américa móvil

SUSTAINABILITY REPORT 2023



AMX SUSTAINABILITY

Enabling a Better World

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OUR APPROACH TO REPORTING

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

This Annual Sustainability Report describes América Móvil's performance and achievements regarding environmental impact, labor management, social development, and corporate governance between January 1st and December 31st, 2023.

Unless otherwise stated, we report consolidated information corresponding to the 22 countries where we operate, which we usually group by region.

Our Sustainability Reporting is based on our materiality assessment and our commitment to the 10 Principles of the Global Compact and the United Nations Sustainable Development Goals. We also 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), the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD), the World Economic Forum, and information requests from funds and rating agencies.

Online reporting is the most practical and efficient way to communicate with many 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.

Galaz, Yamazaki, Ruiz Urquiza, S.C. Affiliate of a member firm of Deloitte Touche Tohmatsu Limited (Deloitte), reviewed several indicators in this report to fulfill our commitment to share accurate and transparent information. To review the scope of the indicators subject to limited review and the report issued by Deloitte, see the External Verification Letter at the end of the document.

MESSAGE OF THE CEO

[2-22]

This year has been a remarkable period for América Móvil, marked by significant achievements in both our financial and operational performance, as well as our unwavering commitment to sustainability.

At the end of December we had 310 million wireless subscribers — of which 122 million were postpaid clients — and 74 million fixed-line RGUs. This figure includes 32 million broadband accesses, 13 million Pay TV clients and 29 million land-lines. Net additions for the year totaled 10.3 million wireless subscribers and 419 thousand fixed RGUs. Our postpaid base was the most dynamic one, increasing 7.0% year-on-year, followed by fixed-broadband accesses, up 4.1%. Prepaid subscribers rose 1.2% while Pay TV accesses fell 1.8% year-on-year.

2023 turned out to be an extremely volatile year, with interest rates surging to record highs not seen in over 16 years as sentiment in the U.S. alternated between relief and anguish that inflation had come under control. The value of our operating currencies vis-à-vis the U.S. dollar reflected this volatility, although they all ended up appreciating vs. the dollar in the period (the Argentinean peso being the only exception): the Mexican peso, 14.6%; the Brazilian real, 10.4%; the Colombian peso, 25.9%; and the euro, 3.5%. For such reason, the annual comparison of our financial results presented herein is at constant exchange rates.

Revenue totaled $816 billion Mexican pesos, at constant exchange rates service revenue expanded 4.7%. We saw an acceleration of service revenue growth on both the fixed-line and the mobile platforms, growing 2.4% on the former and 6.2% on the latter.

On the mobile platform Mexico, Brazil and Central America were the countries where revenue growth picked up the most. And within the fixed-line platform corporate networks revenue — which represent 19% of fixed-line service revenue — was the most dynamic business line, climbing 9.0% year-on-year, followed by broadband services that was up 6.2%.

EBITDA came in at $320 billion pesos. It was 3.0% lower than a year before on account of extraordinary tower sales that affected the annual comparison. At constant exchange rates, and adjusting for the tower sales, EBITDA increased 4.9% year-on-year, buoyed by strong subscriber and revenue growth on both platforms and consistent control over costs and expenses.

In 2023, América Móvil's revenue growth significantly exceeded our guidance. This remarkable achievement reflects the strength of our market position and the success of our strategic initiatives. Our ability to deliver superior products and services, combined with targeted marketing efforts, has driven substantial increases in our customer base and service usage.

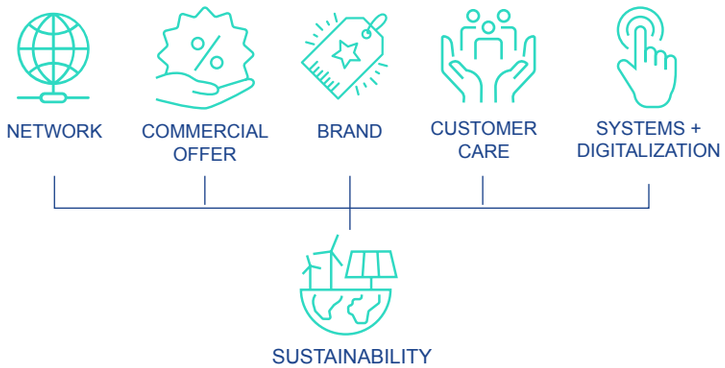
Our EBITDA performance for the year was in line with our guidance, demonstrating disciplined cost management and operational





efficiency. This consistency underscores our commitment to maintaining a robust financial foundation while continuing to invest in our growth and innovation.

Our financial success in 2023 is a direct result of the diligent execution of our core strategy.



In 2023, we made remarkable strides in enhancing our network capabilities, driven by a total capital expenditure of $8.9 billion dollars. This investment facilitated the expansion and advancement of our 5G network, the rollout of fiber optic networks, and the enhancement of our data center infrastructure.

We continued the deployment of our 5G network, solidifying our position at the forefront of technological innovation. We currently manage 5G networks in 14 countries — including our main markets — with a coverage of over 200 million people. We were able to acquire 5G spectrum in some countries including Colombia, Argentina, Guatemala, El Salvador, Bulgaria and Croatia paving the way for faster, more reliable connectivity. The deployment of 5G technology is a critical component of our strategy, providing our customers with unparalleled speed and capacity, and positioning us as leaders in the digital revolution.

We have made significant progress in the rollout of our fiber optic networks, now reaching over 1.3 million km across 22 countries including fiber-to-the-home in 48 million homes and businesses and fiber-to-the-curve for an additional 56 million homes passed; a total of over 104 million homes passed across our footprint. This expansion follows our commitment to delivering high-speed internet access to more households and businesses, enhancing their digital experiences.

Our investment also extended to the development and enhancement of our data center infrastructure. These state-of-the-art facilities, 83 in total, are critical in supporting our network operations and providing secure, reliable data storage and management solutions. The enhanced data center capabilities ensure that we can meet the growing needs of our corporate customers for cloud services, data analytics, and other digital solutions.

As we move forward, we will continue to invest in cutting-edge technologies and infrastructure to ensure that we remain at the forefront of the telecommunications industry.

Also, partly as an effort to optimize investments, we successfully completed the separation of EuroTeleSites from Telekom Austria and listed its shares on the Official Market of the Vienna Stock Exchange.

At América Móvil, sustainability is at the core of our operations and strategic initiatives. We recognize the importance of responsible business practices in driving long-term value for our shareholders and contributing to the well-being of the communities we serve.

Key sustainability milestones for 2023 include:

On March 16th we converted our stock into a single series of ordinary shares with full voting rights. This move underscores our dedication to strong corporate governance practices.

Furthermore on the Governance dimension, América Móvil's management, in collaboration with the Audit and Corporate Practices Committee, initiated a comprehensive selection process to replace our independent external auditor for the fiscal years 2025, 2026, and 2027. This decision aligns with best corporate governance practices, which include the periodic rotation of independent external auditors to ensure objectivity, transparency, and accountability in our financial reporting. After careful consideration, Deloitte was elected to replace our current independent external auditor.

We achieved a remarkable 58% reduction in the number of valid complaints concerning personal data issues compared to the previous year. This significant decrease is the result of our dedicated efforts to improve our privacy safeguards and customer data handling practices. It underscores our commitment to protecting the personal information of our customers and ensuring that their data is managed with the utmost care and responsibility.

Also, we strengthened the Human Rights perspective of our Integrity and Compliance Program. This initiative reflects our commitment to respecting and promoting human rights in all aspects of our operations and ensure that our business practices are aligned with international standards and principles.

In June we launched the inaugural issue of our new Global Peso Notes program, under which we expect to issue an amount of up to $130 billion pesos over five years. In our inaugural offering, registered both with the SEC in the U.S. and with the CNBV in Mexico, we placed a long seven-year, $17 billion pesos, 9.5% sustainable bond—approximately one billion U.S. dollars equivalent — maturing in January 2031. Under the Global Peso Notes program, any issue with a maturity of seven years or longer will be labeled as sustainable. This labeling signifies our pledge to use the proceeds from these bonds to fund projects that have a substantial positive impact on the environment and society. Primarily projects aimed at reducing greenhouse gas emissions, enhancing energy efficiency, and promoting the use of renewable energy sources and initiatives that ensure broader access to digital technologies and services, particularly in underserved communities, fostering greater inclusion and economic opportunities.

This year, we increased our renewable energy usage by nine percentage points, a substantial improvement over the previous year. This growth translates to an additional 626 GWh of renewable energy sourced through new contracts in several key markets, including Argentina, the Dominican Republic, and Guatemala. This achievement is a testament to our ongoing efforts to reduce our environmental footprint and contribute to a cleaner, more sustainable future.

Our efforts to extend connectivity have resulted in 14.7 million more people gaining access to the internet in 2023 as we expand the coverage of LTE networks in underserved and remote areas. By enhancing connectivity, we are empowering individuals and communities with the tools they need to participate in the digital economy, access educational resources, and improve their quality of life.

América Móvil proudly received the Great Place to Work Certification for the first time, achieving an average result of 76%. This recognition marks a significant achievement in our journey to become one of the best employers in the region.

I invite you to read the full 2023 Sustainability Report to gain a deeper understanding of these achievements and other efforts and plans on EESG. I hope you find this information useful.

TO LEARN MORE ABOUT OUR SUSTAINABLE FINANCING STRATEGY, VISIT OUR CORPORATE SITE.



Daniel Hajj Aboumrad |
Chief Executive Officer



Thank you for your support and trust in América Móvil. We look forward to sharing more achievements with you in the years to come.



OUR PURPOSE:

ENABLING A BETTER WORLD

At América Móvil, we aim to empower our community through enhanced connectivity and digital inclusion. Our innovative solutions enable individuals to stay connected, strengthen relationships, and simplify their lives through advanced technology. We recognize the transformative power of connectivity and the critical role of bridging the digital divide in driving growth.



We actively support education initiatives to close the digital gap, ensuring equitable access to knowledge and resources that enhance well-being. Through community outreach programs, we seek to uplift underserved paopulations, enabling them to harness the potential of the digital world. At América Móvil, we are committed to our purpose of enabling a better world by leveraging our expertise and infrastructure to drive positive change in our communities.

Our influence goes beyond just providing connectivity services. Thanks to the swift progress in technologies such as the Internet of Things (IoT) and machine-to-machine (M2M) communication, we offer a wide array of IT solutions for corporate clients in several industries that enhance productivity, efficiency, and reduce emissions, amongst their benefits.

Through this commitment to innovation and connectivity, **we reaffirm our purpose of enabling a better world.**



At América Móvil, we are committed to leveraging our wireless telecommunications infrastructure to bridge the digital divide and foster inclusive connectivity. We recognize the transformative power of digital access in enabling economic growth, educational opportunities, and social inclusion. Our efforts encompass deploying robust mobile broadband networks, promoting digital literacy initiatives, and collaborating with stakeholders to address barriers to digital inclusion. By fostering inclusive connectivity, we aim to enable a better world. By expanding digital inclusion, we open doors to economic opportunities, knowledge sharing, and social integration.

We collaborate closely with government agencies and non-profit organizations to develop tailored solutions that enhance access to vital services like healthcare, education, and economic development programs. Our wireless telecommunications expertise enables remote learning initiatives, telemedicine services, and entrepreneurship support, driving positive societal impact. We leverage our technological capabilities to create a more connected, equitable, and sustainable future.

