLOYEE LEVEL ²	AVERAGE WOMEN SALARY (MXP)	AVERAGE MEN SALARY (MXP)	RATIO
Executive level (base salary only)	1,803,045	2,394,892	75%
Executive level (base salary + other cash incentives)	4,809,235	3,948,809	121%
Management level (base salary only)	503,846	575,441	88%
Management level (base salary + other cash incentives)	805,058	918,897	88%
Non-management level (base salary only)	232,112	318,336	73%
Non-management level (base salary + other cash incentives)	361,289	489,614	74%

¹ This year compared to previous we considered only employees who have an executive function, play a strategic role within an organization and are two levels away from CEO.

² Figures do not include CEO.

2022 FULL-TIME EMPLOYEES WITH A PERMANENT POSITION WHO RECEIVED PERFORMANCE EVALUATIONS BY REGION AND GENDER

(404-3)

COUNTRY/REGION	MEN	WOMEN	% OF EMPLOYEES
Mexico	21,645	16,160	44%
Brazil	14,701	10,223	76%
Colombia	4,612	3,331	91%
Southern Cone	2,531	1,710	97%
Andean Región	3,344	2,545	91%
Central America	5,736	2,602	87%
Caribbean	5,336	3,741	89%
Europe	10,999	7,254	100%
Total	68,904	47,566	66%

EMPLOYEE CLIMATE SURVEY

PERIOD	% Participation of total workforce	DIF	SCORE	DIF
2018-2019	88.01%		79.55%	
2019-2020	90.37%	2.37%	80.87%	1.32%
2020-2021	91.80%	1.43%	82.73%	1.87%

PERCENTAGE OF TOTAL EMPLOYEES RECEIVING TRAINING

2019	2020	2021	2022
76%	55%	88%	85%

ANNUAL TRAINING HOURS PER EMPLOYEE¹

(404-1)

2019	2020	2021	2022
35	78	61	52

AVERAGE HOURS OF TRAINING BY GENDER BY EMPLOYEE POSITION FULL-TIME EQUIVALENTS (FTEs)

(404-1)

POSITION	MANDATORY TRAINING		NON-MANDATORY TRAINING	
	MEN	WOMEN	MEN	WOMEN
Executive	12	14	11	13
Management	14	13	14	14
Employees with command	27	26	26	27
Employees without command	38	34	16	17
Entry Level	40	49	8	9
Total Average	36	36	16	16

AVERAGE HOURS OF TRAINING BY GENDER AND AGE OF EMPLOYEES FULL-TIME EQUIVALENTS (FTEs)

(404-1)

	MANDATORY TRAINING	NON-MANDATORY TRAINING
Less than 30 years	67	16
Between 30 and 50 years	31	17
More than 50 years	22	11
Total Average	36	16

¹ Average annual training hours per FTE. The database includes part-time and temporary employees.

AVERAGE HOURS OF MANDATORY AND NON-MANDATORY TRAINING BY REGION AND GENDER 2022

(404-1)

COUNTRY/ REGION	MANDATORY TRAINING		NON-MANDATORY TRAINING	
	MEN	WOMEN	MEN	WOMEN
Mexico	36	44	17	16
Brazil	39	10	2	2
Colombia	34	34	80	91
Southern Cone	4	4	13	9
Andean Region	19	16	17	19
Central America	31	45	15	13
Caribbean	46	89	17	28
Europe	46	38	0	0
Total Average	36	36	16	16

AVERAGE INVESTMENT OF MANDATORY AND NON-MANDATORY TRAINING BY REGION AND GENDER 2022

COUNTRY/ REGION	USD		MXP	
	MEN	WOMEN	MEN	WOMEN
Mexico	43	31	833	609
Brazil	93	77	1,811	1,492
Colombia	99	101	1,924	1,967
Southern Cone	64	58	1,244	1,135
Andean Region	97	63	1,874	1,217
Central America	63	60	1,215	1,162
Caribbean	139	196	2,706	3,798
Total Average	59	56	1,146	1,078

AVERAGE INVESTMENT IN TRAINING BY GENDER AND POSITION OF FULL-TIME EQUIVALENT EMPLOYEES (FTEs)

POSITION	MANDATORY TRAINING				NON-MANDATORY TRAINING			
	USD		MXN		USD		MXN	
	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN
Executive	36	42	695	810	108	139	2,102	2,692
Management	26	24	497	457	51	72	997	1,398
Employees with command	44	41	858	796	52	63	1,011	1,221
Employees without command	37	37	712	709	22	22	427	431
Entry Level	19	13	374	247	10	10	196	194
Total Average	34	31	668	608	25	24	478	470

TRAINING AND DEVELOPMENT EXPENDITURE (USD)

2017	2018	2019	2020	2021	2022
37	30	30	15	16	10

2022 EMPLOYEE FATALITIES (403-9)

	2018	2019	2020	2021	2022
Fatalities	5	1	2	3	2

OPERATION	OCCUPATIONAL FATALITIES
Telmex	1
Perú	1

The fatality at Telmex was caused by a firearm projectile in an assault. In Peru, the person was installing RRU equipment weighing approximately 15 kg on a telecommunications tower approximately 35 meters high when the incident occurred.

FATALITIES PER GENDER PER REGION

(403-9)

Country/Region	2018		2019		2020		2021		2022	
	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN
Mexico	1		1		1		1		1	
Brasil	1						1			
Colombia	1									
Southern Cone										
Andine Region									1	
Central America	1				1					
Caribbean							1			
Europe	1									
Total	5	-	1	-	2	-	3	-	2	-

LOST TIME INJURY FREQUENCY RATE¹

Country/Region	2019	2020	2021			2022		
	TOTAL	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Total	1.65	0.99	1.03	0.71	0.91	0.91	0.99	1.65

OCCUPATIONAL INJURY RATE²

(403-9)

Country/Region	2019	2020	2021			2022		
	TOTAL	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Total	1.69	1.01	1.07	0.76	0.95	1.02	0.61	0.86

¹ Lost Time Injury Frequency Rate based on 200,000 hours worked.

² Occupational Injury rate based on 200,000 hours worked.

Appendix F: Social Indicators

DIGITAL SKILLS AND DIGITAL EDUCATION PLATFORMS

(203-2)

RESULTS OF APRENDE.ORG

	TOTAL USERS	% WOMEN	% MEN	COUNTRIES / TERRITORIES	COURSES / LESSONS TAUGHT	VARIETY OF COURSES	ADAPTED VIDEO LESSONS	REGISTERED SCHOOLS / INSTITUTIONS
<i>Capacitate para el empleo web</i>	6,911,211	54.30%	45.70%	194	24,880,360	392	-	-
<i>Aprende.org</i>	4,201,305	53.80%	46.20%	194	-	4,539 courses 2,155 educational resources	-	-
<i>PruébaT</i>	6,350,831	30.88%	27.02%	176	124,930,318	-	20,978	51,154
<i>Khan Academy</i>	19,710,562	31.16%	39.11%	188/240	105,833,301	-	6,896	-
Total	37,173,909	38%	34%	194/240	255,643,979	4,931	27,874	51,154

COUNTRY	REGISTERED USERS CAPACITATE	REGISTERED USERS PRUEBAT
Argentina	292,412	22,758
Austria	73	43
Belarus	10	-
Brazil	5,696	1,183
Bulgaria	37	31
Colombia	878,159	1,008,932
Costa Rica	222,318	4,043
Croatia	21	-
Dominican Republic	694,022	54,321
Ecuador	515,719	11,343
El Salvador	247,969	4,426
Guatemala	319,266	506,284
Honduras	115,604	2,486

COUNTRY	REGISTERED USERS CAPACITATE	REGISTERED USERS PRUEBAT
Macedonia	10	-
Mexico	6,532,327	4,612,513
Nicaragua	56,432	4,359
Paraguay	28,786	1,628
Peru	189,248	20,257
Puerto Rico	9,732	1,627
Serbia	23	-
Slovenia	8	104
Uruguay	18,348	1,363
Total – within AMX operations	10,126,220	6,257,701
Total - Rest of the world	989,476	93,130
Total	11,115,696	6,350,831

DIGITAL SKILLS COURSES - APRENDE PLATFORM

During 2022, we offered the following: 1) basic digital skills courses to allow users to communicate and access public, commercial, and financial services online; 2) courses to improve people's employability and foster entrepreneurship and SME's development; along with 3) courses for men and women to become a specialist or technician in digital professions.

The interest in digital skills courses has been particularly noteworthy, accounting for over 33% of total registrations across all offerings. To date, 48.81% of all registered users enrolled in at least one technology and digital skills course, benefiting 4,402,943 users since the platform was launched; 823,232 users only in 2022. This demonstrates the growing demand for such skills and highlights our platform's role in addressing this need effectively.

DIGITAL SKILLS COURSE	REGISTRATIONS IN PLATFORM BY 2022	PERCENTAGE VS TOTAL COURSES
Data Analysis	152,721	2.58%
Content Development	135,043	2.28%
Digital Health and Safety	119,938	2.02%
Network Infrastructure	137,335	2.32%
Information and Data Skills	136,274	2.30%
Office Software Use	119,152	2.01%
Basic Digital Skills	128,452	2.17%
Object Oriented Programming Languages	40,545	0.68%
Programming Logic	93,182	1.57%
App Development	56,187	0.95%
Electronic Repairs	116,860	1.97%

DIGITAL SKILLS COURSE	REGISTRATIONS IN PLATFORM BY 2022	PERCENTAGE VS TOTAL COURSES
Data Storage	124,961	2.11%
e-Commerce	94,736	1.60%
Digital Marketing	57,761	0.97%
Server Management and Security	50,716	0.86%
Electronic Design	26,725	0.45%
Electronic Fundamentals	53,996	0.91%
Use of Editing Software	41,178	0.69%
Connectivity	14,562	0.25%
Introduction	9,394	0.16%
Cloud Software Development	29,214	0.49%
Communication and Collaboration	95,426	1.61%
Front-end Development	37,807	0.64%
Back-end Development	30,235	0.51%
"Do it yourself" Culture	20,945	0.35%
Network Security	15,444	0.26%
Cloud Computing	19,303	0.33%
Website Design	10,325	0.17%
Social Content Development	13,792	0.23%
Artificial Intelligence	5,646	0.10%
Blockchain	6,749	0.11%
Total Technology Sector Courses	1,994,604	33.66%

PROGRESS IN THE DIGITAL DIVIDE STRATEGY¹

	INTERNET ACCESS	DIGITAL ADOPTION	DIGITAL SKILLS AND DIGITAL EDUCATION	TOTAL
Number of people directly benefited by the programs during 2022	361,502	110,106	661,306	1,132,914
Total number of people directly benefited by the programs since they began	43,978,840	112,965	4,405,852	48,497,657

VOLUNTEERS

	EMPLOYEE VOLUNTEERS	TOTAL HOURS
2021	5,667	18,149
2022	9,848	24,984

¹ These programs are supported in most of our regions as part of our Corporate Citizenship Strategy

Appendix G: Corporate Governance Indicators

(405-1)

América Móvil, S.A.B. de C.V. ("América Móvil") is a Sociedad Anónima Bursátil de Capital Variable organized and established under Mexican law. Our shares are currently listed in Mexico, on the Mexican Stock Exchange (BMV: AMX) and in the United States, on the New York Stock Exchange (NYSE: AMX / AMOV).

On December 20, 2022, our shareholders approved the conversion (such conversion, the "Reclassification") of all of our outstanding series of shares representing our capital stock, the "AA Shares", "A Shares" and "L Shares," into a single series of ordinary shares with full voting rights and no par value, the "B Shares", on a one for one basis. Pursuant to the Reclassification, B Shares started trading on March 16, 2023, and currently we have a single series of shares outstanding with full voting rights. In connection with the Reclassification, each of our L Share ADSs and A Share ADSs were cancelled and the corresponding number of ADSs representing B Shares were distributed to the applicable holders of L Share ADSs and A Shares ADSs. Accordingly, each of our ADSs now represents 20 B Shares.

The following table sets forth our capital structure as of March 31, 2023, after giving effect to the Reclassification.

SERIES	NUMBER OF SHARES (MILLIONS)	PERCENT OF COMBINED CAPITAL
Outstanding B Shares (no par value)	63,224	100%
Total	63,224	100%

According to reports of beneficial ownership of our shares filed with the SEC, as of March 31, 2023, after giving effect to the Reclassification, the Slim Family may be deemed to control us through their interests in a Mexican trust that holds B Shares for their benefit (the "Family Trust"), their interest in *Control Empresarial de Capitales*, and their direct ownership of our shares.

The following table identifies owners of more than 5.0% of our B Shares as of March 31, 2023, after giving effect to the Reclassification. Except as described in the table below and the accompanying notes, we are not aware of any holder of more than 5.0% of our B Shares.

SHAREHOLDER	SHARES OWNED (MILLIONS)	PERCENTAGE OF CLASS ¹
B SHARES:		
Family Trust ²	17,743	28.1%
Control Empresarial de Capitales ³	10,700	16.9%
Carlos Slim Helú ⁴	5,200	8.2%

FOR MORE INFORMATION ABOUT AMERICA MOVIL AND ITS MAIN SUBSIDIARIES, AS WELL AS THE CORPORATE GOVERNANCE STRUCTURE AND HOW IT WORKS, PLEASE REVIEW OUR 2022 ANNUAL REPORT ON FORM 20-F, AVAILABLE AT AMERICA MOVIL CORPORATE WEBSITE: AMERICAMOVIL.COM

As of March 31, 2023, after giving effect to the Reclassification, 7.40% of the outstanding B Shares were represented by B Share ADSs, each representing the right to receive 20 B Shares, and 99.52% of the B Share ADSs were held by 6,943 registered holders with addresses in the United States. We have no information concerning the number of holders with registered addresses in the United States that hold B Shares not represented by ADSs.

¹ Percentage figures are based on the number of shares outstanding as of March 31, 2023.

² The Family Trust is a Mexican trust that holds B Shares for the benefit of members of the Slim Family. In addition to shares held by the Family Trust, members of the Slim Family, including Carlos Slim Helú, directly own an aggregate of 13,783 million B Shares representing 21.8% of all B Shares. According to beneficial reports filed with the SEC, none of these members of the Slim Family, other than Carlos Slim Helú, individually directly own more than 5.0% of our B Shares.

³ Includes shares owned by subsidiaries of Control Empresarial de Capitales, formerly known as Inversora Carso. Based on beneficial ownership reports filed with the SEC, Control Empresarial de Capitales is a Mexican sociedad anónima de capital variable and may be deemed to be controlled by the Slim Family.

⁴ Based on beneficial ownership reports filed with the SEC.

At América Móvil, our corporate governance policies are supervised by the Board of Directors. In this manner, we ensure that the business is governed by our principles of ethics and transparency, while the decision-making process is based on our mission, vision, values, and philosophy. We adhere to all governance principles included in the following documents, applicable to our Board of Directors, our employees, and all parties related to América Móvil:

- Our bylaws;
- Our Code of Ethics;
- Our Corporate Governance Policies;
- Our Control Policies Applicable to Transactions Involving América Móvil's Shares and other Securities issued by América Móvil;
- Mexican securities laws and regulations in all the international markets where our shares are traded, including the Mexican Securities Market Law (*Ley de Mercado de Valores*) the General Provisions applicable to securities issuers and other participants in the securities market (*Disposiciones de carácter general aplicables a las Emisoras de valores y a otros participantes del mercado de valores*), the internal regulation of the Mexican Stock Exchange (*Reglamento Interior de la Bolsa Mexicana de Valores*), and the Corporate Best Practices Code (*Código de Mejores Prácticas Corporativas* published by the Corporate Coordinating Council (*Consejo Coordinador Empresarial*)); and,
- Applicable laws and regulations in every country where we operate.

At América Móvil, the Shareholders' Meeting is our sovereign decision-making body. We hold ordinary and extraordinary meetings, where the summons are published at least 15 days in advance to ensure shareholders' attendance. Extraordinary meetings are held to address specific issues such as extension of the duration or early dissolution of the Company, capital increase or reduction, change of corporate purpose, nationality or transformation of the Company, issuance of preferred shares, amendment of the Company's bylaws, mergers, and divestitures, the cancellation of the registration of its shares at the National Securities Registry (*Registro Nacional de Valores*), or any other foreign stock exchange. All other matters must be addressed during ordinary shareholders' meetings.