We are committed to utilizing our resources and expertise to address socioeconomic disparities, facilitate knowledge transfer, and support sustainable development goals.

Our efforts contribute to building a more **inclusive digital landscape that unlocks opportunities for growth and progress for more people”.**

Carlos Slim Domit | **Chairman of the Board of América Móvil**

OUR MISSION

[2-12, 2-23]

We provide the best services and customer experience through the most advanced communication, information technology, and digital content solutions to bring people closer, accelerate 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, maintaining our leadership in the telecommunications industry, and reinforcing our commitment to enabling 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

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]

Effective sustainability governance is crucial for driving long-term value creation. To achieve our sustainability goals, at América Móvil, we have established a Corporate Executive Sustainability Committee led by our CEO, where all members of the C-Suite participate. 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 toward best practices for sustainable development. By incorporating sustainability into strategic decision-making processes, we aim to create long-term value for shareholders and society.

Through open communication and collaboration, we continue to advance our governance practices. Regional advisory councils provide feedback that informs our approach. Multi-stakeholder engagement also helps ensure our initiatives consider diverse priorities and impacts.



FOR MORE DETAILS REGARDING OUR SUSTAINABILITY GOVERNANCE AND THE CORPORATE SUSTAINABILITY COMMITTEE, PLEASE GO TO **OUR SUSTAINABILITY SITE.**



OUR SUSTAINABILITY STRATEGY

[2-22]

Sustainability is an essential component of the core strategy of América Móvil. In our latest Corporate Summit held in November 2023, we hosted over 200 top executives from América Móvil's subsidiaries in our headquarters in Mexico, where we had the chance to discuss our Sustainability goals and ambitions.

The understanding and commitment of our leadership team to EESG opportunities and challenges are tremendously reassuring. Their dedication to enforcing ethical conduct, environmental stewardship, and social impact has set the tone for creating a culture where sustainability practices are integrated into daily operations. I am sure this will be instrumental in driving long-term value creation, resilience, and competitiveness. I feel very proud of being part of the América Móvil team.

Daniela Lecuona Torras | **Investor Relations and Sustainability Officer in América Móvil**

MATERIALITY

[2-12, 3-2]

We have crafted a comprehensive EESG Strategy based on four pillars: responsible management, environmental stewardship, social impact, and governance excellence. This strategy is our roadmap for creating lasting value for stakeholders while minimizing our environmental impact and fostering positive social change.

To ensure our EESG Strategy aligns with the priorities of our stakeholders, in 2022 we conducted a thorough materiality assessment by surveying over 34 thousand stakeholders across 18 countries in the Americas and Europe. This process allowed us to identify critical issues that are material to our business and communities, such as network modernization and internet access, customer service and experience, mitigating legal proceedings, corruption-free operations, 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. We also identified diversity and equal opportunities as a material issue in our European operations. By addressing these priorities, we aim to create shared value for our stakeholders while contributing to the sustainable development of our industry.

ESG METRICS FOR MOBILE OPERATORS

In 2022, we collaborated with the GSMA and various stakeholders, including industry peers, intergovernmental organizations, standard setters, experts, and investors, to define a harmonized set of ESG metrics for mobile operators. This initiative aims to ensure consistency, comparability, and transparency in our annual disclosures, enabling us to effectively communicate the value we generate for society. By incorporating these industry-specific key performance indicators (KPIs), we strive to enhance our sustainability reporting and demonstrate our commitment to responsible business practices. Following suit, América Móvil, in 2023, is starting to adopt these metrics as part of our sustainable performance metrics, initiating with some of the metrics, signaling a significant industry-wide shift towards integrating these essential ESG considerations into our core business strategies.



FOR MORE DETAILS REGARDING OUR SUSTAINABILITY GOVERNANCE AND THE CORPORATE SUSTAINABILITY COMMITTEE, PLEASE GO TO **OUR SUSTAINABILITY SITE.**



FOR ADDITIONAL INFORMATION ON AMÉRICA MÓVIL'S ESG MOBILE METRICS, **PLEASE REFER TO APPENDIX O.**



OUR SUSTAINABILITY STRATEGY:
ENABLING A BETTER WORLD

ENABLING A BETTER PLANET



We minimize our environmental footprint while contributing to avoiding our clients' GHG emissions through connectivity services and digital solutions.

- Waste Management & Circular Economy
- Operational Efficiency & Savings
- Emissions Reduction & Renewable Energy
- Water Management
- Avoid Emissions in other Industries

ENABLING A BETTER WORKPLACE



Our customer experience and business success rely on attracting, developing, and retaining the best talent. Therefore, we foster growth within a favorable work environment.

- Health & Safety
- Emotional Stability & Work-Life Balance
- EESG Linked Compensation
- Employee Development Plans
- Diversity & Equality

ENABLING A BETTER SOCIETY



Through connectivity, we promote economic development and inclusion, fight poverty, and generate more significant opportunities in the region.

- Internet Access & Network Modernization
- Emergency Response Plans
- Human & Labor Rights
- Developing Small Producers & Entrepreneurs
- Actions to Fight Poverty

ENABLING A BETTER BUSINESS FRAMEWORK



Ethics and Integrity govern our daily actions, in the operation and with our value chain, to acknowledge our stakeholders' trust.

- Customer Service & Customer Experience
- Cover & Mitigate Legal Proceedings
- Corruption Free Operation
- Privacy & Information Security
- Innovation & Diversification Plans

RISKS & OPPORTUNITIES MANAGEMENT

FOR MORE DETAILS REGARDING THE IMPACTS AND STRATEGY DERIVED FROM OUR MATERIALITY ASSESSMENT, **PLEASE GO TO APPENDIX A OF THIS DOCUMENT.**



OUR TARGETS

At América Móvil, we strive to achieve sustainability targets set out by international organizations such as the UN Global Compact (UNGC). This includes developing an integrated approach to measuring performance against EESG criteria across all business areas.

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

BETTER PLANET	2023	UN SUSTAINABLE DEVELOPMENT GOALS
Net zero by 2050.		
52% reduction of our carbon emissions from energy and fuel consumption towards 2030 (scope 1 and 2)*.	21% reduction vs. 2019 baseline	
14% reduction of carbon emissions generated by the goods and services we purchase from our suppliers by 2030 (scope 3).	23% reduction vs. 2019 baseline	

BETTER SOCIETY	2023	UN SUSTAINABLE DEVELOPMENT GOALS
Zero tolerance for human rights violations in our operations and our supply chain.	All complaints regarding human rights violations submitted through our Whistleblower Portal when found to be a violation to our Integrity and 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 53,902 users in basic digital skills	
Increase training in digital skills to improve the employability of people in different sectors, promoting entrepreneurship and the growth of small businesses.	Increase in 7.41% vs. 2022	

BETTER SOCIETY	2023	UN SUSTAINABLE DEVELOPMENT GOALS
Increase training on technical digital professions and higher-level skills.	8.54% Increase vs. 2022	
Increase training in digital skills and online safety for children and teenagers.	75.2% Increase vs. 2022	

BETTER WORKPLACE	2023	UN SUSTAINABLE DEVELOPMENT GOALS
Zero fatalities (employees and contractors).	We experienced 4 fatalities in 2023[1]	
25 of our subsidiaries with health and safety certifications (ISO 45001) by 2025*.	21 subsidiaries certified up to date	
100% of our senior managers evaluated in 360° evaluations every 3 years.	We have achieved 60% progress towards completing the evaluation of all executives by year end 2025	
Performance evaluations in 98% of our workforce by 2030.	66% of employees had performance evaluations in 2023	
1% improvement in the result of the climate survey plus a participation rate over 90% every two years	+1.87% vs. 2021	

[1] Tragic fatalities occurred across our operations, highlighting lapses in safety protocols despite adequate risk assessment and training. In Colombia, during maintenance work, a fatality emphasized the critical need for adhering to personal protective equipment guidelines, with overconfidence and lack of supervision contributing to the incident. Telmex in Mexico saw two fatalities linked to height-related tasks, revealing deficiencies in protective gear and risk assessment procedures, prompting intensified safety training and site inspections. Austria Telekom experienced a fatality from a fall, stressing the importance of ongoing training and equipment inspections despite no negligence by the employer. These incidents spurred comprehensive prevention campaigns, targeted training, and procedural updates, demonstrating our commitment to reinforcing safety measures globally.

BETTER BUSINESS FRAMEWORK	2023	UN SUSTAINABLE DEVELOPMENT GOALS
Zero tolerance for corrupt practices within the Company and in the supply chain.	0 cases in 2023	
100% of our active business partners evaluated in 2025.	1,915 evaluations initiated with our Due Diligence Protocol in 2023 with 548 being concluded.	
100% of our subsidiaries certified to ISO27001 by 2025.	85% 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.	4,801 partners trained in Ethics and Anticorruption as of December 31st. 2023[1].	
Consistent increase in Net Promoter Score compared with previous years and exceeding competition in all brands and segments.	7% increase vs. 2022	
Increase to 3 female directors in the Board of Directors of América Móvil by 2025*.	3 female directors	

[1] CC restructured the platform's infrastructure and technology and is in the process of reindexing data. We are reporting only available data, leading to a reduction in reported course advancements.



SUSTAINABLE GROWTH CULTURE

We are committed to fostering a culture of sustainable growth across our operations. We recognize the importance of engaging our stakeholders and promoting sustainability awareness among our employees and partners. To this end, our Sustainability Microsite is a comprehensive resource that transparently discloses material environmental, social, and governance (EESG) topics relevant to our industry.

We have developed an Integrity and Compliance Intranet platform to further our commitment to ethical conduct. This centralized hub compiles our policies, procedures, and critical resources, ensuring easy access and adherence to our standards. Furthermore, we offer an Introduction to Sustainability online course, which will become mandatory for all employees (including part-time workers) and our third parties by 2024. This initiative aims to equip our workforce and partners with the knowledge and skills to integrate sustainability into their daily operations. Furthermore, we held our annual Sustainability Week event, as we do every year, where in 2023 over 600 Directors and Managers were trained on Stakeholder Engagement, Materiality, Digital Divide, Volunteer Network Program, and Supply Chain Risks and best practice sharing within our subsidiaries.

Our dedication to continuous improvement extends beyond our internal initiatives. We also actively participate in research projects and multi-stakeholder collaborations, staying abreast of best practices in sustainable development across various industries worldwide. By embracing a culture of learning and knowledge-sharing, we strive to enhance our EESG performance and contribute to a more sustainable future for our sector.



FOR MORE DETAILS ABOUT 2023 SUSTAINABILITY WEEK, VISIT THIS REPORT'S "ENABLING A BETTER WORKPLACE" SECTION.

SUSTAINABLE FINANCING

We have developed a framework to link our financial requirements with our sustainability commitments in line with our sustainability strategy. Proceeds will be used in high-impact projects in two of our key pillars: caring for the planet and enabling a better society (promoting connectivity), including projects consistent with our emissions reduction strategy, such as migrating to renewable energies and improving energy efficiency as well as projects aimed to accelerate digital inclusion by providing internet access in underserved communities, promoting information technologies among vulnerable groups in society, and offering digital skills training programs and job opportunities so they can benefit from all aspects of connectivity.

On November 24, 2022, América Móvil issued its first Sustainable bond, the largest-ever labeled bond issuance for a public company in the Mexican market. We raised $24,896 million Mexican pesos in two tranches.