The Ordinary Meeting must be held at least once a year to discuss (i) the approval of financial statements of the previous year; (ii) appoint directors, determine their compensation and analyze their independence; (iii) determine which members of the Board of Directors will participate in the Audit and Corporate Practices Committee; (iv) approve the amount that the Company will assign to the share buyback program; and v) determine the way in which the Company's net profits will be allocated; and (vi) any transaction that involves 20% or more of the Company's consolidated assets.

At the Annual Ordinary Shareholders' meeting held on April 14, 2023, the current members of the Board of Directors, the Executive Committee and the Audit and Corporate Practices Committee were reelected, and the Corporate

Secretary and the Corporate Pro -Secretary were reappointed. It is important to mention that approximately 64% of the members of the Board of Directors members are independent and approximately 21% are women. Mr. Carlos Slim Domit is the Chairman of the Board and Mr. Patrick Slim Domit is the Co-chairman; neither of them holds a management position in the Company.

The Board of Directors met six times in 2022, with an average attendance of 94%. To function properly, two auxiliary committees support the Board: The Executive Committee and the Audit and Corporate Practices Committee. In 2022, the Audit and Corporate Practices Committee met 6 times and had an attendance rate of 89%.



FOR MORE DETAILED INFORMATION ON THE MEMBERS OF THE BOARD OF DIRECTORS, SEE OUR 2022 ANNUAL REPORT ON FORM 20-F AVAILABLE AT AMÉRICA MÓVIL CORPORATE WEBSITE: [AMERICAMOVIL.COM](https://www.americamovil.com)

OUR BYLAWS, CODE OF ETHICS, POLICIES AND PROTOCOLS ARE AVAILABLE AT AMÉRICA MÓVIL CORPORATE WEBSITE: [AMERICAMOVIL.COM](https://www.americamovil.com)

EXECUTIVE COMMITTEE

(2-9, 2-12, 2-13)

The Executive Committee is currently comprised of Carlos Slim Domit, Patrick Slim Domit and Daniel Hajj Aboumrad. This body of the Board of Directors has the power to approve and offer opinions and options to the Board of Directors on certain matters specified in the Company's bylaws.

AUDIT AND CORPORATE PRACTICES COMMITTEE

(2-9, 2-12, 2-13, 2-16)

Our Audit and Corporate Practices Committee is comprised by independent members of the Board of Directors. The current members are Ernesto Vega Velasco who is the Chairman, Rafael Moisés Kalach Mizrahi and Pablo Roberto González Guajardo, all of them are independent directors.

The mandate of the Audit and Corporate Practices Committee is to assist our Board of Directors in supervising our operations, establishing, and monitoring procedures and controls in order to ensure that the financial information we distribute is useful, appropriate, reliable, and accurately reflects our financial position. In particular, the Audit and Corporate Practices Committee is required to, among other things, (i) call shareholders' meetings and recommend items to be included on the agenda, (ii) advise the Board of Directors on internal control procedures, related party transactions that are outside the ordinary course of our business, succession plans and compensation structures of our key executives, (iii) select and monitor our auditors, (iv) discuss with our auditors the procedures for the preparation of the annual financial statements and the accounting principles for the annual and the interim financial statements and (v) obtain a report from our auditors that includes a discussion of the critical accounting policies used by us, any alternative accounting treatments for material items that have been discussed by management with our auditors and any other written communications between our auditors and management.

The Company is required to make public disclosure of any Board action that is inconsistent with the opinion of the Audit and Corporate Practices Committee. In addition, pursuant to our bylaws, the Audit, and Corporate Practices Committee is in charge of our corporate governance functions under the Mexican securities laws and regulations and is required to submit an annual report to the Board of Directors with respect to our corporate and audit practices. The Audit and Corporate Practices Committee must request the opinions of our executive officers for purposes of preparing the annual report.

Also, América Móvil is required to file annual reports on the main activities of the Board of Directors and the Audit and Corporate Practices Committee to the National Banking and Securities Commission, and to the Mexican Stock Exchange, which publishes the mentioned reports on their websites. Our Internal Audit area is responsible for carrying out three main types of audits:

1. a Risk Management Audit that reviews several operational processes, as well as the integrity of our operations. The main goal is to evaluate how they are working (evaluating 100% of the operations at least once every two years);
2. an Audit to comply with the requirements of the Sarbanes-Oxley Act to ensure that our Internal Control over Financial Reporting (ICFR) is accurate (The review is also carried out by a third party on an annual basis and covering 100% of the ICFR process); and
3. Special Audits, whose objective is to offer support to different areas within the Company for reviews of a specific process or activity.

WHISTLEBLOWER PORTAL - INTEGRITY AND COMPLIANCE PROGRAM

(2-26)

In 2022, we appointed 420 individuals to investigate the complaints submitted through our América Móvil Whistleblower Portal. We have thoroughly analyzed each complaint by country and compiled detailed information regarding them to ensure transparency and address any concerns raised effectively. The inadmissibility of some complaints was due to several reasons, among which we can mention duplication of complaints, complaints that were not related to the Company and complaints whose nature did not alter the Integrity and Compliance Program.

COUNTRY / REGION ¹	COMPLAINTS RECEIVED	ACCEPTED COMPLAINTS VALID	TOTAL NUMBER OF PEOPLE INVOLVED IN THE INVESTIGATION PROCESS ²
Mexico	458	154	102
Brazil	772	311	38
Colombia	742	224	50
Southern Cone	131	24	29
Andean Region	193	48	48
Central America	307	99	110
Caribbean	326	155	43
Total	2,991	1,024	420

¹ It includes only the complaints received through América Móvil's Whistleblower Portal.

² Total number of people involved in the investigation process includes members on the Ethics Committee of América Móvil.

We implement corrective measures for employees involved in complaints that result in violations of our Integrity & Compliance Program. These measures include programs to improve conduct, training on ethical behavior, and monitoring by our human resources department. Furthermore, we enforce disciplinary, administrative, and legal sanctions when necessary and establish controls to prevent further breaches of our Integrity & Compliance Program.

As part of applying disciplinary measures based on breaches to the Integrity & Compliance Program, in 2022: 0.15% of employees faced administrative sanctions, whereas another 0.19% were dismissed from their positions within the organization.

SUPPLY CHAIN MANAGEMENT

(2-6)

Our supplier classification is based on the following criteria:

1. Identification of Critical Suppliers: They are those active suppliers that are fundamental to our business for the goods or services they supply to the company, either:

a. Provider of goods/services to the client: it is the provider of goods (phones, tablets, devices, accessories, modems, etc.) or services (installation, attention, operation, maintenance) for clients/end users.

b. Non-Replaceable Provider: is the one that cannot be easily replaced by another one.

c. Critical Component Provider: is that business partner that provides essential goods or services for the continuity of operations.

d. Lobbying or Management Agencies with Third Parties and/or Construction Companies: are those that carry out activities or relationships with authorities, communities, civil society organizations, among others on behalf of the Company that could generate significant risks, mainly in matters of corruption.

2. Risk suppliers: They are those active suppliers that, by not incorporating the best practices in matters of human rights, care for the environment and prevention of money laundering, could represent a risk to the reputation of our company.

a. Risk suppliers in the matters of human rights considering their management of:

- Health and safety;
- labor;
- privacy of communications; and,
- conflict zones.

b. Environmental risk suppliers considering their management of:

- Water;
- emissions;
- waste; and,
- biodiversity.

c. Risk providers in matters of money laundering and financing of illegal activities: they are those whose geographic operation are in the countries of the FATF lists.

We have identified 5,220 critical tier-1 suppliers and 83 critical non-tier-1 suppliers, representing 74% of our expenditure.

As a company, we have evaluated our supplier base and identified that 26% of them are critical to our operations due to their direct contact with customers, non-substitutable nature, provision of essential components or engagement with stakeholders on our behalf. Additionally, we found that approximately 4% pose a high sustainability risk which could potentially impact our reputation.

SUSTAINABILITY CLAUSE IN SUPPLIER CONTRACTS

For several years' we have included a sustainability clause in our contracts with suppliers that address environmental management, the protection of human and labor rights of their employees, as well as the legality of the inputs they use to manufacture their products, ensuring that their materials do not come from conflict zones. Currently, more than 85% of our global mobile device suppliers have signed contracts that include our sustainability clause.

PERCENTAGE OF LOCAL SUPPLIERS

(204-1)

COUNTRY / OPERATION	PERCENTAGE OF LOCAL SUPPLIERS WITHIN OUR SUBSIDIARIES
Telcel	94%
Telmex	88%
AMCO	82%
Global Hitss	85%
Telvista	95%
Brazil	98%
Colombia	100%
Guatemala	64%
Costa Rica	63%
El Salvador	17%
Honduras	42%
Nicaragua	63%
Argentina	90%
Uruguay	88%
Paraguay	78%
Peru	89%
Ecuador	72%
Puerto Rico	52%
Claro Dominicana	83%
Claro Enterprise Solutions	0%
Austria	68%
Belarus	92%
Bulgaria	84%
Croatia	68%
Macedonia	58%
Serbia	85%
Slovenia	85%
Total	80%



Appendix H: **Controversies and fines**

CONTROVERSIES

(2-27, 206-1)

1. “Brazil: Potential regulatory penalties over alleged involvement in cartel conduct for public tenders”

In March 2021, the General Superintendence (SG) of the Administrative Council for Economic Defense of Brazil (CADE) recommended that telecommunications companies: Claro, Oi and Telefonica Brasil (Vivo) be penalized for engaging in cartel conduct in public tenders for internet service contracts. The CADE investigation was initiated following a complaint alleging that the companies acted in consortium to limit competition between themselves, particularly for an auction held by the Post Office in 2015. The SG recommended penalties of 4% to 5% of the companies' 2016 gross sales from the telecommunications market. The recommendation was still subject to approval by CADE's board.

Context:

The Brazilian Competition Law (Law No. 12,529/2011) establishes in article 90, that consortiums participating in public bids shall not be deemed as a concentration act for purposes of its article 88.

The Administrative Proceeding No. 08700.011835/2015-02 was initiated by the Administrative Council for Economic Defense (“CADE”) on August 25, 2017, based on a Complaint filed by British Telecom do Brasil (“BT”) against Claro S/A (“Claro Brazil”), Oi Móvil S/A (“Oi”) and Telefônica Brasil S/A (“Telefônica”, together with Claro Brazil and Oi, the “Defendants”). The Proceeding investigates alleged anticompetitive practice in public bid No. 144/2015 from Empresa Brasileira de Correios e Telégrafos - ECT, an entity of the Brazilian Public Administration. More specifically, the alleged conducts would involve: (i) collusion through a Consortium to refrain competition in public bids, causing harmful effects to the telecommunications sector; and (ii) adoption of unilateral conducts (refusal to deal and price discrimination) to prevent BT from participating in the referred bid.

América Móvil's Case:

On March 9, 2021, the SG at the CADE issued a non-binding opinion recommending fines against the Defendants. The potential fines relate to a complaint filed by BT against Claro Brazil, Oi and Telefônica alleging, among other things, that in connection with a public bid, the Defendants: (i) colluded to prevent competition between the leading players in the broadband internet services market in Brazil, which caused anti-competitive effects in the telecommunications sector, and (ii) made it difficult for BT to participate in the bid through price discrimination tactics and by refusing to supply communication circuits (specifically, MPLS links) that were required for BT to participate in the bid.

On May 11, 2022, CADE's tribunal ruled that the Defendants must pay the following fines: Claro Brazil BRL\$395 million (approx. USD\$79 million), Oi BRL\$266 million (approx. USD\$53 million) and Telefônica BRL\$121.7 million (approx. USD\$24 million).

Since CADE's Tribunal final ruling was not unanimous, Claro Brazil, Telefônica and Oi filed a motion for clarification (embargos de declaração) to clarify certain aspects of the reporting decision. The decision of the motion for clarifications is pending and the outcome of the final hearing may impact the amount of the fine applied. Claro Brazil will dispute the final fine applied in judicial court.

2. “Mexico: MXN 1.3 billion penalty set by telecom regulator for alleged non-compliance with regulations regarding information sharing of Teléfonos del Noroeste subsidiary”

In January 2020, América Móvil, S.A.B. de C.V. declared in a regulatory filing that the company's subsidiary, Teléfonos del Noroeste received a penalty of MXN 1.3 billion (approximately USD 69.7 million) from Mexico's Federal Telecommunications Institute. According to América Móvil, the penalty was imposed for its alleged failure to share information about availability of telecom infrastructure. The company said it would explore legal options to challenge the regulatory sanction.

Context:

In February 2017, the Federal Telecommunications Institute ("IFT") issued a preponderance measure according to which Teléfonos del Noroeste, S.A. de C.V. ("Telnor") has the obligation to make available in the Electronic Managing System or "Sistema Electrónico de Gestión" ("SEG") certain infrastructure information regarding telecom passive infrastructure such as "poles", as follows: (i) 60% on September 30, 2017; (ii) 75% on April 30, 2018; (iii) 90% on September 30, 2018; and (iv) 100% on June 2, 2019.

In October 2017, IFT carried out an inspection to Telnor and detected on its [website](#) (not in the SEG) that information concerning 1 pole (out of 83,279) and 1 well (out of 26,955) was not available. Therefore, in March 2018, the IFT initiated a sanction procedure against Telnor for the violation of such preponderance measure.

In January 2020, IFT imposed a fine of MXN\$1.3 billion that was paid by Telnor and challenged before the competent judicial courts.

América Móvil's Case:

Telnor filed a constitutional appeal to challenge the fine alleging: (i) Telnor complied with the legal obligation of making available passive infrastructure (poles, wells) information in SEG used for providing wholesale services; (ii) in conducting the administrative process, due process was not followed by IFT; (iii) the fine is arbitrary, illegal and disproportionate; and (iv) prior to the start of the process IFT issued a "Statistical Sampling Methodology to be used to verify Telnor obligations in SEG", such methodology showed that the number of collected cases as incriminatory evidence was not representative to rule a breach.

The evidence stage was completed in April 2023 and a resolution is still pending by the competent judicial court.

3. Mexico: Media reports of Internet connection disruptions affecting multiple cities.

14 Jun 2022: Not you! Telmex users report falling internet service. (MILENIO (MEXICO))

In June 2022, Internet service failures were reported by users of Teléfonos de México, S.A. de C.V. ("Telmex") in Ciudad de México, Ciudad Obregón and Mazatlán due to vandalism actions as informed by Telmex. As a result, such service was entirely resolved by the company.

As per the nature of the Internet service failure, no official report was submitted to the Mexican regulator.

4. Mexico: Workers ended two-day strike after company agreed to negotiate pay and other benefits; agreement reached.

In July 2022, dozens of workers of Telmex, a subsidiary of América Móvil, S.A.B. de C.V., gathered for a strike in front of the company's office in Mexico City protesting about issues including retiree bonus, new-hire pay, outsourcing of work and unfilled vacancies. The two-day strike ended after Telmex agreed to negotiate a solution to the disputes with Mexican Telephone Workers Union (also known as STRM). In September 2022, the union rejected Telmex' contract offer and were reportedly considering further actions. In January 2023, Telmex reached an agreement with STRM which, among other things, included changes to the workers' retirement benefits.

On January 16, 2023, after an extensive dialogue, Telmex and its labor union (Sindicato de Telefonistas de la República Mexicana) reached a constructive agreement on retirement conditions (pensions) applicable from January 2023 to Telmex's newly hired personnel.

The new agreement reduces the maximum retirement benefit from 80% to 60% of the employee's last salary, as integrated with certain benefits. Employees with 35 years of service and at least 65 years old will have retirement benefits under the new agreement.

Unlike the current agreement, that allows retirement after 35 years of service without an age requirement, the only exception under the new agreement to retire before 65 years old is for employees at least 60 years old and with 37 or more years of service.

Additionally, the new agreement allows Telmex's active and retired employees to convert part of their pension liability into shares representing Telmex's capital stock. This is an optional stock plan. So that employees participating in the stock option plan receive Telmex's shares with equal rights as those of Telmex's current shareholders. Telmex will unify its current series of shares into a single series, exclusively made up of ordinary and full voting rights shares. This process requires certain corporate and regulatory prior approvals.

With the new agreement, Telmex will continue its important investment program in infrastructure through which, in recent years, it has achieved substantial penetration in high-capacity fiber and will continue offering to its clients the best services in the best conditions.