TO LEARN MORE ABOUT THE BOND-ELIGIBLE PROJECTS, PLEASE VISIT OUR SUSTAINABLE FINANCING FRAMEWORK.



TO LEARN MORE ABOUT OUR SUSTAINABLE FINANCING, PLEASE VISIT OUR 2023 SUSTAINABLE FINANCING REPORT.



On July 27, we placed a long seven-year $17,000 million Mexican pesos sustainable bond as part of the Global Peso Program. The program was launched on June 9, 2023, and will raise up to $130,000 million Mexican pesos in five years. The global peso-denominated notes with more than five years of maturity will be sustainable bonds.

We allocated 100% of the net proceeds from our 2022 and 2023 Sustainability Notes to Eligible Projects in the Green and Social Eligible Categories as defined in our Framework. No net proceeds remain to be allocated as of December 31, 2023. We have received an Independent Assurance Report providing assurance of management assertion that $41,896 million Mexican pesos in net proceeds were allocated to Eligible Projects —made in 2020 and 2021 in two of our main operations: Mexico and Brazil— related to Renewable Energy, Energy Efficiency, and Access to Essential Services.



TO REVIEW PROGRESS UNDER THE KPIS OF OUR SLL, PLEASE VISIT APPENDIX N OF THIS DOCUMENT.

GLOBAL COMMITMENTS AND INDEXES

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 the GSMA Climate Action Task Force, the Strategy Paper for Circular Economy: Network Equipment, the ESG Metrics for Mobile Operators, and the Biodiversity Working Group to ensure sustainable practices in different areas of our business operations and the industry. Additionally, we are proudly to have been included in the DJSI MILA Pacific Alliance index for four consecutive years, and, for the second year, América Móvil will be included in the S&P Global Sustainability Yearbook 2024, along with the S&P/BMV Total ESG Mexico Index and FTSE4Good Index.



TO LEARN MORE ABOUT OUR MEMBERSHIP TO ASSOCIATIONS AND ORGANIZATIONS, GO TO APPENDIX J.



OUR PURPOSE:

ENABLING A BETTER PLANET

[2-9, 2-12, 2-13]

At América Móvil, we embrace our responsibility to drive positive environmental change through sustainable operations and services. Our climate strategy is governed by a dedicated team that sets ambitious targets and closely monitors our progress across all activities. We are focused on enhancing energy efficiency across our networks and facilities by adopting cutting-edge technologies and practices that reduce fuel consumption and electricity usage.



Transitioning to clean and renewable energy sources is a key priority that enables us to lower our carbon footprint significantly. Additionally, we have implemented comprehensive waste management programs focused on recycling and reuse initiatives both within our offices and data centers, as well as externally with clients and commercial partners.

Our infrastructure optimization efforts and promotion of digital solutions that replace physical travel and goods transportation are pivotal in curbing emissions. Moreover, our networks facilitate virtual collaboration, empowering customers to make sustainable choices through paperless billing options and digital tools that support eco-friendly lifestyles. We remain steadfastly committed to continuously improving sustainability performance while expanding access to technology's transformative benefits that enable a better planet.



We recognize the critical role we play in minimizing environmental impact and driving sustainable practices across our operations and services. We are committed to reducing emissions and conserving resources through comprehensive sustainability initiatives within our organization. This includes implementing energy-efficient technologies, transitioning to renewable energy sources, and optimizing our network infrastructure to minimize carbon footprint. Additionally, we leverage digital solutions to empower our customers to reduce their environmental impact, such as using virtual collaboration tools that decrease the need for travel. By integrating sustainability into our core business strategy, we strive to create long-term value for our stakeholders while contributing to a better planet and society as a whole".

Vanessa Hajj Slim | **América Móvil Board Director**

Our comprehensive sustainability strategy focuses on reducing our ecological footprint through responsible resource management, minimizing emissions, and actively supporting conservation efforts. We are committed to reducing our environmental impact through initiatives such as increasing our use of cleaner energy sources and implementing energy efficiency measures across our operations.

Rafael Couttolenc Urrea | **Chief Wireless Operations Officer**



CLIMATE GOVERNANCE

Our strategy focuses on reducing our carbon footprint and promoting energy efficiency across our operations. Five years ago, we established an Emissions and Energy Task Force responsible for the company's environmental management strategy and performance. This cross-functional team is based at the corporate level and in every subsidiary, continuously identifying efficiency and reduction opportunities to achieve our greenhouse gas (GHG) emission goals and collaborating closely with our operations teams in all subsidiaries. They also raise awareness and commitment among our customers, retailers, and local suppliers. They work with industry associations to align our joint partners in our value chain with our industry goals. The task force is also responsible for enhancing climate change-related information quality, controls, and transparency. The Emissions and Energy Task Force (EETF) at both corporate and local levels reports directly to the CEO and COO. Therefore, they can prioritize any topic related to the regional operations' decarbonization initiatives or projects within the annual budget.

The Chief Wireless Operations Officer, responsible for the compliance of the Company’s SBT reducing Scope 1 and 2 GHG emissions by 52%, as well as absolute Scope 3 GHG emissions by 13.5% by 2030, compared with 2019 levels, leads this team in developing and implementing our decarbonization strategy. The team shares experiences, challenges, and best practices across different operations, ensuring a consistent and practical approach. 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, EESG risks and opportunities, and goal achievements to the Top Management and the Board of Directors.

We are committed to upholding and improving corporate governance standards related to EESG issues at all levels of our organization. This commitment is essential to meeting our goal of achieving net zero emissions and building a sustainable future for ongoing generations. By integrating sustainability into our core business strategy and operations, we aim to create long-term value for our stakeholders while minimizing our environmental impact and contributing to a more sustainable telecommunications industry.





CLIMATE STRATEGY

At América Móvil, we are committed to reducing our environmental impact across our operations. As a significant player in the industry, we recognize the importance of transitioning towards more sustainable practices. We have set ambitious science-based targets to reduce our greenhouse gas emissions, aiming for a 52% reduction in absolute direct (scope 1 and 2) emissions and a 14% reduction in absolute scope 3 emissions by 2030, compared to 2019 levels. Our ultimate goal is to achieve net-zero emissions by 2050.

Our strategy to achieve these targets involves two main approaches. First, we are actively transitioning to cleaner energy sources, such as renewable energy, to power our operations. Second, we identify and implement energy efficiency projects, focusing on modernizing equipment and optimizing network infrastructure and facilities. By continuously monitoring and improving our energy usage, we aim to minimize our carbon footprint while maintaining high-quality customer service.

One challenge the industry faces is ensuring sufficient availability and affordability of renewable energy sources. To address this, we actively participate in public policy discussions through industry associations such as the GSMA (Groupe Speciale Mobile Association). Together with the industry, we advocate for policies supporting increased investment in cleaner energy sources at national and international levels. This collaborative approach aims to create an enabling environment for the telecommunications industry to accelerate its transition towards more sustainable practices.

Our annual reports provide key performance indicators for our environmental initiatives across all business operations. These include emissions reductions linked to our Sustainability-Linked Loan and various projects aimed at transitioning to renewable energy, modernizing existing equipment, and developing digital solutions to help users reduce their environmental footprints, which are relevant to our Sustainable Bonds.

FURTHER INFORMATION ON OUR PROGRESS IN OUR SUSTAINABILITY LINKED LOAN KPIS IS AVAILABLE IN APPENDIX N.

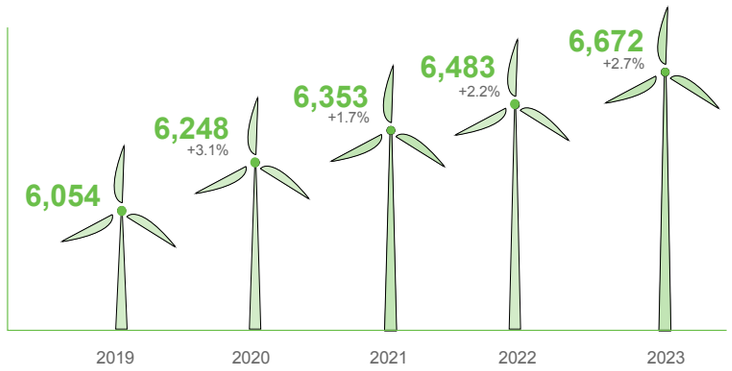
FOR MORE INFORMATION ON OUR PROGRESS IN OUR SUSTAINABLE FINANCING GO TO OUR SUSTAINABILITY PORTAL.

ENERGY

[302-1, 302-4]

At América Móvil, we are committed to providing the best customer experience by expanding our coverage, closing the digital divide, and offering 5G services across most of our operations, leveraging the latest market technology. While these efforts require increased annual energy consumption due to necessary equipment installations, our energy efficiency projects in each country have successfully maintained the annual energy growth rate below 3%. In 2023, our energy consumption was 6,671,755 MWh.

AMX ELECTRICITY CONSUMPTION (GHW)



This achievement is largely attributed to the strategic energy efficiency initiatives implemented in each country, resulting in constant annual decrease in total energy consumption per traffic in terabytes.



Over the past four years, América Móvil has made remarkable strides in energy management. Through the implementation of various initiatives, the company has successfully reduced its energy intensity key business indicator. This year, it stands at 0.49 tons of CO_2e per terabyte in the network, marking a substantial 55% reduction compared to 2019.

TOTAL ENERGY	2019	2020	2021	2022	2023
Energy Consumption (MWH)	6,053,858	6,247,824	6,353,012	6,482,877	6,671,755
Traffic in TB	5,670,692	8,495,226	9,575,032	11,935,561	13,620,074
Ton CO_2e per TB	1.09	0.74	0.66	0.54	0.49

Locally, our Task Force Leaders conduct annual evaluations in each of our operations to identify energy load points that can be migrated to renewable energy. Recognizing the legal barriers in Latin America that prevent us from fully transitioning to renewable energy, we thoroughly analyze all market possibilities to optimize our efforts.

Based on the pillars established at América Móvil, we address energy issues in two main areas:

Energy Supply

We annually evaluate our energy consumption to identify opportunities for migration to renewable or cleaner energy sources. This year, we achieved a nine-percentage point increase, adding 626 GWh more than the previous year, by securing new renewable energy contracts in Argentina, the Dominican Republic, and Guatemala. This practice represents one of América Móvil's best initiatives and will continue to be a focus in the coming years.

A notable example is Claro Brazil, which has successfully migrated 70% of its energy consumption to renewable sources through photovoltaic farms, wind turbines, hydroelectric plants, and biogas, contributing approximately 939 GWh of green energy.

In Colombia, favorable market conditions and the renewal of traditional energy contracts provided an opportunity to obtain 472 GWh in I-REC certificates. This was part of a loyalty plan that required no additional investment, allowing us to deduct this amount from our Carbon Footprint inventory.



Self-Generated Energy

At América Móvil, we understand the importance of harnessing the planet's environmental resources. Our local teams analyze these opportunities and propose projects to maximize the use of natural resources.

In our southern cone region, Claro Argentina has constructed a 40kW photovoltaic farm capable of delivering 70 MWh per year under a Distributed Generation scheme. This project is currently being evaluated for migration to Community Generation, allowing surplus energy not consumed by the building to be utilized by other Claro connections in the region.