5. “Additional share repurchase authorization of up to USD 299 million”

09 Feb 2021: Mexico's América Móvil to add nearly \$300 mln for share buybacks.

This is not a controversy. This refers to a buyback program validly approved by AMX's shareholders in a meeting held on February 8th, 2021, for the repurchase of AMX's shares with a portion of its profits of a certain fiscal year. Such shares' repurchases are daily reported to the Mexican Stock Exchange.

Buyback programs are regulated by securities' market agencies under applicable laws as common practices by publicly-traded companies listed in stock exchanges in Mexico and abroad.

6. “Share repurchase authorization of up to MXN 25 billion”

27 Apr 2021: América Móvil's shareholders approve MXN 0.40 dividend and MXN 25 bln buyback programme.

This is not a controversy. This refers to a buyback program validly approved by AMX's shareholders in a meeting held on April 26th, 2021, for the repurchase of AMX's shares with a portion of its profits of a certain fiscal year. Such shares' repurchases are daily reported to the Mexican Stock Exchange.

Buyback programs are regulated by securities' market agencies under applicable laws as common practices by publicly-traded companies listed in stock exchanges in Mexico and abroad.

7. Additional share repurchase authorization of up to MXN 26 billion of common stock.

20 Apr 2022: América Móvil informs about shareholders' resolutions. (América Móvil)

This is not a controversy. This refers to a buyback program validly approved by AMX's shareholders in a meeting held on April 20th, 2022, for the repurchase of AMX's shares with a portion of its profits of a certain fiscal year. Such shares' repurchases are daily reported to the Mexican Stock Exchange.

Buyback programs are regulated by securities' market agencies under applicable laws as common practices by publicly-traded companies listed in stock exchanges in Mexico and abroad.

8. América Movil's subsidiary, Claro, fined USD 1.6 million for anti-competitive practices in Peru.

Context:

In August 2018, Telefónica filed a complaint before the Telecommunications' Private Investment Supervisory Organism (“OSIPTEL”) arguing that the use of the spectrum frequency band of 2.5 GHz by América Móvil Perú S.A.C. (“Claro Peru”) through certain commercialization contracts with Olo and TVS was illegal and constituted an antitrust practice.

In May 2019, the Ministry of Transports and Communications modified certain legal provisions in order to recognize a spectrum lease scheme for the use of third parties' spectrum instead a commercialization framework. In this sense, Claro Peru entered into a spectrum lease contract with Olo and TVS.

América Móvil's Case:

In May, 2022, OSIPTEL issued a resolution sanctioning Claro Peru with a fine worth S./6,400,000 (approx. USD\$1.6 million at the resolution's date). Such resolution has been challenged and still pending of resolution.

Since Olo and TVS have been merged into Claro Peru, the spectrum frequency band of 2.5 GHz has been formally assigned to the latter.

SIGNIFICANT FINES

1. Claro Brazil.

During 2022, the Protection and Defense of Consumer's Bureau ("PROCON") imposed six fines against Claro Brazil in an aggregate amount of BRL\$6,846,459.20 (approx. USD\$1.37 million) due to complaints from individual consumers who dealt either with unauthorized and undue charges to consumers, delays in mailing telephone bills and requiring consumers a checking bank account with at least six months for payments by check.

Actions Taken:

Claro Brazil has taken multidisciplinary actions on an ordinary basis through its different organizational areas to optimize users' interaction with the company and avoid potential claims. For instance, to avoid collections of unauthorized contractual penalties, Claro Brazil is developing an authorization process towards the obtention of consumers' acceptance to such penalties provided in the services agreements to be launched in November 2023. In connection with the delay in mailing phone bills, Claro Brazil is optimizing its digital invoicing delivery models by offering other billing information means for consumers such as WhatsApp texting, among others.

As to the requirement to consumers of a checking bank account for at least six months for payment by check, Claro Brazil has implemented other payment methods, including credit card and instant payment systems.

2. Claro Brazil (Embratel).

During 2022, the PROCON imposed seven fines against Empresa Brasileira de Telecomunicações S.A. a company merged into Claro Brazil in December 2014 ("Embratel") for an aggregate amount of BRL\$12,429,927.19 (approx. USD\$2.49 million) due to: (i) billing services not rendered to consumers; (ii) and failures to: (a) install the telephone and/or lines on the scheduled date, (b) provide adequate and efficient public service due to signal insufficiency recognized by Embratel, and (c) timely remedy the defects in the telephones sold to consumers, within the period between 2003 and 2005.

Actions Taken:

Claro Brazil is taking multidisciplinary actions on an ordinary basis through its different organizational areas to optimize users' interaction with the company and avoid potential claims.

The isolated incidents in billing services not rendered to consumers and insufficient signal recognized by Embratel were entirely solved. Any further massive signal outages are economically compensated to consumers.

In connection with failures to install the telephone and/or line on the scheduled date, Embratel has deployed digital means to track all appointments scheduled with consumers.

3. Claro Brazil.

During 2022, PROCON imposed a fine against Claro Brazil for an aggregate amount of BRL\$8,757,292.82 (approx. USD\$1.75 million) for a failure in high range equipment in São Paulo's signaling network affecting voice, 2G and 3G network services. Such isolated incident took place in November 2010 and was immediately solved by the company.



Actions Taken:

Claro Brazil's current mobile service network in São Paulo, compared to such services offered in 2010, has been technologically evolving with the best practices and standards in the market towards a significant reduction in signal outages reaching the consumer.

4. Claro Brazil (including Embratel)

During 2022, PROCON imposed two fines against Claro Brazil for an aggregate amount of BRL\$12,317,561.82 (approx. USD\$2.46 million) for making telemarketing calls prior to 2019 to consumers' telephone numbers registered in the telemarketing blocking program available on the PROCON/SP Website on or before.

Actions Taken:

Claro Brazil has been constantly working among its organizational areas in the deployment and improvement of effective policies aimed to avoid abusive calls, such as: (i) the incorporation of standardized platforms with third contractors for telemarketing calls, (ii) the implementation of various informative and educational guidelines for such activities, (iii) the adherence to the Code of Conduct for the Offering of Telecommunications Services as a result of joint initiatives among the main telecommunications operators, and (iv) the adoption of effective measures (preventive and corrective) in the event of non-compliance or infringement to such policies and rules.

5. Nextel Telecomunicações Ltda. ("Nextel").

During 2022, PROCON imposed a fine against Nextel for an amount of BRL\$11,396,247.48 (approx. USD\$2.28 million) for non-compliance with certain obligations in connection with customers' general attendance rules, preferential services for customers with special needs and the publicity of customers' service call center information (serviço de atendimento ao consumidor).

Actions Taken:

Such non-compliance events were entirely regularized and since then, Nextel has implemented effective policies and guidelines consistent with such regulation such as optimizations to call centers services and the promotion of self-service options. In

connection with preferential services for customers with special needs, Claro Brazil has received certain awards given by the regulator declaring the company as the best operator in serving such consumers.

Currently, the customers' service call center information is clearly and objectively available in stores, invoices and digital means (e.g. Claro Brazil's Website, Google, Social Media).

6. Claro Colombia.

During 2022, the Ministry of Telecommunications and Technology (MINTIC) imposed a fine against Claro Colombia for an amount of COP\$2,491,000,000.00 (approx. USD\$0.55 million) for rejecting mobile number portability requests to Colombia Telecomunicaciones S.A. ESP (Telefónica) under the so-called cause "fraud" while the mobile numbers were still activated in Claro Colombia's systems.

Actions Taken:

Claro Colombia optimized the mobile number portability procedure to automatically deactivate the telephone lines subject to portability once such mobile numbers are duly classified as "fraudulent" previous effective verifications in accordance with applicable regulations and qualified internal controls acceptable in the industry.

7. Claro Colombia

In 2022, the Superintendency of Industry and Commerce ("SIC") imposed to Claro Colombia a penalty of COP\$950,000,000 (approx. USD\$0.21 million) for breaching the personal data protection regulation by taking phone numbers from other operators to perform telemarketing sales although the Claro Colombia argued that such information could not be deemed as personal data as it does not even contain the name of the phone number holders.

Actions Taken:

Claro Colombia has been constantly working among its organizational areas in the deployment and improvement of effective policies aimed to promote and comply with personal data's correct usage aligned to AMX's Code of Ethics and applicable regulation, locally.

Appendix I: **Certifications**

ANNEX BY COUNTRY

COUNTRY/ OPERATION	CERTIFICATION ¹
Telcel	ISO 45001
	ISO 9001
	ISO/IEC 20000-1
	ISO/IEC 27001
	Federal Law on Personal Data Protection Held by Private Parties (Self-binding regulation scheme)
Telmex	ANSI/TIA-942-B:2017
	Avaya Diamond
	AWS: Advanced Consulting Partner
	AWS: Public Sector Partner
	Environmental Quality Performance Level 2
	SAP CERTIFIED: Cloud and Operation's Infrastructure
	SAP CERTIFIED: Hosting Operations
	SAP CERTIFIED: HANA Operations
	Cisco: Enterprise Agreement for Data Center Choice
	Cisco: Enterprise Agreement for Security
	Cisco: Advanced Collaboration Architecture
	Cisco: Advanced Enterprise Networks Architecture
	Cisco: Unified Contact Center Enterprise
	Cisco Advanced Data Center
	Cisco: Multinational Certified
	Cisco: Collaboration Saas Authorized
	Cisco: Master Security Specialized
	Cisco: Customer Experience Specialized
	Cisco: Gold Integrator
	Cisco: Powered validated Service for Managed SD - WAN

¹ The number indicated as super index shows the number of certifications the country/operation has in this matter. If you are interested in more detail, such as specific coverage, certificate number, or certificate validity, please get in touch with contacto-rse@americamovil.com.

COUNTRY/ OPERATION	CERTIFICATION ¹
	Cisco: Powered validated Service for Infrastructure as a Service
	Cisco: Powered validated Service for UC as a Service based on HCS
	Cisco: Gold Provider
	Cisco: Advanced Security
	Cisco: Registered Partner
	Dell Gold Partner
	Dictamen NFPA75
	Socially responsible company
	Sell Expertise in StorageTek Tape Storage
	Service Expertise Weblogic Server 12C
	Sell Expertise in NAS Storage
	Sell Expertise Oracle Zero Data Loss Recovery Appliance
	Sell Expertise in Exadata Database Machine
	Service Expertise in Installation SVC SPARC T7 servers
	Service Expertise Installation SVC StorageTek SL150
Telmex	Sell Expertise in Oracle E-Business Suite
	Sell Expertise People Soft
	Sell Expertise x86 Systems
	Sell Expertise Oracle Solaris
	HPE Gold Partner
	Huawei Enterprise Cloud Communications
	Huawei Enterprise Channel Certified Service Partner Data Communication
	Huawei Partner Autorizado
	Reseller Hardware Direct IBM
	ICREA N3
	ICREA N5
	ISO 14001
	ISO 18788
	ISO 22301
	ISO 27001
	ISO 27005

¹ The number indicated as super index shows the number of certifications the country/operation has in this matter. If you are interested in more detail, such as specific coverage, certificate number, or certificate validity, please get in touch with contacto-rse@americamovil.com.

COUNTRY/ OPERATION	CERTIFICATION ¹
Telmex	ISO 27014 (Dictamen)
	ISO 27017
	ISO 27018
	ISO 31000
	ISO 37001
	ISO 9001
	ISO/IEC 20000-1: 2018
	ISO/IEC 27001-1
	ISO/IEC 38500
	Federal Law on Personal Data Protection Held by Private Parties (Self-binding regulation scheme)
	Microsoft Gold Cloud Productivity
	Microsoft Gold Partner Data Center
	Microsoft Gold Partner Cloud Platform
	Microsoft Gold Partner Small and Midmarket Solutions
	NMX-R-025-SCFI-2015
	Oracle Partner Network Member
	PCI DSS
	SOC 1 type II ISAE 3402
	SOC 2 type II ISAE 3416 SSAE 18
STAR Security Trust Assurance and Risk	
Teldat Gold Partner	
Google Cloud Partner Advantage	
Vmware Cloud Cloud Provider Principal	
ADN (Sección Amarilla)	PCI DSS 11.2.2
AMCO	ISO 45001
	CMMI DEV Level 5
	CMMI SVC Level 3
Global Hitss	Expansión The 500 most important companies in Mexico
	ISO 27001
	ISO 45001

¹ The number indicated as super index shows the number of certifications the country/operation has in this matter. If you are interested in more detail, such as specific coverage, certificate number, or certificate validity, please get in touch with contacto-rse@americamovil.com.

COUNTRY/ OPERATION	CERTIFICATION ¹
Global Hitss	ISO 9001
	Federal Law on Personal Data Protection Held by Private Parties (Self-binding regulation scheme)
Telvista	ISO 9001
	Global Quality Model for Customer Interaction
	PCI DSS 3.2.1
	SOC 2 Type II
Costa Rica	Country Brand, Costa Rica Essential
El Salvador	ISO 45001
Nicaragua	ISO 45001
	ISO 14001
Brazil (Claro & BCC)	ISO 27001
	ISO 9001
	ISO/IEC 17025
Colombia	SAP CERTIFIED: Cloud and Operation's Infrastructure
	SAP CERTIFIED: Hosting Operations
	SAP CERTIFIED: HANA Operations
	ICREA (HSHA-WCQA) Level 5
	ICREA MEDELLIN (S-WCQA) Level 3
	Evaluation of the minimum standards of the occupational health and safety management system (Resolution 0312 of 2019)
	ISAE 3402
	ISO 14001
	ISO 20000
	ISO 27001
	ISO 45001
	ISO 9001
	PCI DSS 3.2.1.
	Uniform Registry of Evaluation for Contractors
Inclusive Company Seal	
Gold Equity Labor Seal	

¹ The number indicated as super index shows the number of certifications the country/operation has in this matter. If you are interested in more detail, such as specific coverage, certificate number, or certificate validity, please get in touch with contacto-rse@americamovil.com.

COUNTRY/ OPERATION	CERTIFICATION ¹
Ecuador	ISO 27001
	ISO 45001
	ISO 9001
	Tier III Certification of Design Data Xperience
Argentina	ISO / IEC 20000
	ISO 45001
Paraguay	i Seal: "Inclusion Friend"
Uruguay	ISO 9001
Peru	Socially responsible company
	FIRST: Forum of Incident Response and Security Teams
	ISO 27001
	ISO 45001
	ISO 9001
	MERCO ESG
	MERCO Corporate reputation
Ranking Par 2021	
Puerto Rico	Avaya IP Office Platform Implement (ACIS - 7720)
	Avaya IP Office Platform Support (ACSS - 3000)
	Avaya Midsize Solutions Sales (APSS - 1002)
	ISO 45001
	PCI DSS 3.2.1
Dominican Republic	Payment Card Industry
	Great Place to Work
	Dominican Republic (OEA-RD) / Dominican Republic Authorized Economic Operator (AEO-DR)
	Regulation 522-06 on Health and Safety at work
	Good Inclusive Practices Seal: Category, Inclusion Agent
Platinum Seal - Iqualando RD	
Claro Enterprise Solutions	ISO 27001
	Best and Brightest Companies to Work
	Latina Style 50
	Artificial Intelligence Excellence Award

¹ The number indicated as super index shows the number of certifications the country/operation has in this matter. If you are interested in more detail, such as specific coverage, certificate number, or certificate validity, please get in touch with contacto-rse@americamovil.com.

COUNTRY/ OPERATION	CERTIFICATION ¹
Austria	BGF (Gütesiegen Berufliche Gesundheitsförderung) / Health and Safety
	Eco Datacenter
	EMAS
	EN 50518
	EN 50600 Design
	ISO 14001
	ISO 18295-1
	ISO 19600
	ISO 20000
	ISO 27001
	ISO 37001
	ISO 45001
	ISO 50001
	ISO 9001
Belarus	ISO 14001
	ISO 45001
	ISO 9001
	ISO/IEC 27001
	PCI DSS
Tier III Facility Data Center	
Bulgaria	Cisco Gold Partner
	ISO 14001
	ISO 19600
	ISO 20000-1
	ISO 27001
	ISO 27701
	ISO 37001
	ISO 39001
	ISO 45001
ISO 9001	

¹ The number indicated as super index shows the number of certifications the country/operation has in this matter. If you are interested in more detail, such as specific coverage, certificate number, or certificate validity, please get in touch with contacto-rse@americamovil.com.