In Claro Colombia, we implemented 108 radiobases powered entirely by photovoltaic energy. By investing in 5,400 solar panels, we saved 578,000 gallons of diesel and eliminated the need for motor generators. In 2024, we aim to expand this project and exceed last year’s achievements.

In November 2023, the cogeneration plant in Ixtlahuaca, Mexico, began operations, increasing our natural gas consumption by 1.7 million m^3. This project has the capacity to generate 51,000 MWh per year with cleaner inputs, bringing energy savings compared to what would be consumed from the national grid.





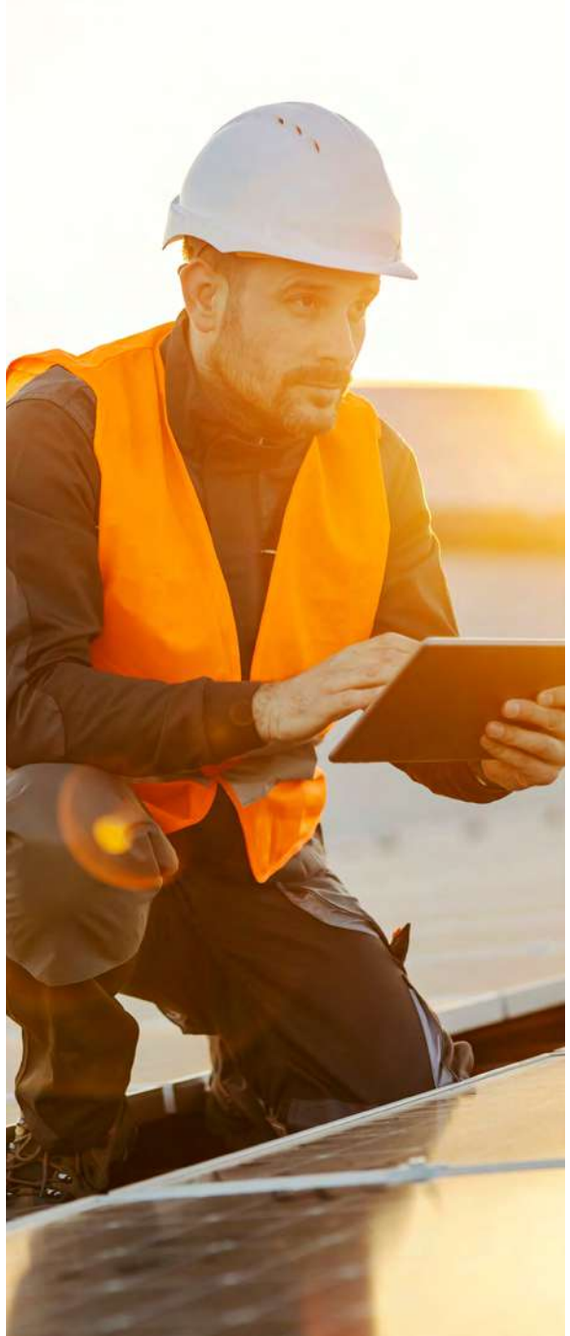
ENERGY EFFICIENCY

In 2023, we launched the first version of a corporate system called FRIDA designed to centralize information about the group's initiatives and projects. This system was adopted by 99% of our subsidiaries and is now used to monitor project statuses and assess their viability based on energy savings and financial payback. Currently, we have 175 energy efficiency-related initiatives in the system

118 are in development

10 are in negotiation

37 have been implemented



Modernization:

We have undertaken various modernization initiatives to improve energy efficiency across our operations.

- Replaced air conditioners in radio bases, Central Offices, Data Centers, and Corporate Buildings, resulting in annual savings of 26,000 MWh.
- Upgraded equipment in Data Centers in Ecuador, saving 1,200 MWh.

Features:

- Implemented radio shutdowns at specific times at mobile sites in Mexico, Brazil, Dominican Republic, Ecuador, and Central America, saving approximately 11,000 MWh.
- The most recent study in Mexico showed that RAN energy consumption in 2024 decreased to 2022 levels.

Fixed Legacy Grid Shutdown:

- Shut down the fixed legacy grid in Guatemala, Colombia, Brazil, and the Dominican Republic, with estimated savings of 5,000 MWh.
- Developed a system to analyze and monitor energy consumption by the number of connections in Colombia and Brazil.

ENERGY MANAGEMENT SYSTEM (EMS)

We continue to implement an Energy Management System (EMS) to monitor and improve our efficiency in cost savings and environmental protection. The EMS provides detailed data on electricity consumption across subsidiaries, enabling the identification of areas for improvement. This system allows us to track trends over time and make informed decisions on resource management.

Furthermore, for telecommunications companies, data center energy consumption constitutes a significant part of their environmental footprint. Improving the efficiency of data center operations can lead to substantial cost savings and attract clients who prioritize efficiency and sustainable energy sources when choosing their telecommunications service providers.

At América Móvil, we are committed to automatically obtaining Power Usage Effectiveness (PUE) Level 1 measurement in all our Data Centers. This initiative will encompass Data Centers that account for 80% of energy consumption in each of our operations, with a reporting timeline of 1 to 4 years.

A dedicated working group conducts bimonthly follow-ups on the progress of this automation project. Once we achieve PUE Level 1, we will advance to the Level 2 measurement phase, which will help us identify further energy efficiency initiatives.



53% of operations (weighted by total revenue) have environmental or energy management certificates, such as ISO 14001, ISO 50001 among others.

FUELS

[302-1]

At América Móvil, we are committed to conducting our activities responsibly, especially in areas where energy quality is suboptimal or electrical infrastructure is lacking. To continue providing the best customer experience, we generate electricity through various means, including renewable sources, hybrid systems and fossil fuels. In 2023, we made significant progress in fuel consumption, using 101.3 million liters and achieving a 6% reduction compared to 2019. This progress was measured excluding natural gas consumption attributed to the addition of the Energy Cogeneration Plant in Mexico, which began operations in 2023.

Our system encompasses 19 initiatives, with six in operation, two in negotiation, and eleven under investigation. Two main projects are:



Stationary combustion

We are optimizing fuel consumption in plants installed at radio bases through hybrid systems. These systems use lithium batteries to reduce the need for motor generators. This initiative spans multiple operations and is expected to save 1.8 million liters of fuel annually.

Vehicle fleet

In Claro Brazil, during the 2023 fiscal year, we reduced fuel consumption by 1.3 million liters by transitioning from fossil fuels to biofuels, increasing usage from 2.7 million liters to 4 million liters due to the environmental benefits of biofuels. In the short term, we plan to expand this transition across the rest of our vehicle fleet. The "FLEX" characteristics of cars in Brazil allow this switch without modifications or additional investment in the vehicles.

CIRCULAR ECONOMY AND WASTE MANAGEMENT

[306-2, 306-4, 306-5]

At América Móvil, one of our core principles is to actively contribute to the circular economy. We are committed to ensuring that our waste is recycled through certified providers, who guarantee proper disposal at the end of its useful life.

In 2023, recycling was our most significant waste management category, accounting for 72% (15,892 tons) of our waste, followed by landfill disposal at 23% (4,999 tons).

Additionally, we have launched various recycling campaigns to collect electronic waste from external sources. This waste is processed through our certified providers, preventing it from ending up in public dumps and causing severe environmental harm.

Our comprehensive EESG strategy focuses on reducing electronic waste, extending the lifecycle of mobile devices, and empowering our customers to make eco-conscious choices.

In 2023, our circular economy program, "Second Life for Mobile Devices," has made significant advancements by recovering, repairing, refurbishing, and reconditioning handsets. This sustainable strategy has resulted in an impressive Net Promoter Score (NPS) of approximately 80, underscoring our dedication to minimizing waste and fostering a circular economy within our industry. Our protection plans enhance customer experience by offering fast replacements, promoting device longevity, and encouraging responsible consumption. In 2023 we have clients by incentivizing repairs over disposal, we contribute to a virtuous cycle of higher customer lifetime value, increased revenue streams, and a reduced environmental impact.

Our subsidiary, Claro Peru, launched the "*Yo reciclo, yo soy Claro*" program in 2010 to promote a culture of e-waste recycling and prevent pollution from improper disposal of electronic devices. We take pride on being the only telecommunications operator in Peru with a comprehensive program for segregating and recycling electrical and electronic waste (e-waste). We extend our reach beyond internal operations by recognizing and incentivizing corporate partners and institutions through our RECIL@LABEL program. Over 100 companies and institutions have received this label, reflecting their commitment to responsible e-waste management.

Since 2017, we have further promoted e-waste segregation and recycling culture in Peru through our RECICLAFEST events. These events engage companies, institutions, and the broader community in environmental stewardship. To date, we have collected over 490 tons of e-waste through RECICLAFEST, underscoring our dedication to sustainable practices within the telecommunications industry.

In Ecuador, we comply with local regulations requiring the recycling







of 3% of imported cell phones. However, Claro Ecuador goes beyond these mandates by making additional efforts to exceed these goals. We collaborate with certified environmental managers to ensure the proper disposal of electronic waste, reinforcing our dedication to sustainable practices and environmental responsibility.

To support these efforts, we run collection campaigns at all our customer service centers, providing receptacles for users to deposit their old equipment.

Additionally, we organize collection campaigns with our corporate clients and employees, who are strongly committed to environmental care.

Claro Dominicana has pioneered electronic waste management programs, such as "E-Waste" and "*Canjea tu Móvil*", highlighting its commitment to environmental sustainability and circular economy.

With more than 2,044 kg of electronic waste collected and more than 5,038 mobile devices redeemed for discounts from 2019 to 2023, we offer tangible benefits to our customers, thus reinforcing our image as a leading company in sustainability and social responsibility in the Dominican Republic.

Claro has set a precedent and created the most robust AEE management infrastructure in the Dominican telecommunications sector.

BEST PRACTICES

For the 2023 balances, Deloitte reviewed our consolidated non-hazardous waste figures, including all of the operations within the América Móvil Group. They conducted a limited assurance process in accordance with ISAE 3000, enhancing the reliability of our published data.

Additionally, as part of our internal audit processes we began evaluating internal controls in our most significant operations and those strategically important due to their geographic location. We have analyzed the results using a SWOT approach, providing us with tools to improve our waste management processes, a crucial global issue.

This work provided additional information to make sure waste is correctly categorized in our Carbon Footprint system, documented controls are in place for its registration, and that we have evidence of the end-of-life management for this waste. These efforts promote responsible practices and better strategies within the Group in the near future.



WATER

[303-5]

We recognize the growing importance of addressing water-related issues yearly. To ensure the preservation of this vital resource, we have begun implementing more aggressive plans across our operations. Notably, most of our water usage is dedicated to human consumption, with the remainder utilized in cooling systems at our data centers.

In 2023, we reduced our total water consumption by 7%, using 2.8 million cubic meters less water than the previous year. This reduction was primarily achieved through various initiatives within our operations, the most significant of which was the use of rainwater in Brazil.

This year, we also continued to provide comprehensive information on water extraction sources and discharge destinations in our Environmental Indicators appendix.

We remain committed to reducing our consumption wherever possible while ensuring operational efficiency and compliance with all relevant laws and regulations on water use and discharge quality standards in all the regions where we operate. Furthermore, América Móvil is committed to protecting aquatic ecosystems. To this end, Fundación Telmex-Telcel's partnership with WWF continues to conserve these habitats.

TO LEARN MORE ABOUT THE CONSERVATION PROGRAMS VISIT THE BIODIVERSITY SECTION IN THIS CHAPTER.



EMISSIONS[1]

[305-1, 305-2, 305-3, 305-4]

We are implementing energy initiatives to consume cleaner and/or renewable energy and optimizing and modernizing equipment to help us reduce our carbon footprint.

We want to contribute to more planet-friendly energy consumption, which is why in 2023, we began generating cleaner energy through our first efficient cogeneration plant in Mexico, reducing the energy consumption of the national grid, replacing it with one that generates fewer emissions.

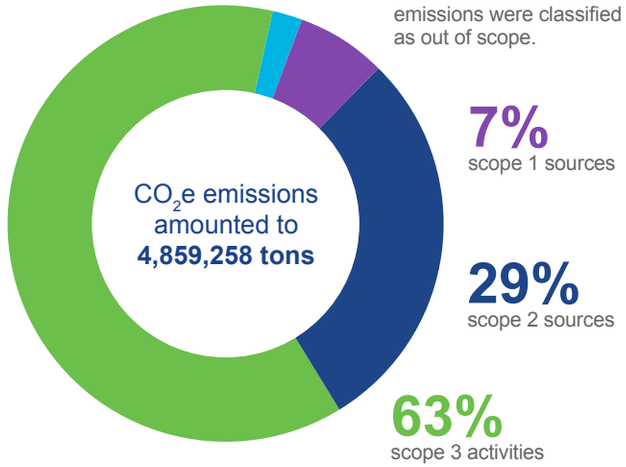
As technology advances, self-generation initiatives are becoming more relevant. In 2023 América Móvil developed several photovoltaic and wind projects, which decreased our scope 2 emissions.

In accordance with the Group's strategy, we continue to migrate toward renewable energy consumption through our PPAs; this year, we were able to position 38% of our consumption in renewable energy, a growth of 10 percentage points compared to 2022.

As a result of these actions, we achieved a 5% reduction in scope 1 and 2 emissions compared to 2022, and a 21% reduction compared to our 2019 baseline (459,017 tCO_2e). Additionally, our efforts have led to a consistent decrease in scope 1 & 2 emissions per terabyte since 2019, achieving a reduction of 67%.

The total CO_2e emissions amounted to 4,859,258 tons. Of this, 7% originated from scope 1 sources, 29% from scope 2 sources, and 63% from scope 3 activities. The remaining 2% of emissions were classified as out of scope.

EMISSIONS SCOPE 1 & 2	2019	2020	2021	2022	2023
Emissions Scope 1 & 2	2,185,881	2,093,466	1,948,003	1,815,919	1,726,865
Traffic	5,670,692	8,495,226	9,575,032	11,935,561	13,620,074
Ton CO_2e per TB	0.39	0.25	0.20	0.15	0.13



2% emissions were classified as out of scope.

7% scope 1 sources

29% scope 2 sources

63% scope 3 activities

Our scope 3 emissions totaled 3,051,150 tons of CO_2e. In this sector, we are working closely with our supply chain, encouraging key suppliers to have a carbon footprint inventory and set short- and medium-term goals. The expectation with these activities is to increase the likelihood of achieving the established goals for Category 1 Capital Goods and Category 2 Purchased Goods and Services, which represent 67% of our scope 3 emissions.

It is important to mention that in 2023, we included Category 6 Business Travel as part of our plan to strengthen this scope.



[1]Our carbon footprint from 2019 to 2022, our operations in Brazil, the Dominican Republic, Ecuador, Peru, and Argentina reported scope 2 market-based emissions using a residual mix electricity factor provided by the qualified agency South Pole. As of 2023, this agency stopped calculating it, so based on the GHG Protocol Reporting and Accounting Principles, we decided to recalculate our baseline using market-based factors provided by the International Energy Agency.

Additionally, the emissions for Puerto Rico from 2019-2022 were calculated based on the electricity emission factor provided by the International Energy Agency. However, this factor was calculated for a group of countries known as "Other non-OECD Americas," which did not consistently reflect the emissions of this country. For this reason, we replaced it with the values published by the United States Environmental Protection Agency through E-grid, which provides a specific factor for Puerto Rico.



INITIATIVES TO ACHIEVE NET ZERO COMPANY

We know that renewable energy is the key to becoming carbon neutral, so in 2023 we started evaluating the following projects:

- **In Ecuador,** we are evaluating the construction of a solar power plant to provide energy load to Radiobases, designed to cover the energy demand of 100% of the sites in a given region.
- **We are also working on an initiative** to promote the progressive changeover of low-voltage consumption to renewable energy projects.
- **In Brazil,** we are analyzing the replacement of the gasoline-powered vehicle fleet with electric vehicles, which will help us avoid scope 1 emissions.

We are evaluating the creation of wind self-generation projects in southern Argentina, using 1.3 kW generators in locations with great potential for the use of renewable resources. We have visualized 240 feasible sites for implementation.

Additionally, we are in the research phase for the installation of an 80 kW photovoltaic farm in the Santa Fe region to meet the energy demand of some of our cell sites.

In the different regions in which América Móvil operates, we are evaluating the implementation of Artificial Intelligence tools for the Radio Access Network sector. These tools study the behavior of traffic per site and optimize energy consumption, guaranteeing the best quality for our customers.

In Puerto Rico, our ongoing commitment to sustainability and innovation it is based on developing photovoltaic project prototypes designed to transform the way businesses generate and use energy, which is advantageous as the energy generated is immediately compatible with the existing electrical infrastructure and most office and industrial equipment.

CONNECTIVITY FOR A BETTER FUTURE

Technology is essential for creating efficiencies and reducing carbon emissions. In line with our Company's purpose of enabling a better world, we have been developing solutions for corporate customers that can lead to significant GHG reductions.

Productivity tools, online learning, digital banking services, and entertainment options in residential areas all help reduce our environmental impact. We are committed to transforming people's lives through digital tools by solving needs innovatively and sustainably, for example:

Hospital das Clínicas of São Paulo, Brazil

A leading institution in technical-scientific knowledge and public health, partnered with Claro, Embratel, and other companies to enhance its digital capabilities using 5G and IoT technologies. With over 21,000 employees and extensive healthcare services, the hospital aimed to foster innovation in healthcare solutions. The partnership introduced 5G in the robotic surgery room and integrated digital infrastructure, allowing remote monitoring and evaluation of surgical patients via any device. This solution not only improved operational efficiency but also demonstrated the potential of 5G technology to enhance sustainability across various sectors, benefiting both the environment and society.

Rumo

Brazil's largest operator of logistics services for rail transport and part of the Cosan Group, faced the challenge of optimizing communication between its trains and Operational Control Center to enhance logistical efficiency. Embratel expanded 4G signal coverage throughout the Santos Mountains by installing over 41 transmission antennas across a 41 km area, reducing communication time between train drivers and the Control Center by 97%. This robust infrastructure allows real-time train monitoring, benefits local businesses and the population with better internet access, and reduces transit time, CO_2 emissions, and accident risks, showcasing the sustainability benefits of improved connectivity.

Claret School in Santo Domingo, D.R.

Modernized its communications and security infrastructure to enhance efficiency and sustainability. Facing challenges with an obsolete PBX system, inefficient WiFi, and lack of video surveillance and cybersecurity solutions, the school implemented a comprehensive project including a hosted PBX, a video surveillance system with cloud storage, and a WiFi network providing 100% campus coverage. This modernization shifted costs from CAPEX to OPEX, improved physical security, ensured efficient internet use, and reduced operating costs by consolidating technical management under Claro Dominican Republic. The hosted PBX and video surveillance systems are more energy-efficient than traditional systems, with the PBX using cloud processing and the video surveillance employing low-power, high-definition transmission technologies. Additionally, resource optimization through better monitoring and protection reduced the need for extensive security personnel, further lowering costs and improving efficiency.

At A1 Digital

We offer a broad portfolio of solutions that help our customers decrease carbon emissions and increase energy efficiency by providing data on energy usage. Some examples include our solutions for Smart Metering and our Energy Insight end-to-end IoT solution for use in industry, real estate, and more. The latter enables the identification of inefficiencies, optimization of energy consumption, reduction of energy waste, and promotion of sustainable practices, ultimately leading to lower carbon footprints and operational costs.

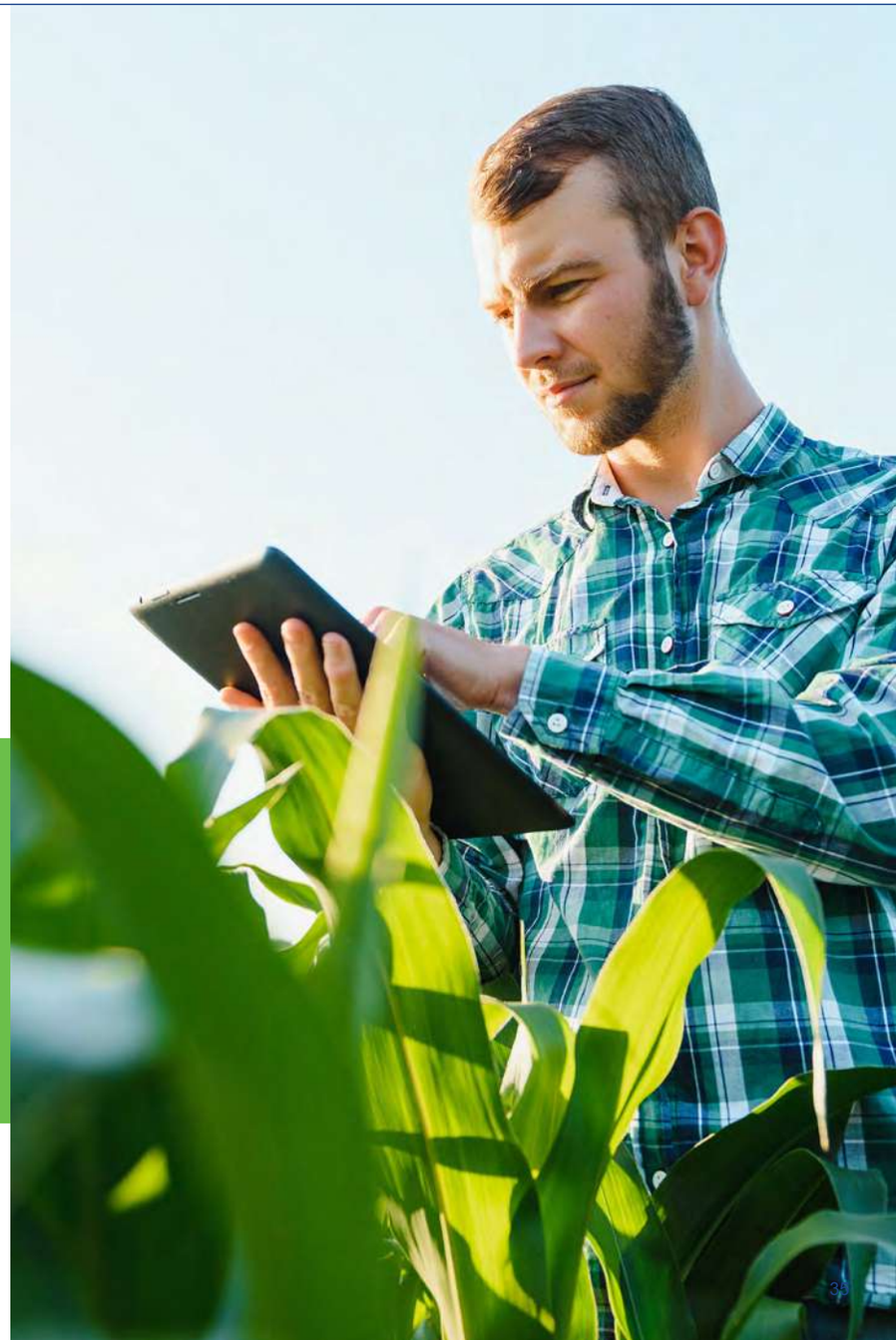
Programs

Like *Aprende*, *PruébaT*, Khan Academy in Spanish, and *Capacítate para el Empleo* offer users in remote areas access to high-quality content in education, training, and health. These resources enable users to develop digital skills that drive employment and growth, allowing them to access valuable information and improve their quality of life. By eliminating the need for travel, these programs also help reduce transportation-related emissions.