COUNTRY/ OPERATION	CERTIFICATION ¹
Croatia	ISO 14001
	ISO 19600
	ISO 22301
	ISO 27001
	ISO 37001
	ISO 45001
	ISO 9001
Macedonia	ISO 14001
	ISO 19600
	ISO 20000-1
	ISO 22301-1
	ISO 27001
	ISO 27018
	ISO 37001
	ISO 45001
ISO 9001	
Serbia	ISO 14001
	ISO 19600
	ISO 37001
	ISO 45001
Slovenia	EMAS
	ISO 14001
	ISO 19600
	ISO 37001
	ISO 45001
	ISO/IEC 27001

¹ The number indicated as super index shows the number of certifications the country/operation has in this matter. If you are interested in more detail, such as specific coverage, certificate number, or certificate validity, please get in touch with contacto-rse@americamovil.com.

ANNEX BY TOPIC: QUALITY

COUNTRY/ OPERATION	CERTIFICATION
Telcel	ISO 9001
Telmex	ISO 9001 ⁽²⁾
Global Hitss	ISO 9001 ⁽⁴⁾
Telvista	ISO 9001
	Global Quality Model for Customer Interaction
Brazil (Claro & BCC)	ISO 9001
	ISO/IEC 17025
Colombia	ISO 9001
Ecuador	ISO 9001
Uruguay	ISO 9001
Peru	ISO 9001
Austria	ISO 9001 ⁽²⁾
Belarus	ISO 9001
Bulgaria	ISO 9001
Croatia	ISO 9001
Macedonia	ISO 9001

50% of the countries have quality management certificates such as ISO 9001, ISO 17025 to mention some of them.
50% of the operations have quality management certificates such as ISO 9001, ISO 17025 to mention some of them.

Note: The number indicated as super index shows the number of certifications the country/operation has in this matter. If you are interested in more detail, such as specific coverage, certificate number, or certificate validity, please get in touch with contacto-rse@americamovil.com.

ANNEX BY TOPIC: OHS

COUNTRY/ OPERATION	CERTIFICATION
Telcel	ISO 45001
AMCO	ISO 45001
Global Hitss	ISO 45001 ⁽²⁾
El Salvador	ISO 45001
Nicaragua	ISO 45001
Colombia	Evaluation of the minimum standards of the occupational health and safety management system (Resolution 0312 of 2019) ISO 45001 Uniform Registry of Evaluation for Contractors
Ecuador	ISO 45001
Argentina	ISO 45001
Peru	ISO 45001
Puerto Rico	ISO 45001
Dominican Republic (Claro, Amov y Opitel)	Regulation 522-06 on Health and Safety at work ⁽²⁾
Austria	BGF (Gütesiegen Berufliche Gesundheitsförderung) / Health and Safety ISO 45001
Belarus	ISO 45001
Bulgaria	ISO 45001
Croatia	ISO 45001
Macedonia	ISO 45001
Serbia	ISO 45001
Slovenia	ISO 45001

73% of the countries have health & safety management certificates such as ISO 45001 or similar.
64% of the operations have health & safety management certificates such as ISO 45001 or similar.

Note: The number indicated as super index shows the number of certifications the country/operation has in this matter. If you are interested in more detail, such as specific coverage, certificate number, or certificate validity, please get in touch with contacto-rse@americamovil.com.

ANNEX BY TOPIC: INFORMATION SECURITY AND DATA PRIVACY

COUNTRY/ OPERATION	CERTIFICATION
Telcel	ISO/IEC 27001
	Federal Law on Personal Data Protection Held by Private Parties (Self-binding regulation scheme)
	Cisco: Enterprise Agreement for Security
	Cisco: Master Security Specialized
Telmex	Cisco: Advanced Security
	ISO 27001
	ISO 27002
	ISO 27005
	ISO 27014 (Dictamen)
	ISO 27017
	ISO 27018
	ISO/IEC 27001-1 ⁽⁴⁾
Federal Law on Personal Data Protection Held by Private Parties (Self-binding regulation scheme)	
ADN	PCI DSS 11.2.2
Global Hitss	ISO 27001
	Federal Law on Personal Data Protection Held by Private Parties (Self-binding regulation scheme)
Telvista	PCI DSS 3.2.1
	SOC 2 TYPE II
Brazil (Claro & BCC)	ISO 27001 ⁽³⁾
Colombia	ISO 27001
	PCI DSS 3.2.1.
Ecuador	ISO 27001
	ISO 27001
Peru	ISO 27001
	FIRST: Forum of Incident Response and Security Teams
Puerto Rico	PCI DSS 3.2.1
Claro Enterprise Solutions	ISO 27001
Austria	ISO 27001
	ISO/IEC 27001 ⁽³⁾
Belarus	PCI DSS
	ISO/IEC 27001 ⁽³⁾
Bulgaria	ISO 27001
	ISO 27701
Croatia	ISO 27001
	ISO 27001
Macedonia	ISO 27001
	ISO 27018
Slovenia	ISO/IEC 27001

55% of the countries have information security management or data privacy certificates.
61% of the operations have information security management or data privacy certificates.

Note: The number indicated as super index shows the number of certifications the country/operation has in this matter. If you are interested in more detail, such as specific coverage, certificate number, or certificate validity, please get in touch with contacto-rse@americamovil.com.

ANNEX BY TOPIC: ENVIRONMENT AND ENERGY

COUNTRY/ OPERATION	CERTIFICATION
Telmex	Environmental Quality Performance Level 2 ⁽⁸⁷⁾
	ISO 14001 ⁽²⁾
Brazil (Claro & BCC)	ISO 14001 ⁽²⁾
Colombia	ISO 14001
Austria	EMAS
	ISO 14001
	ISO 50001
Bulgaria	ISO 14001
	ISO 14001
Croatia	ISO 14001
Macedonia	ISO 14001
Serbia	ISO 14001
Slovenia	EMAS
	ISO 14001

45% of the countries have environmental or energy management certificates.

36% of the operations have environmental or energy management certificates.

Note: The number indicated as super index shows the number of certifications the country/operation has in this matter. If you are interested in more detail, such as specific coverage, certificate number, or certificate validity, please get in touch with contacto-rse@americamovil.com.

Appendix J: **Associations and Organizations**

ASSOCIATIONS WHERE WE PARTICIPATE

We are part of associations and organizations, national and international, that support the industry of which we are part or benefit in some way.

América Móvil	The Foundation for the Global Compact
	Asociación Interamericana de Empresas de Telecomunicaciones (previously AHCJET)
	Groupe Speciale Mobile Association (GSMA)
	Union Internacionale des Telecommunications (UIT)
A1 Telekom Austria Group	5GAA – 5G Automotive Association e. V.
	Next Generation Mobile Networks Alliance
	respACT
	ETNO
Austria	UN Global Compact
	Code of Conduct on Data Centres Energy Efficiency Saferinternet
Argentina	Cámara de Comercio Argentina Mexicana (CCAM).
	Cámara Argentina de Internet (CABASE).
	Cámara de Comercio de los Estados Unidos en Argentina (AMCHAM).
	Asociación GSM (GSMA).
	Asociación Interamericana de Empresas de Telecomunicaciones (ASJET).
	Instituto de Auditores Internos de Argentina (IAIA).
	Cámara de Informática y Comunicaciones de la República Argentina (CICOMRA)
Cámara de Sociedades Cámara Argentina de comercio (CAC)	

Belarus	Association of Information and Communication Technology Organizations (Belinfocom)
	European Belarusian Business Association (EBBA)
	Belarusian Association of Computer Sports (BACS)
Brazil	Associação Brasileira de TV por Assinatura
	Associação Brasileira de Recursos Telecom
	Associação Nacional de Operadores de Celulares
	Conselho de Desenvolvimento Econômico e SocialC
	Sindicato Nacional das Empresas de Telefonia e de Serviço Móvel Celular e Pessoal (SindiTeleBrasil) – Desde 2020, Conexis Brasil Digital
	Grupo de Institutos, Fundações e Empresas (GIFE)
Bulgaria	Rede Brasil do Pacto Global da Organização das Nações Unidas (ONU)
	Bulgarian Red Cross
	Bcause Foundation
	Bulgarian Donors Forum
	Bulgarian Business Leaders Forum
	National Foster Care Association
	National Children's Network
	Bulgarian Association for People Management
	Council of Women in Business in Bulgaria
	Confederation of Employers and Industrialists in Bulgaria
	Bulgarian Industrial Association
American Chamber of Commerce in Bulgaria	
Deutsch-Bulgarische Industrie- und Handelskammer	
Hellenic Business Council in Bulgaria	



Bulgaria	Association for the protection of the legal broadcasting
	Association for electronic communications
	Alliance of technology industry
	IAB Bulgaria
	Bulgarian Association of Advertisers
	Bulgarian Public Relations Association
Colombia	Asociación Nacional de Empresas de Servicios Públicos y Comunicaciones de Colombia – ANDESCO
	Cámara Colombiana de Informática y Telecomunicaciones (CCIT)
	Cámara de Comercio Colombo Mexicana
	Asociación de Empresarios de Colombia (ANDI)
	Asociación de la Industria Móvil de Colombia – ASOMOVIL
	Asociación GSM – GSMA
	Cámara de Comercio Colombo Americana – AMCHAM
Cámara de Comercio Electrónico – CCE	
Costa Rica	Cámara de Tecnologías de Información y Comunicación
	Cámara de Infocomunicación y Tecnología
	Cámara de Comercio Americana Costarricense
	Cámara de Industria y Comercio Costa Rica – México
	Alianza de Empresas para el Desarrollo
Croatia	UN Global Compact
	Croatian Business Council for Sustainable Development
Dominican Republic	Acción Empresarial por la Educación (EDUCA)
	Asociación de Comerciantes e Industriales de Santiago (ACIS)
	Asociación de Empresas de Comunicaciones y Tecnología (COMTEC)
	Asociación Dominicana de Empresas FINTECH (ADOFINTECH)
	Asociación de Industrias de la Región Norte (AIREN)
	Asociación de Industrias de la República Dominicana (AIRD)
	Asociación Dominicana de Constructores y Promotores de la Vivienda (ACOPROVI)
	Asociación Dominicana de Empresas de Inversión Extranjera (ASIEX)

Dominican Republic	Asociación Hoteles y Turismo de la República Dominicana (ASONAHORES)
	Asociación Nacional de Jóvenes Empresarios (ANJE)
	Asociación Nacional de Usuarios No Regulados (ANUNR)
	Cámara Americana de Comercio de la República Dominicana (AMCHAM)
	Cámara de Comercio Dominicano Mexicana (CADOMEX)
	Cámara de Comercio y Producción de Santiago (CCPS)
	Cámara de Comercio y Producción de Santo Domingo (CCPSD)
	Confederación Patronal de la República Dominicana (COPARDOM)
	Consejo Nacional Empresa Privada (CONEP)
	Fundación Dominicana de Desarrollo. Inc. (FDD)
	Fundación Institucionalidad y Justicia (FINJUS)
	Red Nacional de Apoyo Empresarial a la Protección Ambiental (ECORED)
Cámara Dominicana de las Tecnologías de la Información y Comunicación (Cámara TIC)	
Ecuador	Cámara de Comercio de Quito
	Cámara de Comercio de Guayaquil
	Cámara Binacional de Comercio Ecuador – México
	Cámara de Industrias de Guayaquil
	Cámara Ecuatoriano Británica de Guayaquil
	Asociación de Empresas de Telecomunicaciones (ASETEL)
El Salvador	Cámara Americana de Comercio de El Salvador (AMCHAM)
	Asociación Nacional de la Empresa Privada (ANEP)
	Cámara de Comercio e Industria de El Salvador (CAMARASAL)
	Cámara Salvadoreña de Telecomunicaciones (CASATEL)
Guatemala	Cámara Salvadoreña de la Construcción (CASALCO)
	Cámara de Comercio de Guatemala (CCG)
	Cámara de Industria de Guatemala (CIG)
	Cámara de Comercio e Industria Guatemalteco Mexicana (CAMEX)
	Fundación de Empresarios Mexicanos (FUNDAMEX)
Global Hitss	Cámara de Comercio Guatemalteco-Americana (AMCHAM)
	CANIETI (Cámara Nacional de la Industria Electrónica de Telecomunicaciones y Tecnologías de la Información)

Honduras	Cámara de Comercio e Industrias de Siguatepeque
	Cámara de Comercio e Industrias de Tegucigalpa
	Cámara de Comercio e Industrias de Puerto Cortes
	Cámara de Comercio e Industrias de Progreso Yoro
	Cámara de Comercio e Industrias de Roatan
	Cámara de Comercio e Industrias de Tela
Mexico	Asociación Nacional de Telecomunicaciones (ANATEL)
	Capítulo Mexicano de la Cámara Internacional de comercial
	Consejo Coordinador Empresarial
	Confederación patronal de la República Mexicana
Nicaragua	Cámara de Comercio Americana de Nicaragua (AMCHAM)
	Cámara de Industria y Comercio Mexicana Nicaragüense (CAMEXNIC)
	Cámara de Industria y Comercio Nicaragüense Costarricense (CADICONIC)
North Macedonia	Gender Equality Alliance (GEA)
	MASIT – Macedonian Association of IT industry
	AmCham
	Macedonian Chamber
	Red Cross
Paraguay	Cámara de Operadores Móviles del Paraguay (COMPy)
	Centro de Regulación, Normas y Estudios de la Comunicación (CERNECO)
	Cámara de Anunciantes del Paraguay (CAP)
	Federación de la Producción, la Industria y el Comercio (FEPRINCO)
	Red Paraguaya de Empresas Inclusivas (RPEI).
Perú	Asociación para el Fomento de la Infraestructura Nacional (AFIN)
	Sociedad de Comercio Exterior del Perú (COMEXPERÚ)
	Asociación Nacional de Anunciantes (ANDA)
	Consejo Nacional de Autorregulación Publicitaria (CONAR)
	Asociación GSMA
	Cámara de Comercio Americana del Perú (AMCHAM)
	Sociedad Nacional de Industrias (SNI)
Puerto Rico	Asociación de Industriales
	Asociación de Ejecutivos de Ventas y Mercadeo
	Alianza Puertorriqueña de Telecomunicaciones

Serbia	National Alliance for Local Economic Development (NALED)
	AmCham Serbia
	The Serbian Association of Managers (SAM)
	Foreign Investors Council (FIC)
	Slovenian Business Club (SPK)
	Association of Business Women in Serbia
	Chamber of Commerce and Industry of Serbia
	GSMA - Global System for Mobile Communications
	BASS - Business Association of Slovenia and Serbia
	AFA - Association for the affirmation of the potential of women
Chamber of Italian Serbian businessmen	
Slovenia	UN Global Compact ¹
	The Responsible Business Forum
	CER Center of energy efficiency solutions
	AmCham Commission for Sustainable Growth
	GSMA 5G IoT Strategy Group
	Diversity Charter
	SRIP Smart Cities and Communities
	Chamber of Commerce and Industry of Slovenia
	Managers' Association of Slovenia
	UN Global Compact
Telcel	Forum EMS
	Green Network
	Asociación Mexicana de Internet
Uruguay	Asociación Nacional de Telecomunicaciones
	GSM Association
United States- Claro Enterprise Solutions	Columbia University, Center for Technology Management

¹ The local UNGC network in Serbia is in the process of changing its legal status and registering as a formal legal entity. A1 Srbija is interested in being one of the founding companies of a local organization in Serbia and will certainly be a member. The process is still ongoing.