Claro and Global Hitss

Have revolutionized the agribusiness sector in Ecuador by implementing IoT Smart Farming, a cutting-edge solution leveraging advanced technologies such as analytics, artificial intelligence, and cloud services. This innovative system optimizes land yields through real-time analysis of critical data like soil moisture and water balance, improving production times and cost efficiency. By enhancing productivity and efficiency, this approach not only supports sustainable and profitable farming operations but also facilitates informed decision-making and risk reduction by using historical data. Similarly, in Ecuador's aquaculture sector, Claro Ecuador has introduced an intelligent automated feeder system for shrimp farming powered by Internet-of-Things analytics. This groundbreaking technology has significantly improved shrimp survival rates and harvest yields per kilogram of food, boosting profitability and income for shrimp farmers. Moreover, it promotes the responsible use of natural resources, aligning with sustainability goals.

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.

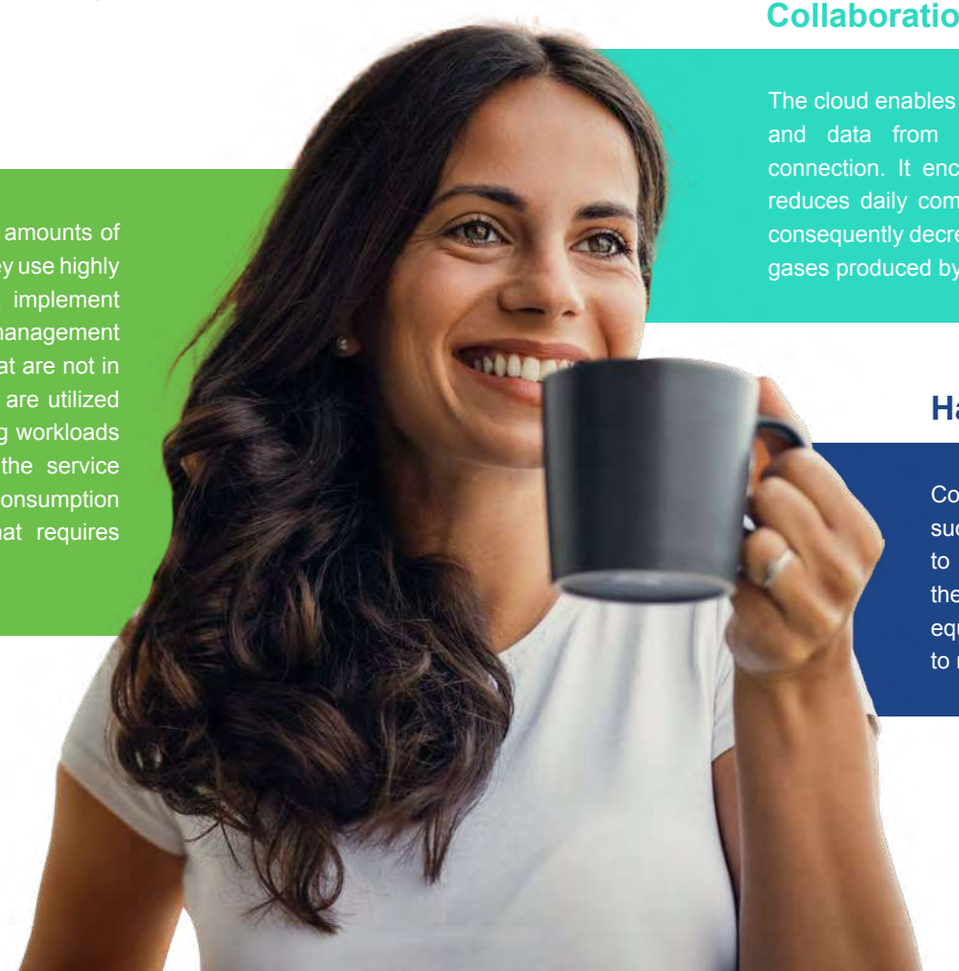


CONTRIBUTION TO INCREASING EFFICIENCIES THROUGH TECHNOLOGY

Migrating workloads to the cloud and using cloud applications benefits businesses in terms of sustainability by reducing carbon emissions in several ways:

Energy efficiency:

Service providers operate data centers where large amounts of information are stored, managed, and processed. They use highly efficient systems to minimize energy consumption, implement advanced cooling technologies, and use energy management systems to optimize usage. For example, servers that are not in use are shut down, and renewable energy sources are utilized to power the data center. Consequently, by migrating workloads to the cloud, companies or individuals leverage the service provider's efficiency, thus reducing their energy consumption instead of maintaining their own infrastructure that requires advanced technologies and constant energy.



Collaboration and remote work:

The cloud enables remote access to applications and data from anywhere with an internet connection. It encourages online collaboration, reduces daily commutes to the workplace, and consequently decreases the emission of polluting gases produced by transportation.

Hardware reduction:

Companies can reduce the need for infrastructure such as servers and storage devices; this translates to a decrease in carbon emissions associated with the manufacturing, operation, and maintenance of IT equipment, and even hardware disposal, contributing to more sustainable waste management.

Scalability:

The cloud allows companies to scale computing resources according to demand, so they can increase or decrease storage and processing capacity as needed, avoiding resource waste and achieving an overall reduction in energy consumption.



Environmental responsibility:

When a company creates a data center with its own infrastructure, it is responsible for all hardware, regulations, and environmental obligations. However, if that company or individual contracts the services of a cloud provider, part of the responsibility falls on the provider. Additionally, cloud providers offer data center location options that allow web applications to be hosted closer to the user, reducing the energy required for data transmission.

In conclusion, migrating workloads to the cloud helps companies contribute to the environment by reducing their carbon footprint through improved energy efficiency, reduced infrastructure need, promoted remote collaboration, and optimized on-demand usage.

At América Móvil, we have a wide range of our own and third-party cloud services with a variety of options for different needs and industry sectors, helping companies and individuals reduce infrastructure investments, such as:

- **Software as a Service (SaaS):** Users can access the software through a web browser to utilize various tools such as web page creation applications, security services such as antivirus, space for backing up or storing information, collaboration, and productivity tools (email, instant messaging, etc.), among others.
- **Infrastructure as a Service (IaaS):** This is a model in which we offer virtualized infrastructure over the internet, including resources such as virtual servers, networks, storage, and operating systems. Users can contract these resources on demand instead of acquiring and maintaining their physical infrastructure.

In summary, this offering allows us to help our clients migrate their applications and workloads to the solution that best suits their needs. In 2023, **we had over 1.7 million customers using cloud services, of which 16,800 customers have their workloads on Public Clouds (IaaS), and more than 3.7 million customers used applications under a SaaS model, reducing waste, use of energy, natural, and productive resources.**

BIODIVERSITY

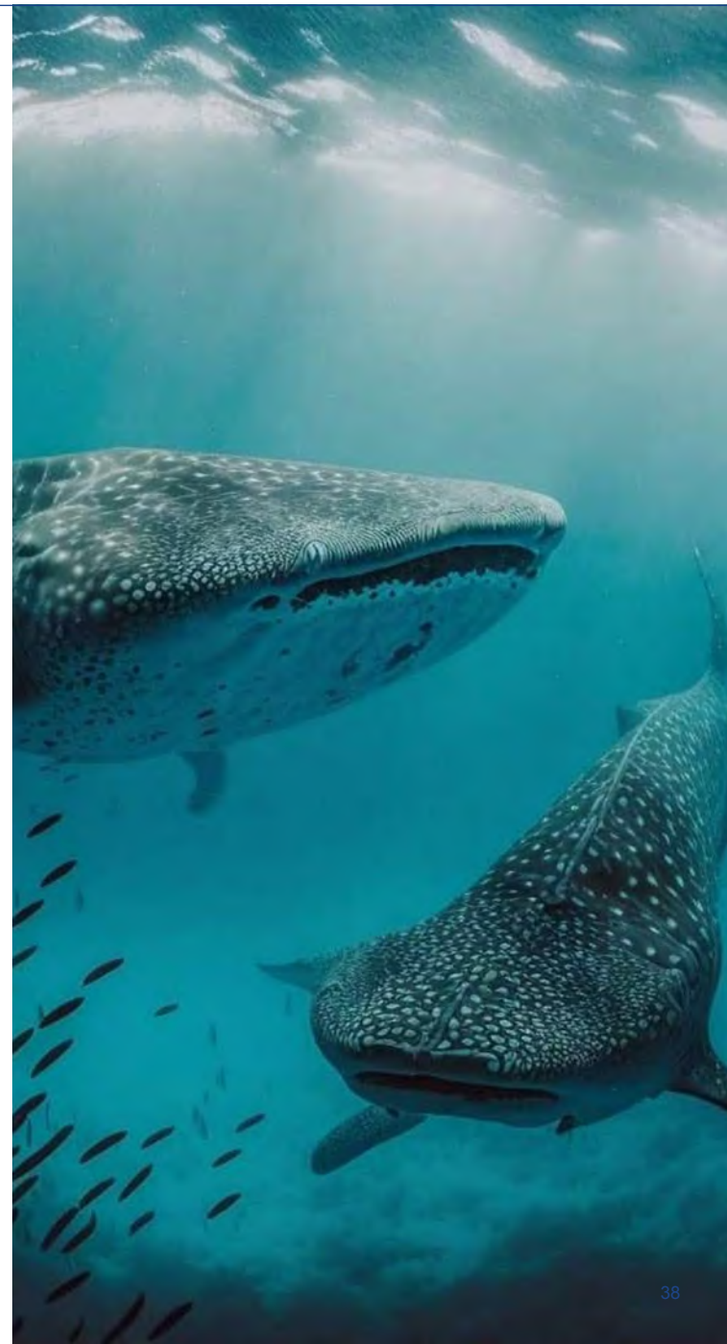
[304-2, 304-3]

We recognize the urgent need to protect and restore nature, as it underpins human and planetary well-being. This decade presents an opportunity to transform our relationship with the environment and build a nature-positive future. We are committed to strategic partnerships with local governments, non-profits, and communities to drive conservation efforts and sustainable development. Our approach ensures mutual benefits for all stakeholders while advancing our sustainability objectives. Integrating mobile technologies enables species monitoring, habitat mapping, and data-driven conservation strategies. We leverage our connectivity solutions to empower environmental stewardship and promote a harmonious world where people, economies, and nature thrive.