Appendix K: **SASB Index**

SUSTAINABILITY DISCLOSURE TOPICS AND ACCOUNTING METRICS				
Topic	Code	Accounting Metric	Unit of Measure	Company Response 2022
Environmental Footprint of Operations	TC-TL-130a.1	(1) Total energy consumed	GigaJoules	23,338,361
		(2) Percentage grid electricity	Percentage (%)	71%
		(3) Percentage renewable	Percentage (%)	29%
Data Privacy	TC-TL-220a.1	Description of policies and practices relating to behavioral advertising and customer privacy	n/a	Go to page 66
	TC-TL-220a.2	Number of customers whose information is used for secondary purposes	Number	Not Available
	TC-TL-220a.3	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Reporting Currency	Go to page 65
	TC-TL-220a.4	(1) Number of law enforcement requests for customer information	Number	Go to page 67
		(2) Number of customers whose information was requested	Number	Not Available
	(3) Percentage resulting in disclosure	Percentage (%)	Go to page 67	
Data Security	TC-TL-230a.1	(1) Number of data breaches	Number	Go to page 65
		(2) Percentage involving personally identifiable information (PII)	Percentage (%)	0
		(3) Number of customers affected	Number	0
	TC-TL-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards.	n/a	Go to pages 64 and 65
Product End of Life Management	TC-TL-440a.1*	(1) Materials recovered through take back programs	Metric tons (t)	Go to page 20
		(2) Percentage of recovered materials that were reused	Percentage (%)	1%
		(3) Percentage of recovered materials that were recycled	Percentage (%)	81%
		(4) Percentage of recovered materials that were landfilled	Percentage (%)	18%

SUSTAINABILITY DISCLOSURE TOPICS AND ACCOUNTING METRICS

Topic	Code	Accounting Metric	Unit of Measure	Company Response 2022
Competitive Behaviour and Open Internet	TC-TL-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Reporting Currency	0
	TC-TL-520a.2**	(1) Average actual sustained download speed of owned and commercially associated content	Megabits per second (Mbps)	13.5
		(2) Average actual sustained download speed of non associated content	Megabits per second (Mbps)	13.5
	TC-TL-520a.3	Description of risks and opportunities associated with net neutrality, paid peering, zero rating and related practices	n/a	Go to page 85
Managing Systemic Risks from Technology Disruptions	TC-TL-550a.1	(1) System average interruption frequency	Disruptions per customer	3.70%
		(2) Customer average interruption duration	Hours per customer	0.22 hr. (13 min)
	TC-TL-550a.2	Discussion of systems to provide unimpeded service during service interruptions	n/a	Go to page 35
Activity Metrics	TC-TL-000.A	Number of wireless Subscribers (millions)	Number	299.8
	TC-TL-000.B	Number of Wireline Subscribers (millions)	Number	73.3
	TC-TL-000.C	Number of Broadband Subscribers (millions)	Number	30.7
	TC-TL-000.D	Network Traffic	Petabytes	11,935

*Information regarding total waste, including operational waste and take back programs.

**Information of the mobile network in Mexico at December 2022. We don't make a distinction between owned and commercially associated content versus non-associated content.

Appendix L: **Climate Related Disclosures**

América Móvil takes climate change very seriously, therefore, beyond identifying risks, we make commitments to address them appropriately to minimize the severity and probability of their occurrence.

I. GOVERNANCE

(2-9)

Our Board of Directors has designated a board member to spearhead our Climate Risks Mitigation and Adaptation Strategy. This individual is backed by the Sustainability Committee and the Emissions and Energy Task Force, which is led by our Chief Wireless Operation Officer. Their collective efforts focus on identifying, evaluating, and monitoring climate change-related risks and opportunities while also defining and implementing our company's decarbonization strategy. To enhance their expertise in this area, key members of the team have received training from Chapter Zero on Climate Change Risks Governance.

II. RISK MANAGEMENT

In order to assess potential vulnerabilities within our operations due to climate change impacts, last year we conducted a comprehensive workshop that included representatives from various corporate divisions as well as local branches. The workshop examined three distinct scenarios with temperature increases ranging between 1.5°-2.5°Celsius for both Mexican operations along with European subsidiaries such as Austria.

Moving forward, we are committed to quantifying financial implications under these varying scenarios across all Latin American countries where we operate alongside other European regions not yet assessed thus far; ultimately aiming for full compliance with Task Force on Climate-Related Financial Disclosures (TCFD) recommendations in upcoming years

III. STRATEGY

(2-13)

Climate Related Risks and Identified Impacts

DAMAGE TO OUR INFRASTRUCTURE AND OUR ABILITY TO PROVIDE SERVICES

As a company, we recognize the potential risks posed by extreme weather events and long-term climate change on our infrastructure and ability to provide services. These factors can directly damage network facilities or disrupt our capacity to build and maintain portions of our network, as well as potentially affect suppliers' abilities to deliver products and services required for reliable coverage. Any such disruption could lead to delays in network deployment plans, service interruptions for customers, increased costs, and negative impacts on our operating results.

The physical effects of climate change - including more frequent and severe storms, floods, fires, freezing conditions, sea-level rise, among other related events - may adversely impact our operations. This includes damages sustained by operational infrastructure that result in higher expenses or loss of revenue due to disruptions caused by these climatic changes. To address this challenge effectively while safeguarding both financial performance indicators (FPIs) and customer satisfaction levels alike; it is essential that we invest into improving the resiliency against environmental threats through proactive measures designed specifically around mitigating any adverse consequences associated with global warming trends.

INCREASE IN FREQUENCY AND INTENSITY OF TROPICAL CYCLONES

We acknowledge the potential impact of high-speed winds on our infrastructure, including base stations, customer service centers, telephone exchanges and other buildings. Damages may range from tower collapses to antenna damages and local flooding due to tides. Thunderstorms can also affect radio frequency communication while increasing the need for emergency plants and fuel consumption. Furthermore, hurricanes have the potential to cause power or supply shortages as well as hinder access to facilities.

To address these challenges, all infrastructure such as towers and base stations are built under strict construction standards that resist intense winds and climate conditions. Additionally, we have developed a contingency plan that includes preventive measures before meteorological phenomena occur along with collaboration efforts involving authorities, suppliers and relevant stakeholders such as an anti-looting strategy. Additionally, we've created an adaptation plan for high exposure infrastructure in line with redesigned guidelines. Beyond these plans however; our ongoing work involves conducting vulnerability assessments related to physical events caused by climate change within regions where we operate - this will enable us to identify operations exposed to extreme weather events so that appropriate mitigation strategies at asset level are put into place.

INCREASE IN AVERAGE TEMPERATURE

The rising global average temperature may have significant consequences for our operations. These potential impacts include challenges to both the regular functioning of our equipment and the well-being of our workforce, which could ultimately result in financial repercussions.

In response to these concerns, we anticipate needing increased air conditioning in certain regions. This will be necessary not only to maintain optimal operating temperatures for our equipment but also to ensure a comfortable environment for employees and customers alike. Consequently, this would lead to higher costs associated with purchasing new air conditioning systems as well as their maintenance and operation.

Furthermore, extreme temperature increases in some areas might necessitate limiting working hours for field-based employees due to heat waves or other related conditions such as elevated ultraviolet exposure during routine maintenance work planning. As part of addressing these issues proactively while prioritizing employee safety and productivity levels remains essential moving forward.

Also, we might need to adjust the opening hours of our Customer Service Centers, adapt outdoor maintenance work timelines and safety gear, and promote increased utilization of digital service channels. These adaptation and mitigation plans were thoroughly discussed during a Climate Risks Workshop held in Mexico to ensure that we continue providing efficient services while addressing climate-related challenges.

CHANGES IN GREENHOUSE GAS (GHG) EMISSION LIMITS AND CARBON TAXES

We recognize the challenges of imposing greenhouse gas (GHG) emission limits or taxes on our operations and critical suppliers. These challenges include significant investments, complex training requirements, new technology adoption, and varying reporting metrics across countries.

We are aware that carbon taxes have been implemented in some regions where we operate and anticipate potential increases in these restrictions or taxes. To prepare for the possibility that any of these regulations have an economic impact on our operations, we actively monitor changes in tax policies within our operating regions.

Our commitment to reducing emissions is evident through our successful submission of an emission reduction target to the Science Based Targets Initiative (SBTi). Additionally, we pledge to achieve Net Zero by 2050. By implementing strategies aimed at reaching these targets, we believe that we can effectively manage associated risks.

To further demonstrate our dedication towards sustainability efforts, 44% of our subsidiaries are transitioning towards renewable energy sources via power purchase agreements. Nonetheless, for Latin America countries we identified an additional downside as legislation requires a minimum energy consumption to close a Power Purchase Agreement (PPA) and we do not meet such requirement as our energy consumption is per site. Therefore, we are evaluating the maximum renewable energy capacity each operation may acquire through the different local mechanisms and monitoring any change in Latin America legislations that may facilitate our efforts to improve our renewable energy figures.

We also continue developing programs and projects focused on improving energy efficiency while reducing fuel consumption – primarily by connecting remote base stations to the electricity grid.

Lastly but importantly, we collaborate with other industry members under GSMA Groupe Speciale Mobile Association initiatives which encourage telecommunications industry suppliers not only report their emissions but also set ambitious emission reduction targets.

INCREASED COST OF RAW MATERIALS AND CHANGES IN REGULATIONS OF EXISTING PRODUCTS AND SERVICES

We anticipate stricter regulations regarding resource efficiency and intensity, as well as product life cycle management. Potential increases in raw material prices for devices may impact the purchasing power of our consumers in certain regions where we operate. Additionally, most of the fuel consumed is utilized by remote base stations that cannot connect to the electricity grid. The introduction of more restrictive regulations on existing goods and services could significantly affect our financial performance, particularly if these changes are unexpected or have short transition periods.

To prepare for potential regulatory shifts, we continuously monitor any changes while harmonizing practices across subsidiaries to refurbish and reuse materials. This extends the lifespan of devices and other electronic equipment while ensuring proper management once they reach their end-of-life stage. Moreover, we actively work towards reducing diesel-powered off-grid base stations by connecting them to local grids or utilizing cost-effective renewable energy sources.

In collaboration with industry partners, value chain members, peers and organizations alike; our commitment lies in promoting a circular economy focused on reusing and recycling discarded electronic materials. By doing so, it enables us to provide solutions that exceed stakeholder expectations while fostering sustainable business practices throughout all aspects of operations.

CHANGES IN CONSUMER PREFERENCES

We acknowledge the growing awareness among our stakeholders regarding the social and environmental impacts of products and services they consume. We understand that Millennials and Generation Z consumers place great importance on factors such as origin, sustainable sourcing of materials, ethical production, and work conditions related to their purchases. Therefore, maintaining a solid reputation by advancing our sustainability commitments, improving operations, and carefully selecting business partners is crucial for our success.

In response to these changing preferences among users and in order to better comprehend stakeholder expectations and concerns, we update our materiality analysis every two or three years. This allows us not only to align with evolving demands but also transform potential risks into valuable opportunities for growth.

By adapting proactively to emerging trends in consumer behavior while prioritizing transparency throughout all aspects of operation and effectively communicating our ESG progress we aim at fostering trust within both existing customers as well new generations entering marketplaces worldwide who seek responsible choices when making purchasing decisions.

Opportunities Related to Climate Change

INCREASED REUSE AND RECYCLING

As a key player in the recovery of products we sell, we actively contribute to fostering a circular economy alongside our industry peers and throughout the value chain. To promote a culture of recycling electronic waste within our communities, we consistently develop communication and outreach campaigns. Furthermore, by standardizing practices across subsidiaries for refurbishing and reusing materials, we extend the life of devices and other electronic equipment while ensuring proper management once they are no longer in use.

By prolonging the life cycle of network equipment such as modems, landline telephone sets, routers, and set-top boxes among others; not only do we reduce costs but also restock our inventories with minimal environmental impact. This approach allows us to be both economically efficient while maintaining an environmentally conscious stance.

In addition to these efforts, any equipment that remains in good condition is repaired before being donated to low-income organizations or individuals as part of bridging the digital divide. We firmly believe this culture will continue growing stronger over time which enables us to capitalize on these practices further solidifying our reputation as responsible corporate citizens.

USE OF ENERGY SOURCES WITH LOWER EMISSION FACTORS

One of our primary sources of emissions stems from electricity consumption, which falls under the category of Scope 2 emissions. Recognizing this issue, we see immense potential in adopting energy sources with lower emission factors as they present significant financial, reputational and resilience opportunities for us.

We have found that renewable energy sources are not only cleaner but also less expensive and more reliable compared to traditional methods. This aligns well with our commitment towards sustainable practices while ensuring operational efficiency.

Moreover, these renewable energy solutions offer an innovative approach to addressing power supply challenges at base stations located in remote areas. By utilizing micro-generation and on-site generation techniques, we can effectively overcome such obstacles while simultaneously reducing our environmental impact.

INCENTIVES TO SUPPORT PUBLIC POLICY

Numerous organizations and governments provide incentives for companies to transition towards cleaner energy production systems and suppliers. We anticipate these incentives will continue to expand, allowing us to capitalize on opportunities to reduce emissions while enhancing our network coverage in remote locations.

We are committed to adopting new energy-saving technologies as part of our ongoing efforts. This not only benefits the environment but also strengthens our position as responsible corporate citizens, dedicated to sustainable practices within our industry.

USE OF NEW TECHNOLOGIES

Given the nature of the Company's operations, América Móvil always uses state-of-the-art technology. We continuously upgrade our networks with next-generation equipment that is not only more efficient but also has a reduced environmental impact. This allows us to maintain high standards while minimizing any negative consequences on the environment.

DEVELOPMENT AND/OR EXPANSION OF LOW EMISSION PRODUCTS AND SERVICES

We recognize the immense potential in developing and expanding low emission products and services. This is particularly relevant as high-tech products and services increasingly depend on connectivity and the Internet as their platform. Our industry plays a crucial role in addressing climate change by enabling other sectors to achieve their reduction targets through innovative connectivity solutions.

We are actively capitalizing on this opportunity by implementing two key strategies: 1) offering fast, reliable coverage with greater access across our markets; and 2) focusing on our Customer Relations and Value-Added Services departments that create Business-to-Business (B2B) solutions aimed at reducing emissions. These solutions enhance operational efficiency for our clients while minimizing the need for physical employee transfers, ultimately contributing to a more sustainable future.

ACCESS TO BETTER CAPITAL CONDITIONS

We have observed an increasing trend in institutional investors focusing on environmentally responsible companies and projects. This alignment with our environmental commitments allows us to access capital under preferential conditions.

We recently issued our first sustainable bond, which will help us align our business strategy with a more sustainable vision. The bond raised over 24 billion Mexican pesos in four tranches, and we have earmarked 21.7 billion Mexican pesos to finance environmental and social impact projects.

The funds from the bond will be allocated towards two of our key pillars: caring for the planet and promoting connectivity. We plan to use part of the proceeds to support projects consistent with our emissions reduction strategy, such as migrating to renewable energies and improving energy efficiency. In addition, we aim to accelerate digital inclusion by providing Internet access in underserved communities, promoting information technologies among vulnerable groups of society, and offering digital skills training programs and job opportunities so they can benefit from all aspects of connectivity.



Our Sustainable Linked Loan (SLL) is another example where we're moving forward on better aligning EESG performance metrics into financial strategies; it was a US\$1.5 Billion Euro-equivalent facility linked primarily around three KPIs.

The first KPI focuses on reducing absolute greenhouse gas emissions in line with our Science Based Target and Net Zero commitments. The second KPI emphasizes the importance of employee health and safety standards while committing to increase the number of subsidiaries holding ISO 45001 certifications. Lastly, the third KPI mandates that two female members be included within our Board of Directors.

The implementation of the Sustainable Bond and the Sustainability Linked Loan has not only helped us advance towards improved EESG alignment but also demonstrated to stakeholders that we remain dedicated to following best practices in sustainability efforts. By achieving success through these initiatives, we continue moving forward together toward a more sustainable future for everyone involved.

IV. METRICS AND TARGETS

For detailed information on our Scope 1, 2 and 3 Emissions and progress on our Science Based Targets and Net Zero Commitment, go to Chapter Enabling a Better Planet and Appendix D.



Appendix M: GRI Index

GRI STANDARD	DISCLOSURE	LOCATION	REFERENCE
GRI 1: FOUNDATION 2021			
	Publish a GRI content index	2, 141	
	Provide a statement of use		
GRI 2: GENERAL DISCLOSURES 2021			
2-1	Organizational details	2	<p>Find more information about Location of headquarters on page 10 of our 2022 Annual Report/20-F: https://s22.q4cdn.com/604986553/files/doc_financials/2022/ar/20F-2022-FINAL.pdf</p> <p>Find more information about Location of operations on pages 12 and 13 of our 2022 Annual Report/20-F: https://s22.q4cdn.com/604986553/files/doc_financials/2022/ar/20F-2022-FINAL.pdf</p> <p>Find more information about Ownership and legal form on pages 10 and 50 of our 2022 Annual Report/20-F: https://s22.q4cdn.com/604986553/files/doc_financials/2022/ar/20F-2022-FINAL.pdf</p>
2-2	Entities included in the organization's sustainability reporting	40	
2-3	Reporting period, frequency and contact point	2, 76	
2-4	Restatements of information	2	
2-5	External assurance	2, 156	
2-6	Activities, value chain, and other business relationships	40, 42, 69, 101, 113	<p>You can find more information about Activities, brands, products, and services* on pages 10, 11, 14, 15 and 16 of our 2022 Annual Report/20-F: https://s22.q4cdn.com/604986553/files/doc_financials/2022/ar/20F-2022-FINAL.pdf</p> <p>*From our total revenues in 2022, 0.06% comes from adult content.</p> <p>Find more information about Markets served on pages 12 and 13 of our 2022 Annual Report/20-F: https://s22.q4cdn.com/604986553/files/doc_financials/2022/ar/20F-2022-FINAL.pdf</p> <p>Since 2022, we have implemented a Third-Party Due Diligence Protocol that identifies and assesses potential risks associated with suppliers, retailers, or other Third-Parties.</p>
2-7	Employees	42,101	
2-8	Workers who are not employees	42	
2-9	Governance structure and composition	15, 57, 111, 112, 136	<p>Find more information about Governance structure on pages 62 to 67 of our 2022 Annual Report/20-F: https://s22.q4cdn.com/604986553/files/doc_financials/2022/ar/20F-2022-FINAL.pdf</p> <p>Find more information about Composition of the highest governance body and its committees on pages 62 to 64 of our 2022 Annual Report/20-F: https://s22.q4cdn.com/604986553/files/doc_financials/2022/ar/20F-2022-FINAL.pdf</p>



GRI STANDARD	DISCLOSURE	LOCATION	REFERENCE
2-10	Nomination and selection of the highest governance body		Find more information about Nominating and selecting the highest governance body on pages 62 to 64 of our 2022 Annual Report/20-F: https://s22.q4cdn.com/604986553/files/doc_financials/2022/ar/20F-2022-FINAL.pdf
2-11	Chair of the highest governance body		Find more information about Chair of the highest governance body on pages 62 to 64 of our 2022 Annual Report/20-F: https://s22.q4cdn.com/604986553/files/doc_financials/2022/ar/20F-2022-FINAL.pdf
2-12	Role of the highest governance body in overseeing the management of impacts	7, 8, 10, 15, 77, 111, 112, 136	
2-13	Delegation of responsibility for managing impacts	15, 57, 58, 64, 111, 112	
2-14	Role of the highest governance body in sustainability reporting	8	
2-15	Conflicts of interest	60	
2-16	Communication of critical concerns	62, 112	
2-22	Statement on sustainable development strategy	3	
2-23	Policy commitments	7, 63	
2-24	Embedding policy commitments	59	
2-25	Processes to remediate negative impacts	62, 63, 79, 80, 81, 82	
2-26	Mechanisms for seeking advice and raising concerns	58, 59, 60, 112	
2-27	Compliance with laws and regulations	115	
2-28	Membership associations	131	
2-29	Approach to stakeholder engagement	79	
2-30	Collective bargaining agreements	51	



GRI STANDARD	DISCLOSURE	LOCATION	REFERENCE
GRI 3: MATERIAL TOPICS 2021			
	3-1	Process to determine material topics	2
	3-2	List of material topics	10, 77
GRI TOPIC STANDARDS			
GRI 201: ECONOMIC PERFORMANCE 2016			
	201-1	Direct economic value generated and distributed	40
	201-2	Financial implications and other risks and opportunities due to climate change	83
GRI 203: INDIRECT ECONOMIC IMPACTS 2016			
	203-1	Infrastructure investments and services supported	40
	203-2	Significant indirect economic impact	37, 107
GRI 204: PROCUREMENT PRACTICES 2016			
	204-1	Proportion of spending on local suppliers	69, 114
GRI 205: ANTI-CORRUPTION 2016			
	205-2	Communication and training about anti-corruption policies and procedures	59, 60
GRI 206: ANTI-COMPETITIVE BEHAVIOR 2016			
	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	115
GRI 207: TAX 2019			
	207-1	Approach to tax	68
	207-4	Country-by-country reporting	147
GRI 302: ENERGY 2016			
	302-1	Energy consumption within the organization	19, 20, 95, 96 Find more information in the independent assurance appendix by Deloitte



GRI STANDARD	DISCLOSURE	LOCATION	REFERENCE
	302-3	Energy intensity	95
	302-4	Reduction of energy consumption	19
GRI 304: BIODIVERSITY 2016			
	304-2	Significant impacts of activities, products, and services on biodiversity	26
	304-3	Habitats protected or restored	26
GRI 305: EMISSIONS 2016			
	305-1	Direct (Scope 1) GHG emissions	22, 99 Find more information in the independent assurance appendix by Deloitte
	305-2	Energy indirect (Scope 2) GHG emissions	22, 99 Find more information in the independent assurance appendix by Deloitte
	305-3	Other indirect (Scope 3) GHG emissions	22, 99, 100
	305-4	GHG emissions intensity	22, 99
GRI 306: WASTE 2020			
	306-2	Management of significant waste-related impacts	20, 97 Find more information in the independent assurance appendix by Deloitte
	306-4	Waste diverted from disposal	20, 97
	306-5	Waste directed to disposal	20, 97
GRI 401: EMPLOYMENT 2016			
	401-1	New employee hires and employee turnover	102 As a result of our joint venture with VTR, we eliminated 404 positions due to role duplications which represents 0.23% of our total workforce.
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	50
	401-3	Parental leave	50
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018			
	403-1	Occupational health and safety management system	53 Find more information in the independent assurance appendix by Deloitte
	403-5	Worker training on occupational health and safety	53
	403-6	Promotion of worker health	53, 54, 55
	403-9	Work-related injuries	105, 106



GRI STANDARD	DISCLOSURE	LOCATION	REFERENCE
GRI 404: TRAINING AND EDUCATION 2016			
404-1	Average hours of training per year per employee	46, 104, 105	
404-2	Programs for upgrading employee skills and transition assistance programs	46	
404-3	Percentage of employees receiving regular performance and career development reviews	49, 104	
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016			
405-1	Diversity of governance bodies and employees	42, 52, 57, 101, 102, 103, 110	
405-2	Ratio of basic salary and remuneration of women to men	50, 103	Find more information in the independent assurance appendix by Deloitte
GRI 415: PUBLIC POLICY 2016			
415-1	Political contributions	149	
GRI 418: CUSTOMER PRIVACY 2016			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	64, 65, 67	In 2022, two information security incidents occurred, none of which resulted in sanctions or repercussions.
CYBERSECURITY INFORMATION			
	Countries Certified in Management Security System	64, 120	

Appendix N: **SLL** Indicators

KPI	DEFINITION	BASELINE (2019)	Targets / Results / Thresholds					
			2021	2022	2023	2024	2025	
E	1) Reduce absolute CO₂ Emissions (Ton CO₂e)	Scope 1 and Scope 2 (market based) emissions according to the (WRI) and the World Business Council for Sustainable Development (WBCSD) Greenhouse Gas Protocols 2,737 Ton CO ₂ e ¹	Target	2.0%	4.0%	7.3%	12.4%	19.0%
			Annual Result	14.8%	19%	--	--	--
			Threshold	2.0%	2.0%	3.5%	5.5%	7.5%
S	2) Increase the number of subsidiaries with an ISO 45001 certification	Number of subsidiaries of América Móvil that have obtained an ISO 45001 certification 7	Target	5	10	15	20	25
			Annual Result	11	18	--	--	--
			Threshold	2	7	12	17	22
G	3) Increase the number of women in the board of directors	Number of women in the Board of Directors of América Móvil, certified by an external evaluation 1	Target	1	1	2	2	3
			Annual Result	3	3	--	--	--
			Threshold	1	1	2	2	3

¹ In 2022, we adjusted the 2019 baseline as well as the following years. The data represented in all our environmental tables considered the following assumptions:

- Figures from Tracfone and Panamá were excluded as they were sold in 2021 and 2022, respectively.
 - Figures from Claro Chile were reclassified from Scope 1, Scope 2, and Scope 3 to Category 15 of Scope 3 since América Móvil no longer has operational control over Claro Chile as it entered a Joint-Venture with VTR in 2022.
 - We adopted "Outside of Scopes" criteria aligned to our current Accuvio methodology for "Fugitive Refrigerants" emissions.
 - We corrected the Dominican Republic Scope 1 for "Fugitive Refrigerants" (originally overreported) in 2021.
- All our emissions calculations are aligned under to the Green House Gas (GHG) Protocol.

Appendix O: Tax Contributions

(207-4)

EFFECTIVE TAX RATE

In 2022, América Móvil accrued MX 46,044 million in corporate income taxes on a consolidated basis. This amount corresponds to an effective tax rate of 34.29% on our worldwide earnings. In 2021, AMX accrued corporate taxes amounted to MX 32,717 million which represented an effective tax rate of 31.22%. The increase in the effective tax rate was due to the recognition of tax losses in Chile and the decrease in tax benefits in Brazil.

 TO LEARN MORE ABOUT OUR TAX POLICY, PLEASE VISIT AMERICA MOVIL'S CORPORATE WEBSITE: [AMERICAMOVIL.COM](https://www.americamovil.com)

TAXES PAID BY COUNTRY 2021¹

Country	2021 Revenues (MXP)	Accounting Profits (Losses) before Income Tax for the Fiscal Year	2021 Paid Taxes (MXP)	2021 Accrued Tax (MXP)	Number of Employees
Argentina	49,561,321,456	4,115,802,135	3,002,852,817	2,996,672,051	3,673
Austria	74,245,556,184	49,260,473,354	468,255,106	499,353,375	7,565
Belarus	10,220,692,924	2,964,840,508	832,055,641	886,859,668	2,334
Brazil	159,224,837,365	24,521,544,448	2,118,511,044	2,100,233,195	33,635
Bulgaria	14,322,970,033	2,380,097,971	290,112,856	285,452,117	3,291
Chile	29,676,952,618	4,304,289,880	38,548,076	7,331,563	2,920
Colombia	80,462,979,453	13,571,065,492	11,090,014,588	2,604,080,472	8,877
Costa Rica	4,816,727,418	-463,466,721	0	0	710
Croatia	11,003,132,520	1,285,131,982	263,368,713	277,251,353	1,837
Dominican Rep	19,790,496,284	7,478,916,137	1,838,865,701	1,828,583,613	7,663
Ecuador	21,053,493,318	3,450,894,843	1,154,713,314	1,152,517,854	2,668
El Salvador	10,483,467,814	2,397,289,323	179,993,733	591,237,132	2,002
Guatemala	23,632,938,044	5,186,343,491	1,091,777,519	1,186,429,113	3,721

¹ The table shows taxes paid by country in 2021 compared with 2020. In case of loss, we do not report taxes.

Country	2021 Revenues (MXP)	Accounting Profits (Losses) before Income Tax for the Fiscal Year	2021 Paid Taxes (MXP)	2021 Accrued Tax (MXP)	Number of Employees
Honduras	6,006,357,353	148,415,625	49,457,870	120,323,912	950
Macedonia	3,244,308,728	418,686,367	49,166,127	48,078,718	767
Mexico	790,611,130,813	687,990,531,620	67,156,755,936	61,508,102,481	87,233
Nicaragua	6,180,712,794	1,789,495,399	189,487,478	497,976,512	1,758
Panama	3,379,656,797	-624,709,688	0	0	572
Paraguay	4,120,239,235	501,963,213	16,787,323	58,292,212	465
Peru	35,697,836,990	4,301,614,095	1,742,789,127	1,738,562,657	3,657
Puerto Rico	23,120,322,491	-3,298,653,526	26,608,585	42,972,955	2,593
Serbia	7,652,194,467	1,201,285,667	81,346,775	116,581,785	1,456
Slovenia	5,085,787,413	1,884,164,557	148,528,269	47,439,349	606
United States	162,947,073,101	12,732,696,846	2,142,817,954	2,584,601,877	1,822
Uruguay	2,811,848,857	916,114,007	186,126	0	252
Other Countries	49,131,454,053	69,260,238,163	672,774,036	674,966,904	66
Total	1,608,484,488,523	897,675,065,191	94,645,774,713	81,853,900,867	183,093

CONTRIBUTIONS

(415-1)

During the year, América Móvil's operations made contributions and expenses for lobbying, representing interests, or similar, as well as for commercial associations or tax-exempt groups.

It is important to specify that our Integrity and Compliance Program prohibits spending on political contributions. We do not make monetary contributions to political campaigns or organizations, lobbyists, trade associations, and other tax-exempt groups with the intention of influencing campaigns or legislation.

However, we carry out annual payments derived from our affiliation with business chambers such as ANATEL and GSMA, as well as other industrial chambers in which we participate in the countries in which we operate.

Three of our subsidiaries, Claro Colombia, Claro El Salvador, and Claro Puerto Rico, carry out lobbying investments to monitor bills that may arise in their local Legislature with the potential to become law, thus helping in their relationships to participate in different ways along with the industry in these legislative processes to bring the company's position, either for or against these measures. It is important to reiterate that these contributions were not intended to influence public policy.

TYPE OF CONTRIBUTION ¹	2022 (MXP)	2022 (USD)
Lobbying, representation of interests or similar ²	\$ 4,315,421	\$ 213,009
Local, regional, or domestic political campaigns / organizations / candidates	0	0
Business chambers or tax-exempt groups (For example, think tanks)	\$ 100,133,242	\$ 5,157,705
Others (for example, expenses related to electoral measures or referendums)	0	0
Total Contributions	\$ 104,268,662	\$ 5,370,714
% of Total Revenues	0.012%	0.012%

¹ The contributions report does not include Telmex, Claro Panamá since it is no longer part of América Móvil and Claro Chile as it entered a Joint-Venture with VTR in 2022.

² The total amount corresponds only to three subsidiaries, Claro Colombia, Claro El Salvador, and Claro Puerto Rico, and it is dedicated only to monitoring local legal initiatives.



**FOR MORE INFORMATION REGARDING OUR ENGAGEMENT WITH
INDUSTRY ASSOCIATIONS FOR CLIMATE CHANGE POLICIES, GO TO
[OUR ENVIRONMENTAL POLICY](#)**



MESSAGE FROM
THE CEO



ENABLING A
BETTER WORLD



ENABLING A
BETTER PLANET



ENABLING A
BETTER SOCIETY



ENABLING A BETTER
WORKPLACE



ENABLING A BETTER
BUSINESS FRAMEWORK



APPENDICES



EXTERNAL
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Appendix P: Tax Organizational Structure

(207-4)

DENOMINATION OR COMPANY NAME OF THE ENTITIES RESIDENT IN THE TAX JURISDICTION	RESIDENCE TAX JURISDICTION	MAIN ECONOMIC ACTIVITIES
Amx Argentina, S.A.	Argentina	Provision of services to independent third parties
Arrendadora Movil Argentina, S.A.	Argentina	Other. Equipment leasing
Ertach S.A. y Telecom Argentina S.A.	Argentina	Provision of services to independent third parties
Ertach, S.A.	Argentina	Provision of services to independent third parties
Ideas Musicales, S.A.	Argentina	Other. Digital content distribution
Metrored Holdings, S.A.	Argentina	Shareholder
Mixplay, S.A.	Argentina	Other. Provision of services
OPM Argentina S.A.	Argentina	Other. Equipment leasing
Telmex Argentina, S.A.	Argentina	Provision of services to independent third parties
A1 Digital International GmbH	Austria	Provision of services to independent third parties
A1 Telekom Austria AG	Austria	Provision of services to independent third parties
A1 Towers Austria GmbH	Austria	Other. Equipment leasing
A1 Towers Holding GmbH	Austria	Shareholder
A1now TV GmbH	Austria	No activity
Cable Runner Austria GmbH & Co KG	Austria	Resale and leasing of infrastructure
Cable Runner GmbH	Austria	Construction and maintenance of telephone networks
Invenium Data Insights GmbH	Austria	Provision of services to independent third parties
Kroatien Beteiligungsverwaltung GmbH	Austria	Shareholder
Mk Logistik GmbH	Austria	Administrative, management or support services
Mobilkom Belarus Beteiligungsverwaltung GmbH	Austria	Shareholder
Mobilkom Beteiligungs GmbH	Austria	Shareholder