We actively support scientific research aimed at developing innovative strategies for species conservation and habitat protection. Our funding initiatives enable researchers to explore novel approaches to safeguarding vulnerable ecosystems and reducing the environmental impact of infrastructure development. By fostering collaboration between industry and academia, we strive to promote sustainable practices that harmonize technological progress with ecological preservation, ensuring a balanced coexistence between our operations and the natural world.

We have invested more than $870 thousand dollars 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. Our commitment to sustainability extends beyond philanthropy, as we continuously explore innovative solutions to reduce our environmental footprint, empower our workforce, and contribute to the economic development of the communities we serve.

Through strategic partnerships and educational outreach initiatives, we strive to raise public awareness about the importance of protecting biodiversity and natural resources. Our workshops and seminars empower citizens with knowledge on responsible resource management, ensuring that future generations can continue to benefit from nature's bounty. We leverage our technology and reach to promote environmental consciousness and drive positive change within our industry and communities.





MONARCH BUTTERFLY CONSERVATION PROGRAM

For more than 20 years, the WWF Telmex-Telcel Foundation Alliance has worked to restore and preserve the hibernation forests of the Monarch Butterflies that migrate each fall from Canada and the United States to central Mexico. We safeguard the Monarch Region that includes 16 municipalities of Michoacan and 11 of the State of Mexico 2,471,054 acres (1 million ha) with emphasis on the Monarch Butterfly Biosphere Reserve (MBBR), which includes 139,019 acres (56,259 ha) of forests for their protection. Since 2018, we have also been working to conserve the migratory flyway to promote a safe trip for the Monarch Butterflies through central and northern Mexico.

Our Monarch Butterfly Conservation Program has reached determinant success with illegal logging eradication in the core zone of the Monarch Butterfly Biosphere Reserve (33,493 acres/13,554 ha), the creation of sustainable community businesses to promote economic strategies and provide alternative enterprises linked to biodiversity conservation and forest sustainable management. Scientific articles were also published to establish the technical basis for managing the Reserve. It is essential to highlight that the water provided to 6 million people in the Metropolitan Area of Mexico City is being recharged here.

We supported the establishment of five spaces for sustainable wood transformation, which potentially generates 9 million pesos annually for forest communities. The certification by Forest Stewardship Council (FSC) standards



for three chains of custody that transform sustainable wood and for 20,319 acres (8,223 ha) with forest sustainable management in 18 rural properties. The production of more than 20.4 million saplings in 13 community-based tree nurseries and the reforestation of 50,834 acres (20,572 ha) by planting 21.6 million trees.

Additionally, we continue supporting **15 of 32 modules** for mushroom production and processing, providing **35,147 bags** of inoculated substrate for mushroom cultivation to date, generating **$4.3 million pesos** income for local producers.

To accomplish all these achievements, we collaborate with the federal government, the sub-national governments of Michoacán and the State of Mexico, municipalities of the Monarch Region, WWF Canada and WWF US, national and international civil society organizations, and the private sector. This collaboration mainly supports the local owners of the rural properties (ejidos and indigenous communities) of the Monarch Region.

+20 years, the WWF Telmex-Telcel Foundation Alliance has worked to restore and preserve the hibernation forests of the Monarch Butterflies





JAGUAR PROTECTION PROGRAM

For 20 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.

Up to 2023, we have had a very successful jaguar ecology and conservation project. We have monitored more than 25 jaguars at the regional scale using satellite telemetry collars, being the most extended continuous study of jaguars and has enabled us to understand their abundance, activity patterns, and movements in Calakmul region —home to the largest population of these animals in Mexico. For over ten years, none has been hunted. We have also carried out camera trap data in the last ten years, showing that both jaguar and wild mammal populations have remained stable since 2020, mainly due to illegal hunting reduction. Finally, we identified all biological corridors on the Yucatan Peninsula by mapping out the 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. We defined the biological corridors and priority conservation areas for jaguars in Mexico. We have collaborated with the federal government to establish connections between various societal sectors to ensure the preservation of jaguars, their prey, and their habitats. We have produced numerous publications such as books, scientific papers, and educational materials on jaguar ecology and conservation.

We played a key role in establishing the National Alliance for Jaguar Conservation, which has significantly impacted Mexico and Central América. By collaborating with more than 50 experts in ecology, conservation, and environmental education, we facilitated the execution of two extensive National Jaguar Censuses in Mexico.

+25 jaguars have been monitored at the regional scale using satellite telemetry collars, being the most extended continuous study of jaguars and has enabled us to understand their abundance, activity patterns, and movements in Calakmul region.

CONSERVATION OF MARINE SPECIES IN THE SEA OF CORTEZ

Over the past 15 years, the WWF Telmex-Telcel Foundation Alliance in the Gulf of California and the Mexican Pacific has been dedicated to restoring and conserving 17 million hectares of marine and coastal ecosystems. Working with local communities, academia, government entities, and the private sector, we have focused on research, preservation, and recovery of more than ten priority marine species, including cetaceans, sharks, and marine turtles —crucial indicators of ecosystem health.

A multifaceted approach evidences our commitment to marine conservation and the management of Marine Protected Areas:

- **Scientific Information for Decision-Making:** Monitoring initiatives for key species in various regions, including whale sharks in La Paz Bay, white sharks in Guadalupe Island and Coronado Islands, and marine turtles across different locations, have provided valuable insights.
- **Technology for Conservation:** Utilization of cutting-edge technology, such as satellite and acoustic tracking for marine turtles, AI-driven photo-identification of turtles, and innovative tracking methods for vessels engaged in whale shark tourism.
- **Installation of mooring buoys** around Espiritu Santo to manage marine tourism and protect the reef.
- **Capacity Building and Workshops:** Conducted workshops for CONANP, (National Commission of Natural Protected Areas). and SEMAR (Marine Ministry) staff on marine turtle monitoring and ghost gear impact and facilitated sessions to update the management program of Espiritu Santo Archipelago.
- **Whale Disentanglement Network (RABEN):** Strengthened the whale disentanglement network, successfully rescuing 31 whales in the last three years.
- **Community Involvement and Training:**

Supported ten turtle camps in the Mexican Pacific, engaging **124 individuals in conserving 50 km of beach and protecting 8,211 nests.**



Provided training for 1,474 guides, captains, and service providers on best practices in whale shark and whale tourism.



These actions have contributed and to decrease the number of high-speed incidents in the sighting area from **over 300 in 2020 to only 7 in the 2022-2023 season.**

These actions have contributed and to decrease the number of high-speed incidents in the sighting area from over 300 in 2020 to only 7 in the 2022-2023 season. Also, we established the whale shark scientific committee in 2023 in collaboration with CONANP (National Commission of Natural Protected Areas).

In addition, we 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 Espiritu Santo Archipelago and restore two hectares of mangrove forests. Moreover, we directly impacted more than 2,200 people from coastal communities, and we reached more than 32,000 people with information relevant to the conservation and restoration of coastal-marine ecosystems.

The information and experience generated in the past years allowed us to collaborate with SEMARNAT (Ministry of Environment and Natural Resources), CONANP (National Commission of Natural Protected Areas), and IMIPAS (Mexican Institute of Sustainable Fisheries and Aquaculture Research) in the design and update of seven public policy instruments, such as the Species Conservation Action Programs (PACE) for white sharks and sea turtles and the National Program for the Management and Conservation of Sharks and Rays.

Our impact has positioned WWF Mexico to participate in a regional project from Chile to Mexico, promoting the conservation of large cetaceans. This initiative will involve sharing Mexico's experiences and implementing innovative strategies to protect marine ecosystems.

These collective efforts secure the livelihoods of coastal communities and enhance their resilience to climate change impacts. Our dedication to linking scientific information with decision-making, policy development, and the conservation of critical ecosystems and species underscores our work's relevance and long-lasting impact.

NATURE IN YOUR SCHOOL PROGRAM

Nature in your School Program, an effective activity for disseminating the scientific work carried out by the Alliance, has achieved scope and transformational depth reflected in the institutional commitment of the 1,369 schools that have participated since 2014. In the artworks developed at this Program, ideas and points of view are made visible, inspiring Mexican society to find ways to protect sharks, whales, sea turtles, jaguars, Monarch butterflies, and human communities that cohabit with them.

Environmental education has a value that adds to the social responsibility objectives of América Móvil and Fundación Telmex-Telcel, as well as to the mission of WWF. This model of lectures, academic projects, and the involvement of elementary and high schools has achieved the direct participation of 174,821 students, both in its face-to-face format since 2014 and in the online stage between 2020 and 2023. The Program has given more than 1,800 conferences that have generated seven art exhibitions, eight art catalogs, and seven scientific expeditions involving more than 3,000 teachers.

In this way, Nature in your School Program is present in Mexican schools in favor of education and the environment, instilling in young students and their teachers an interest in contributing to a society more prepared to conserve and improve our planet through imagination, technological tools, and knowledge.

1,369 schools have participated in the Nature in your School Program since 2014.





OUR PURPOSE:

ENABLING A BETTER SOCIETY

At América Móvil, we leverage connectivity to empower communities and drive positive societal change. Our comprehensive strategy focuses on expanding internet access to underserved populations, fostering digital inclusion for vulnerable groups such as women, individuals with disabilities, and rural communities, and equipping these groups with the necessary digital skills to capitalize on connectivity's transformative potential.



We have made significant strides in extending our robust telecommunications network to reach remote areas while introducing affordable connectivity solutions to ensure accessibility and inclusivity. Furthermore, we offer tailored programs designed to address the unique needs of specific groups, such as providing e-commerce training to women entrepreneurs in rural regions. By empowering individuals with access and skills, we aim to bridge digital divides, reduce inequalities, and catalyze social progress through the transformative power of connectivity.



"The profound economic and social challenges of recent years have been confronted with the valuable support of telecommunications and digital technologies. We recognize the transformative power of connectivity to attain social inclusion, to foster economic development, and to generate a positive change in communities. We strive to close the digital divide and to enable the relevant use of modern connectivity by individuals, businesses and institutions. It is a way to contribute to a more inclusive and prosperous society. Expanding reliable telecom networks facilitates access to education, healthcare, financial services, commerce and economic opportunities, uplifting communities and driving sustainable and equitable development. Connectivity is a cornerstone for progress towards a better society".

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

DIGITAL INCLUSION

Our vision transcends mere connectivity. We are immersed in a deeper purpose: to forge an inclusive and equitable society in a world transforming in leaps and bounds toward digital technologies. Inequality gaps have widened, especially for regions that still need to be connected. This recognition not only drives us but compels us to act.

We can imagine a social fabric where every individual, regardless of geographic location or circumstance, can access the digital tools that empower their development. It's not just about wires and signals, it's a deep commitment to inclusion, equity, and opportunity.

On this journey, we are bringing the internet even to remote communities in markets where we operate and empowering those who have been on the margins. From women to people with disabilities, seniors and rural populations, everyone deserves to participate fully in the digital age. It's not just about access. It's about empowerment. We provide skills and knowledge so everyone can realize their potential and contribute to economic growth and social well-being. We should not allow anyone to be left behind. Our unwavering commitment drives us to build bridges to a future where technology is an engine of equality.