DENOMINATION OR COMPANY NAME OF THE ENTITIES RESIDENT IN THE TAX JURISDICTION	RESIDENCE TAX JURISDICTION	MAIN ECONOMIC ACTIVITIES
Mobilkom Bulgarien Beteiligungsverwaltung GmbH	Austria	Shareholder
Mobilkom Cee Beteiligungsverwaltungs GmbH	Austria	Shareholder
Mobilkom Mazedonien Beteiligungsverwaltungs GmbH	Austria	Shareholder
Paybox Bank AG	Austria	Regulated financial services
Paybox Service GmbH	Austria	Provision of services to independent third parties
Telekom Austria AG	Austria	Administrative, management or support services
Telekom Austria Personalmanagement GmbH	Austria	Administrative, management or support services
Telekom Finanzmanagement GmbH	Austria	Group internal financing
Wedify GmbH	Austria	Administrative, management or support services
World Direct Ebusiness Solutions GmbH	Austria	Provision of services to independent third parties
Claro Barbados, Inc.	Barbados	No activity
A1 Content, Belarus	Belarus	Other. Content
A1 ICT Services	Belarus	Provision of services to independent third parties
Unitary Enterprise A1	Belarus	Provision of services to independent third parties
Unitary Enterprise Solar Invest	Belarus	Provision of services to independent third parties
Unitary Enterprise Ta-Engineering.	Belarus	Construction and maintenance of telephone networks
Jetstream BH D.O.O. Bosnia -Herzegovina	Bosnia and Herzegovina	Infrastructure leasing
Americel, S.A.	Brazil	Provision of services to independent third parties



DENOMINATION OR COMPANY NAME OF THE ENTITIES RESIDENT IN THE TAX JURISDICTION	RESIDENCE TAX JURISDICTION	MAIN ECONOMIC ACTIVITIES
Brasil Center Comunicações Ltda.	Brazil	Provision of services to independent third parties
Claro Nxt Participações, Ltda	Brazil	Shareholder
Claro Nxt Telecomunicações de Longa Distância, Ltda	Brazil	Provision of services to independent third parties
Claro Nxt Telecomunicações, Ltda	Brazil	Provision of services to independent third parties
Claro Pay S.A.	Brazil	Other. Provision of services
Claro Telecom Participações, S.A.	Brazil	Shareholder
Claro, S.A.	Brazil	Provision of services to independent third parties
Eg Participações S.A.	Brazil	Shareholder
Embratel Tvsat Telecomunicações Ltda.	Brazil	Provision of services to independent third parties
Hitss Do Brasil Serviços Tecnológicos Ltda.	Brazil	Other. Provision of services
Reyc Comércio e Participações Ltda.	Brazil	Other. Provision of services
Sunbird Participações, Ltda	Brazil	Provision of services to independent third parties
Sunbird Telecomunicações, Ltda	Brazil	Provision of services to independent third parties
Telmex Do Brasil Ltda.	Brazil	Provision of services to independent third parties
Telmex Solutions Telecomunicações Ltda.	Brazil	Provision of services to independent third parties
Asdrubal Finance Ltd	British Virgin Islands	No activity
Ingenial Limited	British Virgin Islands	No activity
Telglobe Financial Holdings, Corp.	British Virgin Islands	No activity
A1 Bulgaria EAD	Bulgaria	Provision of services to independent third parties
A1 Towers Bulgaria EOOD	Bulgaria	Other. Equipment leasing
Aprimis EOOD	Bulgaria	Provision of services to independent third parties
Cabletel Prima AD	Bulgaria	Provision of services to independent third parties

DENOMINATION OR COMPANY NAME OF THE ENTITIES RESIDENT IN THE TAX JURISDICTION	RESIDENCE TAX JURISDICTION	MAIN ECONOMIC ACTIVITIES
CES Technology Solutions LTD.	Canada	No activity
Claro Chile, S.A.	Chile	Provision of services to independent third parties
Claro Comunicaciones, S.A.	Chile	Provision of services to independent third parties
Claro Holding, S.A.	Chile	Shareholder
Sites Chile S.A.	Chile	Other. Equipment leasing
Telecomunicaciones Inalámbricas, S.A.	Chile	Other. Equipment leasing
Comunicación Celular, S.A.	Colombia	Provision of services to independent third parties
Hitss Colombia, S.A.S.	Colombia	Other. Provision of IT services
Ideas Musicales de Colombia, S.A.S.	Colombia	Provision of services to independent third parties
Infracel, S.A. E.S.P.	Colombia	Provision of services to independent third parties
Operadora de Pagos Móviles de Colombia, S.A.S.	Colombia	No activity
Claro CR Telecomunicaciones, S.A.	Costa Rica	Provision of services to independent third parties
SITES TELECOMUNICACIONES COSTA RICA, S.A.	Costa Rica	Other. Property leasing
A1 Hrvatska D.O.O.	Croatia	Provision of services to independent third parties
A1 TOWERS D.O.O.	Croatia	Other. Equipment leasing
Ta CZ Site S.R.O.	Czech Republic	Infrastructure leasing
Amov International Teleservices, S.A.S.	Dominican Republic	Provision of services to independent third parties
Compañía Dominicana de Telefonos, S.A.	Dominican Republic	Provision of services to independent third parties
Operaciones de Procesamiento de Información y Telefonía, S.A.S.	Dominican Republic	Administrative, management or support services
Consortio Ecuatoriano de Telecomunicaciones, S.A.	Ecuador	Provision of services to independent third parties
Hitss Ecuador, S.A.	Ecuador	Other. Provision of IT services
Sites Ecuador S.A.	Ecuador	Other. Equipment leasing
Compañía de Telecomunicaciones de El Salvador, S.A. de C.V.	El Salvador	Provision of services to independent third parties



MESSAGE FROM THE CEO



ENABLING A BETTER WORLD



ENABLING A BETTER PLANET



ENABLING A BETTER SOCIETY



ENABLING A BETTER WORKPLACE



ENABLING A BETTER BUSINESS FRAMEWORK


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DENOMINATION OR COMPANY NAME OF THE ENTITIES RESIDENT IN THE TAX JURISDICTION	RESIDENCE TAX JURISDICTION	MAIN ECONOMIC ACTIVITIES
CTE Telecom Personal, S.A. de C.V.	El Salvador	Provision of services to independent third parties
Publitel, S.A. de C.V.	El Salvador	No activity
Servicios Laborales, S.A. de C.V.	El Salvador	Administrative, management or support services
Sites el Salvador, S.A. de C.V.	El Salvador	Other. Property leasing
Telecom Publicar Directorios, S.A. de C.V.	El Salvador	Provision of services to independent third parties
Telecomoda, S.A. de C.V.	El Salvador	Provision of services to independent third parties
A1 Digital Deutschland GmbH	Germany	Provision of services to independent third parties
Jetstream Germany GmbH	Germany	Infrastructure leasing
Cablenet, S.A.	Guatemala	Provision of services to independent third parties
Claro Guatemala, S.A.	Guatemala	Provision of services to independent third parties
Operadora Laboral, S.A. de C.V.	Guatemala	Administrative, management or support services
Sites Guatemala, S.A.	Guatemala	Other. Property leasing
Telecomunicaciones de Guatemala, S.A.	Guatemala	Provision of services to independent third parties
Compañía de Relaciones Laborales, S.A.	Honduras	Administrative, management or support services
Escucha (Honduras), S.A. de C.V.	Honduras	Provision of services to independent third parties
Servicios de Comunicaciones de Honduras, S.A. de C.V.	Honduras	Provision of services to independent third parties
Sites Honduras, S.A. de C.V.	Honduras	Other. Property leasing
Telecosmos de Honduras, S.A. de C.V.	Honduras	No activity
Jetstream Hungary Kft.	Hungary	Infrastructure leasing
JETSTREAM Italy S.r.l.	Italy	Infrastructure leasing
AMX Brazil Holdings S.à.r.l.	Luxemburg	Shareholder
AMX Holdings S.à.r.l.	Luxemburg	Infrastructure leasing
AMX International Mobile S.à.r.l.	Luxemburg	Shareholder
A1 Makedonija DOOELSkopje	Macedonia	Provision of services to independent third parties

DENOMINATION OR COMPANY NAME OF THE ENTITIES RESIDENT IN THE TAX JURISDICTION	RESIDENCE TAX JURISDICTION	MAIN ECONOMIC ACTIVITIES
A1 Tower DOOEL Skopje	Macedonia	Provision of services to independent third parties
Leanworx DOOEL	Macedonia	Other. Equipment leasing
Telemedia Dooel Skopje	Macedonia	Provision of services to independent third parties
360 HQ, S.A. de C.V.	Mexico	Administrative, management or support services
Administradora de Activos Transfer, S.A.PI. De CV	Mexico	No activity
Administradora de Pagos Móviles, S.A. de C.V.	Mexico	Provision of management services
Aerofrisco, S.A. de C.V.	Mexico	Other. Provision of services
Alquiladora de Casas, S.A. de C.V.	Mexico	Other. Property leasing
AM Latin America, S.A. de C.V.	Mexico	Shareholder
Amatech, S.A. de C.V.	Mexico	Other. Telemarketing service
América Móvil, S.A.B. de C.V.	Mexico	Shareholder, Intra-group financing
Amov Canada, S.A. de C.V.	Mexico	Shareholder
Amov Colombia, S.A. de C.V.	Mexico	Shareholder
Amov I, S.A. de C.V.	Mexico	Shareholder
Amov IV, S.A. de C.V.	Mexico	Shareholder
Amovecuador, S.A.	Mexico	Shareholder
Amx Contenido, S.A. de C.V.	Mexico	Other. Digital Content
Amx Ecuador, S.A. de C.V.	Mexico	Shareholder
Amx Honduras, S.A. de C.V.	Mexico	Shareholder
Amx Nicaragua, S.A. de C.V.	Mexico	Shareholder
Amx Tenedora, S.A. de C.V.	Mexico	Shareholder
Amx USA Holding, S.A. de C.V.	Mexico	Shareholder
Amx Wellington Gardens, S.A. de C.V.	Mexico	Shareholder
Anuncios en Directorios, S.A. de C.V.	Mexico	Other. Advertising services
CGTEL, S.A.PI. de C.V.	Mexico	Shareholder
Claro TV, S.A. de C.V.	Mexico	Provision of services to independent third parties
Comertel Argos, S.A. de C.V.	Mexico	Administrative, management or support services



MESSAGE FROM
THE CEO



ENABLING A
BETTER WORLD



ENABLING A
BETTER PLANET



ENABLING A
BETTER SOCIETY



ENABLING A BETTER
WORKPLACE



ENABLING A BETTER
BUSINESS FRAMEWORK



APPENDICES



EXTERNAL
VERIFICATION LETTER

DENOMINATION OR COMPANY NAME OF THE ENTITIES RESIDENT IN THE TAX JURISDICTION	RESIDENCE TAX JURISDICTION	MAIN ECONOMIC ACTIVITIES
Compañía de Teléfonos y Bienes Raíces, S.A. de C.V.	Mexico	Provision of services to independent third parties
Consortio Red Uno, S.A. de C.V.	Mexico	Rendering of services to non-related parties. Network services
Construcciones y Canalizaciones, S.A. de C.V.	Mexico	Other. Network construction and maintenance services
Controladora de Servicios de Comunicaciones TMX, S.A. de C.V.	Mexico	Shareholder
Controladora de Servicios en Telecomunicaciones, S.A. de C.V.	Mexico	Other. Equipment leasing
Duono, S.A. de C.V.	Mexico	Other. Frequency leasing
E35, S.A. de C.V.	Mexico	Other. Digital Content
Empresa de Limpieza Mexicana, S.A. de C.V.	Mexico	Administrative. management or support services
Empresa de Servicios y Soporte Integral GC, S.A.P.I. de C.V.	Mexico	Shareholder
Empresas y Controles en Comunicaciones, S.A. de C.V.	Mexico	Shareholder
Enitel De Nicaragua, S.A. de C.V.	Mexico	Shareholder
Fuerza y Clima, S.A. de C.V.	Mexico	Other. Network construction and maintenance services
Grupo Técnico de Administración, S.A. de C.V.	Mexico	Administrative. management or support services
Grupo Telvista, S.A. de C.V.	Mexico	Other. Provision of call center services
Hitss Solutions, S.A. de C.V.	Mexico	Shareholder
Ideas Musicales, Servicios, Interactividad y Comunidad Audiovisuales, S.A. de C.V.	Mexico	Other. Video production
Impulsora Mexicana de Energía, S.A. de C.V.	Mexico	No activity
Impulsora Mexicana de Telecomunicaciones, S.A. de C.V.	Mexico	Other. Network design and maintenance services
Inmobiliaria El Recuerdo, S.A. de C.V.	Mexico	Other. Property leasing
Inmobiliaria Las Trufas, S.A. de C.V.	Mexico	Other. Property leasing
Inmuebles Madag, S.A. de C.V.	Mexico	Other. Property leasing
Instituto Tecnológico de Teléfonos de México, S.C.	Mexico	Other. Education
LATAM Servicios Integrales, S.A. de C.V.	Mexico	Administrative. management or support services

DENOMINATION OR COMPANY NAME OF THE ENTITIES RESIDENT IN THE TAX JURISDICTION	RESIDENCE TAX JURISDICTION	MAIN ECONOMIC ACTIVITIES
Operadora de Pagos Móviles de México, S.A. de C.V.	Mexico	Other. Mobile payment services.
Operadora Mercantil, Administración y Soporte Integral, S.A. de C.V.	Mexico	Administrative. management or support services
Prestaciones Profesionales Empresariales, S.A. de C.V.	Mexico	Administrative. management or support services
Procesadora de Pagos Móviles, S.A. de C.V.	Mexico	Shareholder
Radiomóvil DIPSA, S.A. de C.V.	Mexico	Provision of services to independent third parties
Red Nacional Última Milla, S.A. de C.V.	Mexico	Provision of services to independent third parties
Red Última Milla del Noroeste, S.A. de C.V.	Mexico	Provision of services to independent third parties
Redes de Información y Educación del Siglo XXI, S.A. de C.V.	Mexico	Shareholder
Scitum, S.A. de C.V.	Mexico	Provision of services to independent third parties. Other. Security services
Sercotel, S.A. de C.V.	Mexico	Shareholder, Intra-group financing
Servicios de Telecomunicaciones Última Milla, S.A. de C.V.	Mexico	Shareholder
Servicios Especializados Scitum, S.A. de C.V.	Mexico	Administrative. management or support services
Servisys VS, S.A. de C.V.	Mexico	Administrative. management or support services
Soporte de Servicios Integrados LATAM, S.A. de C.V.	Mexico	Administrative. management or support services
Speedy Móvil Servicios, S.A. de C.V.	Mexico	Administrative. management or support services
Speedy Móvil, S.A. de C.V.	Mexico	Other. Development and production of internet tools
SVT Servicios Nube, S.A. de C.V.	Mexico	Provision of services to independent third parties
Tecmarketing, S.A. de C.V.	Mexico	Other. Telemarketing service
TEINTL, S.A. de C.V.	Mexico	Holding
Teleconstructora, S.A. de C.V.	Mexico	Other. Network construction and maintenance services
Teléfonos de México, S.A.B. de C.V.	Mexico	Provision of services to independent third parties



DENOMINATION OR COMPANY NAME OF THE ENTITIES RESIDENT IN THE TAX JURISDICTION	RESIDENCE TAX JURISDICTION	MAIN ECONOMIC ACTIVITIES
Teléfonos del Noroeste, S.A. de C.V.	Mexico	Provision of services to independent third parties
Tenedora de Torres ECU, S.A. de C.V.	Mexico	Other. Property leasing
Tenedora Telpri, S.A. de C.V.	Mexico	Shareholder
Torres Latinoamérica, S.A. de C.V.	Mexico	Shareholder
Triara.com, S.A. de C.V.	Mexico	Provision of services to independent third parties
Uninet, S.A. de C.V.	Mexico	Provision of services to independent third parties
V-SYS, S.A. de C.V.	Mexico	Provision of services to independent third parties
Widcombe, S.A. de C.V.	Mexico	Shareholder
América Móvil B.V.	Netherlands	Shareholder
Amov Finance B.V.	Netherlands	Group internal financing
Guatemala Cellular Holdings, B.V.	Netherlands	Shareholder
Olympic Plaza Holdings N.V.	Netherlands	Group internal financing
Cablenet, S.A.	Nicaragua	Provision of services to independent third parties
Empresa Nicaragüense de Telecomunicaciones, S.A.	Nicaragua	Provision of services to independent third parties
Estaciones Terrenas de Satélite, S.A.	Nicaragua	Provision of services to independent third parties
Informática y Tecnología de Nicaragua, S.A.	Nicaragua	No activity
Ingeniería de Teléfonos y Comunicaciones, S.A.	Nicaragua	No activity
Mensajero Electrónico, S.A.	Nicaragua	No activity
Sites de Nicaragua	Nicaragua	Other. Equipment leasing
Claro Panamá, S.A.	Panama	Provision of services to independent third parties
CLARO WIRELESS, S.A.	Panama	Provision of services to independent third parties
Estesa Holding Corp.	Panama	Shareholder
Sites Telecomunicaciones Panamá, S.A.	Panama	Other. Property leasing
Amx Paraguay, S.A.	Paraguay	Provision of services to independent third parties

DENOMINATION OR COMPANY NAME OF THE ENTITIES RESIDENT IN THE TAX JURISDICTION	RESIDENCE TAX JURISDICTION	MAIN ECONOMIC ACTIVITIES
Operadora de Pagos Móviles Paraguay, S.A.	Paraguay	Other. Mobile payment platform
Sitios Telecomunicaciones Paraguay, SA	Paraguay	Other. Equipment leasing
América Móvil Perú, S.A.C.	Peru	Provision of services to independent third parties
Amx Torres Perú, S.A.C.	Peru	Inactiva
Hitss Perú, S.A.C.	Peru	Other. Provision of IT services
Olo del Perú S.A.C.	Peru	Provision of services to independent third parties
TVS Wireless S.A.C.	Peru	Provision of services to independent third parties
Jetstream Poland Spolka Z Ograniczona Odowiedzialnoscia	Poland	Infrastructure leasing
Coquinet Corporation	Puerto Rico	Provision of services to independent third parties
Puerto Rico Telephone Company, Inc.	Puerto Rico	Provision of services to independent third parties
Sites Puerto Rico LLC	Puerto Rico	Other. Equipment leasing
Telecomunicaciones de Puerto Rico, Inc.	Puerto Rico	Shareholder
Jetstream Ro SRL	Romania	Infrastructure leasing
A1 Srbija d.o.o.	Serbia	Provision of services to independent third parties
A1 Towers Infrastructure d.o.o.	Serbia	Provision of services to independent third parties
Jetstream Slovakia S.R.O.	Slovakia	Infrastructure leasing
A1 Slovenija D.D.	Slovenia	Provision of services to independent third parties
SB Telecom Ltd.	Slovenia	Shareholder
STUDIO PROTEUS D.O.O.	Slovenia	Other. Content and ISP
TS RPL d.d.	Slovenia	Provision of services to independent third parties
Claro Enterprise Solutions S.L.U.	Spain	Provision of services to independent third parties
Akenes, S.A.	Switzerland	Provision of services to independent third parties
Jetstream Switzerland GmbH	Switzerland	Infrastructure leasing



DENOMINATION OR COMPANY NAME OF THE ENTITIES RESIDENT IN THE TAX JURISDICTION	RESIDENCE TAX JURISDICTION	MAIN ECONOMIC ACTIVITIES
Jetstream Tr Telekomünikasyon Hizmetleri Ve Ticaret Limited Sirketi	Turkey	Infrastructure leasing
Jetstream England Limited	United Kingdom	Infrastructure leasing
Airfone Holdings LLC	United States	Shareholder
Amx Treasury, LLC.	United States	No activity
Claro Enterprise Solutions, LLC	United States	Provision of services to independent third parties
Claro Video, LLC	United States	Provision of services to independent third parties
Fintel Holdings, LLC.	United States	No activity
Hitss, Inc.	United States	Provision of services to independent third parties
Imusica, LLC.	United States	Other
Internet Holding, LLC.	United States	Shareholder
LATAM Holdings, LLC	United States	Shareholder
LATAM Telecommunications, LLC.	United States	Shareholder
McCaw International (Brazil), LLC	United States	Shareholder
Ora Media, LLC.	United States	Other. Digital content production
Rivoli Reinsurance Company	United States	Insurance

DENOMINATION OR COMPANY NAME OF THE ENTITIES RESIDENT IN THE TAX JURISDICTION	RESIDENCE TAX JURISDICTION	MAIN ECONOMIC ACTIVITIES
Safelink Wireless, Inc.	United States	Provision of services to independent third parties
Takehollywood, Inc.	United States	Other. Digital content production
Technology and Internet Holding Co.	United States	Shareholder
Telmex Holdings, Inc	United States	Shareholder
Telmex Ventures USA, Inc.	United States	Shareholder
Telvista, Inc.	United States	Provision of services to independent third parties
TF Platforms, INC.	United States	No activity
TF Property Holdings, LLC.	United States	Others
TF Wireless Products, LLC.	United States	Others
Tracfone Wireless, Inc.	United States	Provision of services to independent third parties
Am Wireless Uruguay, S.A.	Uruguay	Provision of services to independent third parties
Flymay, S.A.	Uruguay	No activity
Sitios Telecomunicaciones Uruguay S.A.	Uruguay	Other. Equipment leasing
Sitios Telecomunicaciones Uruguay S.A.	Uruguay	Other. Equipment leasing
Telstar, S.A.	Uruguay	Provision of services to independent third parties

América Móvil, S.A.B de C.V.

Limited assurance report for selected sustainability information included in the 2022 Sustainability Report for the year ended December 31, 2022



Deloitte.

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Independent Practitioner's Limited Assurance Report for selected sustainability information of América Móvil, S.A.B de C.V.

Information Subject to the Assurance Engagement

We have been engaged by América Móvil, S.A.B de C.V. ("América Móvil" or the "Entity") to perform a limited assurance engagement on selected sustainability information included in the 2022 Sustainability Report for the year ended December 31, 2022.

Our work was performed by an independent, multidisciplinary team including assurance practitioners and sustainability specialists.

Our limited assurance engagement was performed solely in respect of the selected sustainability information included in Appendix A. Our assurance report does not extend to information from previous periods or other information included in the 2022 Sustainability Report, including other information related to such report that may contain images, audio or videos.

Criteria used for the preparation of the information subject to the assurance engagement ("Criteria")

The selected sustainability information included in Appendix A has been prepared and presented in accordance with the guidelines of the Global Reporting Initiative ("GRI").

América Móvil's Responsibility for selected sustainability information

América Móvil is responsible for the preparation of the selected sustainability information in accordance with GRI. This responsibility includes the design, implementation and execution of internal controls over the relevant information for the preparation of the selected information that is free from material misstatement, whether due to fraud or error.

Inherent limitations to the Assurance Engagement

Selected sustainability information is subject to inherent uncertainty due to the use of non-financial information, which is subject to greater inherent limitations than financial information, given the nature of the methods used to determine, calculate, sample, or estimate such information. In preparing the selected information, the Entity makes qualitative interpretations about the relevance, materiality and accuracy of the information that are subject to assumptions and judgments.



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Our Independence and Quality Control

We have complied with the independence and ethical requirements of the *Code of Ethics for Public Accountants* issued by the *International Ethics Standard Board for Accountants* (IESBA), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality, and professional behavior.

The Firm applies *International Standard on Quality Management 1 (ISQM 1)* and, accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our Responsibility

Our responsibility is to express a limited assurance conclusion on selected sustainability information for the year ended December 31, 2022, based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with *International Standard on Assurance Engagements 3000- Assurance Engagements other than audits or reviews of historical financial information* ("ISAE 3000"), issued by the *International Auditing and Assurance Standards Board* (IAASB). That standard requires that we plan and perform this engagement to obtain limited assurance about whether the selected sustainability information is free from material misstatement.

A limited assurance engagement undertaken in accordance with ISAE 3000 involves assessing the suitability in the circumstances of América Móvil's use of GRI as the basis for the preparation of the selected sustainability information, assessing the risks of material misstatement of the selected sustainability information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the selected sustainability information. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, analytical procedures, evaluation of the appropriateness of quantification methods, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above, we:

- Performed inquiries, through which we obtained an understanding of the Entity's internal policies related to the selected sustainability information.
- Performed inquiries, through which we obtained an understanding of América Móvil's control environment and information systems relevant to the preparation of selected sustainability information but did not evaluate the design of particular control activities, obtain evidence about their implementation or test operating effectiveness.
- Evaluated whether América Móvil's methods for developing estimates are appropriate and had been consistently applied in the preparation of the selected sustainability information.
- Performed substantive tests on the selected sustainability information referred in this report, to corroborate that the data has been adequately measured, recorded, compiled, and reported through:
 - Inspection;
 - Observation;
 - Re-calculations;



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The procedures performed in a limited assurance engagement vary in nature and opportunity from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether América Móvil's selected sustainability information has been prepared, in all material respects, in accordance with the guidelines provided by *GRI*.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusion.

Limited Assurance Conclusion

Based on the procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that the selected sustainability information for the year ended December 31, 2022, was not prepared, in all material aspects, in accordance with the Criteria section of this report.

Restriction on Use and Distribution

Our report is intended solely for the management of América Móvil, S.A.B de C.V., in accordance with the terms of our engagement letter and should not be used by, or distributed to any other party.

Galaz, Yamazaki, Ruiz Urquiza, S.C.
Member of Deloitte Touche Tohmatsu Limited



C.P.C. David Alejandro Solano Zúñiga
Mexico City, Mexico
May 31, 2023



Appendix A

The following include the GRI non-financial metrics, in scope of the limited assurance engagement, determined by América Móvil's Management.

GRI Description	Metric
302-1 - Energy consumption within the organization	<p>For Mexico:</p> <ul style="list-style-type: none"> - Electric power consumption of 2,308,120 MWh - Gasoline consumption of 38,758,429 liters - Diesel consumption of 3,428,551 liters - LP gas consumption of 365,171 liters <p>For Brazil:</p> <ul style="list-style-type: none"> - Electric power consumption of 1,467,856 MWh - Gasoline consumption of 6,795,271 liters - Diesel consumption of 2,993,646 liters - Ethanol consumption of 2,740,511 liters <p>For Colombia:</p> <ul style="list-style-type: none"> - Electric power consumption of 562,520 MWh - Gasoline consumption of 685,653 liters - Diesel consumption of 10,182,861 liters <p>For the Southern Cone:</p> <ul style="list-style-type: none"> - Electric power consumption of 295,008 MWh - Gasoline consumption of 71,450 liters - Diesel consumption of 926,488 liters - Biodiesel consumption of 3,063 liters - Natural gas consumption of 24,132 m3 <p>For the Andean Region:</p> <ul style="list-style-type: none"> - Electric power consumption of 325,509 MWh - Gasoline consumption of 540,970 liters - Diesel consumption of 1,932,231 liters <p>For Central America:</p> <ul style="list-style-type: none"> - Electric power consumption of 400,855 MWh - Gasoline consumption of 1,448,605 liters - Diesel consumption of 7,052,356 liters <p>For the Caribbean:</p> <ul style="list-style-type: none"> - Electric power consumption of 267,275 MWh - Gasoline consumption of 2,681,595 liters - Diesel consumption of 10,115,059 liters - LP gas consumption of 118,347 liters <p>For Europe:</p> <ul style="list-style-type: none"> - Electric power consumption of 855,734 MWh - Gasoline consumption of 1,323,948 liters - Diesel consumption of 5,122,644 liters - LP gas consumption of 132,876 liters - CNG consumption of 1 m3 CNG - Natural gas consumption of 1,409,496 m3 <p>In total:</p> <ul style="list-style-type: none"> - 29% of energy is from renewables - 71% of energy comes from the grid



<p>305-1 - Direct (Scope 1) GHG emissions*</p> <p>*Emissions generated in Chile were reclassified from Scope 1 and Scope 2 to Scope 3 because operational control of these emissions was lost during 2022.</p>	<ul style="list-style-type: none"> - 120,033 tCO2e emissions in Mexico - 33,064 tCO2e emissions in Brazil - 38,146 tCO2e emissions in Colombia - 6,525 tCO2e emissions in the South Cone - 13,988 tCO2e emissions in the Andean Region - 27,346 tCO2e emissions in Central America - 42,351 tCO2e emissions in the Caribbean - 24,048 tCO2e emissions in Europe
<p>305-2 - Energy indirect (Scope 2) GHG emissions*</p> <p>*Emissions generated in Chile were reclassified from Scope 1 and Scope 2 to Scope 3 because operational control of these emissions was lost during 2022.</p>	<ul style="list-style-type: none"> - 944,677 tCO2e emissions in Mexico - 273,578 tCO2e emissions in Brazil - 57,113 tCO2e emissions in Colombia - 115,247 tCO2e emissions in the South Cone - 184,283 tCO2e emissions in Andean Region - 88,897 tCO2e emissions in Central America - 132,805 tCO2e emissions in the Caribbean - 115,241 tCO2e emissions in Europe
<p>305-5 - Reduction of GHG emissions</p>	<ul style="list-style-type: none"> - Reduction amounting to 114 tCO2e emissions
<p>306-4 - Waste diverted from disposal*</p> <p>*The scope of this indicator was limited to Mexico (Telcel and Telmex), Brazil and Colombia</p>	<ul style="list-style-type: none"> - 3,815 tons of recycled waste (92% recycling rate) for Mexico (Telcel and Telmex) - 8 tons of reused waste for Mexico (Telcel and Telmex) - 2,546 tons of recycled waste (97% recycling rate) for Brazil - 32 tons of energy recovery waste for Brazil - 2,605 tons of recycled waste (83% recycling rate) for Colombia
<p>306-5 - Waste directed to disposal*</p> <p>*The scope of this indicator was limited to Mexico (Telcel and Telmex), Brazil and Colombia</p>	<ul style="list-style-type: none"> - 4,138 tons of non-hazardous waste in Mexico (Telcel and Telmex) - 2,632 tons of non-hazardous waste in Brazil - 3,154 tons of non-hazardous waste in Colombia
<p>403-1 - Occupational health and safety management system*</p> <p>*The scope of this indicator was limited to the corporate level</p>	<ul style="list-style-type: none"> - 18 subsidiaries have ISO 45001 certifications
<p>405-1 - Diversity of governance bodies and employees*</p> <p>*The scope of this indicator was limited to the percentage of women in the Board of Directors</p>	<ul style="list-style-type: none"> - 3 women are members of the Board of Directors, representing 21.43%
<p>405-2 - Ratio of basic salary and remuneration of women to men*</p> <p>*The scope of this indicator was limited to Mexico (Telcel), Brazil and Colombia</p>	<p>Average annual compensation (base salary):</p> <ul style="list-style-type: none"> - Men: 361,894 pesos / 18,641 USD - Women: 264,230 pesos / 13,610 USD - Employees: 324,404 pesos / 16,710 USD <p>Ratio: 0.73 / 0.73</p> <p>Average annual compensation (base salary plus incentives):</p> <ul style="list-style-type: none"> - Men: 565,845 pesos / 28,963 USD - Women: 437,972 pesos / 21,545 USD - Employees: 516,095 pesos / 26,116 USD <p>Ratio: 0.77 / 0.74</p> <p>Average annual compensation for executives (base salary):</p> <ul style="list-style-type: none"> - Women: 1,803,045 pesos - Men: 2,394,892 pesos <p>Ratio: 0.75</p> <p>Average annual compensation for executives (base salary plus incentives):</p> <ul style="list-style-type: none"> - Women: 4,809,235 pesos - Men: 3,948,809 pesos <p>Ratio: 1.22</p> <p>Average annual compensation for managers (base salary):</p> <ul style="list-style-type: none"> - Women: 503,846 pesos - Men: 575,441 pesos <p>Ratio: 0.88</p> <p>Average annual compensation for managers (base salary plus incentives):</p>



	<p>- Women: 805,058 pesos - Men: 918,897 pesos Ratio: 0.88 Average annual compensation for non-managers (base salary): - Women: 232,112 pesos - Men: 318,336 pesos Ratio: 0.73 Average annual compensation for non-managers (base salary plus incentives): - Women: 361,289 pesos - Men: 489,614 pesos Ratio: 0.74</p>
418-1 – Substantiated complaints concerning breaches of customer privacy and losses of customer data* <small>*The scope of this indicator was limited to the information security incidents</small>	- 2 information security incidents registered during 2022, none of which resulted in sanctions or repercussions

* * * * *





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2022
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REPORT