OUR STRATEGY IS BASED ON THREE FUNDAMENTAL PILLARS:

1 INTERNET ACCESS IN UNDERSERVED COMMUNITIES:

We fervently believe everyone should have internet access. Therefore, we work tirelessly to bring the internet to the most remote and underserved areas. We want no one to be left behind. We want to contribute to a world where connectivity is not a privilege but a reality accessible to all.

2 PROMOTING INTERNET ADOPTION AMONG VULNERABLE GROUPS:

Our commitment encompasses everyone, from women to people with disabilities, the elderly and the rural population. We want everyone to benefit from connectivity. Digital inclusion is not just a goal but an imperative need. By empowering these groups, we create a stronger and more resilient social fabric.

3 DIGITAL SKILLS AND EDUCATION FOR DEVELOPMENT:

Access is not enough. Empowering people to make the most of technology is crucial. We provide skills and education so that everyone can realize their potential. Digital literacy opens doors and builds bridges to a more prosperous future.

We firmly believe that equality of opportunity is essential. People with access to knowledge can contribute positively to global economic growth.

INTERNET ACCESS

We connect more than cables. We weave opportunities. Our commitment is universal: internet for all. As of December 31, 2023, the percentage of the population covered in the markets where we operate increased by 2.15%.

POPULATION COVERED BY TECHNOLOGY - AS OF DECEMBER 2023

	GSM	UMTS	LTE
	(% of covered population)		
Argentina	99.29%	98.30%	97.74%
Austria	99.99%	95.20%	98.67%
Belarus	99.90%	99.90%	-
Brazil	95.38%	96.74%	96.60%
Bulgaria	99.83%	99.92%	99.44%
Colombia	90.23%	90.11%	87.20%
Costa Rica	90.74%	96.74%	97.01%
Croatia	99.00%	99.00%	98.90%
Dominican Republic	99.12%	98.75%	89.63%
Ecuador	96.03%	81.80%	80.83%
El Salvador	82.19%	96.31%	89.95%
Guatemala	88.44%	90.50%	88.46%
Honduras	73.93%	81.87%	75.08%
Macedonia	99.80%	99.90%	99.20%
Mexico	95.44%	96.56%	93.96%
Nicaragua	71.75%	79.36%	78.49%
Paraguay	76.89%	80.76%	83.63%
Peru	88.03%	85.15%	85.52%
Puerto Rico	-	96.95%	99.26%
Serbia	99.80%	98.00%	99.50%
Slovenia	99.90%	-	99.30%
Uruguay	99.52%	99.23%	98.65%



By the end of 2023, we provided internet access through LTE coverage to 528.4 million people, 14.7 million more than in 2022. Population covered in underserved communities reached 55.4 million, reinforcing our commitment to bridging the digital divide and fostering global connectivity for all.

Technology	Population Covered (Millions)	Population Covered in Underserved Communities[1] (Millions)
UMTS (3G)	542.5	54.1
LTE (4G/4.5G)	528.4	50.0
5G	200.2	1.3

In addition, we provide 5G services in our main markets. We will continue with the roll out of 5G networks in the rest of our operations to increase the speed and transmission of our data services, enhancing customer experience.

Country	5G
Austria	90.50%
Brazil	45.82%
Bulgaria	82.64%
Croatia	92.30%
Dominican Republic	53.36%
Guatemala	28.51%
Macedonia	99.50%
Mexico	49.46%
Peru	25.70%
Puerto Rico	90.65%
Slovenia	80.00%

CLICK HERE TO LEARN MORE ABOUT THE RELIABILITY AND AVAILABILITY OF OUR NETWORKS.



[1]Communities with less than 5 thousand inhabitants.

INTERNET ADOPTION

We have made important efforts to ensure that all those who already have LTE coverage but are still disconnected are included in the digital world. Our mission is to reduce the digital divide and ensure equal development opportunities for all.

To achieve this goal, we have developed digital inclusion initiatives and provided refurbished devices to those who cannot afford them. But we don't stop there. Our volunteer program teaches recipients how to use their new smart phones or tablets effectively. We provide them with essential tools for navigating the digital world while emphasizing security and privacy practices.

INTERNET ADOPTION SOCIAL PROGRAMS

Programs	Beneficiaries
Aldeas Digitales	1,200,000
A1 Digital Campus	142,520
Escuelas Conectadas	300,925
Internet Para Todos	118,831
Reconectados	43,484
Red Nacional de Puntos WiFi	989,621
Other Programs	22,375
Total impacted people	**2,812,836**



ACCESS GOVERNMENT SERVICES

110.4
million subscribers - (+96.39 Y/Y)

35% LATAM - (+73.19 Y/Y)
63% Europe - (+14.81 Y/Y)

IMPROVE EDUCATION

179.2
million subscribers - (+156.41 Y/Y)

60% LATAM - (+12.82 Y/Y)
51% Europe - (+11.99 Y/Y)

OBTAIN INFO ABOUT PRODUCTS & SERVICE

161.2
million subscribers - (+140.1 Y/Y)

52% LATAM - (+109% Y/Y)
75% Europe - (+16.6% Y/Y)

VISIT SOCIAL NETWORK WEBSITE

235.2
million subscribers - (+205.35% Y/Y)

78% LATAM - (+165.52 Y/Y)
83% Europe - (+19.35 Y/Y)

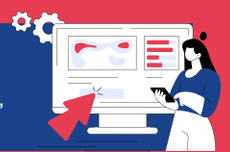
EMPOWERING SUSTAINABLE DEVELOPMENT: AMÉRICA MÓVIL'S COMMITMENT TO CONNECTIVITY.[2]

[203-2]

América Móvil is a driver of the Sustainable Development Goals (SDGs). We connect people, businesses, and communities through our mobile and fixed telecommunications services in Latin America and Europe. Our investments in network infrastructure have brought connectivity solutions closer than ever before, fostering efficient communication between individuals, organizations, and governments.

This improved connectivity has a positive impact on people's lives and generates economic opportunities in sectors such as health, education, and agriculture. By bringing connectivity solutions to individuals, organizations, and governments, we contribute significantly to sustainable development while empowering societies for a better future.

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



[2] Source: data obtained from GSMA Intelligence Consumer Survey (2023) 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 the cellphone. 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 310 million in 2023.

PURCHASE GOODS

120.82
million subscribers - (+105.48 Y/Y)

37% LATAM - (+79.3% Y/Y)
74% Europe - (+17.23% Y/Y)

LOOK / APPLY FOR A JOB

111.33
million subscribers - (+97.2 Y/Y)

37% LATAM - (78.44% Y/Y)
39% Europe - (9.04% Y/Y)

USE OF AGRICULTURAL SERVICES

20.01
million subscribers - (17.47% Y/Y)

6% LATAM - (12.2% Y/Y)
18% Europe - (4.27% Y/Y)

USE OF MOBILE FINANCIAL SERVICES

129.7
million subscribers - (+113.2 Y/Y)

41% LATAM - (+86.36 Y/Y)
72% Europe - (16.89 Y/Y)

READ NEWS

214.4
million subscribers - (187.13 Y/Y)

70% LATAM - (1149.27% Y/Y)
84% Europe - (19.63 Y/Y)

MAKE VIDEO CALLS

213.8
million subscribers - (186.67%Y/Y)

37% LATAM - (149.83 Y/Y)
74% Europe - (18.39 Y/Y)

IMPROVE / MONITOR HEALTH

123.9
million subscribers - (108.12Y/Y)

40% LATAM - (84.32% Y/Y)
59% Europe - (13.78 Y/Y)

WATCH FREE VIDEO

212.3
million subscribers - (185.37 Y/Y)

71% LATAM - (149.98 Y/Y)
72% Europe - (16.73 Y/Y)

PAY UTILITY BILLS

69.7
million subscribers - (60.87 Y/Y)

20% LATAM - (43.35 Y/Y)
56% Europe - (13.02 Y/Y)

DIGITAL SKILLS AND DIGITAL EDUCATION

Our digital inclusion initiatives encompass a comprehensive approach enabling access to high education content. Through digital platforms such as *Aprende.org, PruébaT*, *Kahn Academy en español, Capacítate para el Empleo y Biblioteca Digital*, we offer a wide range of content in education, (from primary to postgraduate education), as well as cultural and health topics for users and employment. These platforms are developed by Carlos Slim Foundation and other world-renowned institutions, such as MIT Open Course Ware, Edx, Udacity, Coursera, and Khan Academy.

Many of our employees actively participate in our Network Volunteer Program *(Red de Voluntarios Telmex-Telcel and Red de Voluntarios Claro)*. They work closely with NGOs and local communities as a team to develop social responsibility initiatives emphasizing education, health care support, and employment opportunities. We customize our programs to address each community's specific needs and challenges.

4,391,086 REGISTERED USERS IN *APRENDE:*
A 4.52% INCREASE Y/Y · 55.71% ARE WOMEN



EDUCACIÓN INICIAL
(INITIAL EDUCATION)

This program recognizes that early life experiences have a lasting impact on the brain's architecture. Therefore, it seeks to transform the vision and actions of the adults responsible for the upbringing and education of children. Through guidance, training, and accompaniment, they are empowered to enhance the integral development of children. The goal is to create a more equitable and prosperous society for all.

513,555
people trained

3,350,600
total beneficiaries of the program

2,757,099
child development guidebooks distributed and downloaded



PRUÉBAT
(SELF-TEST)

This program aims to strengthen the essential knowledge and cognitive skills in mathematics and language that we acquire throughout life. In addition, it seeks to familiarize students, teachers, and parents with standardized assessments through a personalized education experience. To achieve this, we offer academic support by providing access to interactive content and assessments through digital simulators. These resources are designed for intermediate and higher grades of learning. Ultimately, our goal is to contribute to a society that is more informed and prepared for the challenges of today's world.

6,735,419
students

707,384
teachers

53,940
registered schools



KHAN ACADEMY IN SPANISH

This online platform offers thousands of exercises and video lessons that can be learned simply and effectively in areas such as mathematics, science, finance, economics, and computer science. It was created in 2006 by Salman Khan and is used in various educational spaces around the world. Thanks to the support of the Carlos Slim Foundation, all Khan's materials were translated into Spanish, which has allowed more people to access these resources and enrich their knowledge.

20,933,967
students

6,896
video lectures



CAPACÍTATE PARA EL EMPLEO
(TRAIN FOR EMPLOYMENT)

This initiative was created to contribute to the development of industry key productive competencies in the next five years. The approach is inclusive: there are no borders, no time or age limit, and no previous education requirements. Through free online training, we promote the financial autonomy and continuous preparation necessary to face the technological evolution and digital transformation of the 21st century.

By creating courses, learning paths, diploma programs, and operational specialties, we promote developing and updating technical and professional skills. Our goal is to prepare people to face the challenges of an ever-changing global economy.

11,839,254 students

43,911,912 course registrations

2,757,099 of total course registrations are in the technology sector



This year, the number of users of our digital education platforms increased by 6.6%, representing an additional 2,439,062 users. We also delivered 212.6 million lectures - 9.2 courses per user on average. Additionally, in 2023, we increased the number of schools registered in *PruébaT* by more than 2.8 thousand.

During 2023, digital skills training was provided to more than 128 thousand people through the *Aprende* platform, including basic digital skills courses for users to communicate and access public, commercial, and financial services online; courses to improve employability, encourage entrepreneurship, and develop small and medium-sized enterprises; and courses to become specialists or technicians in digital professions.

BIBLIOTECA DIGITAL TELMEX-TELCEL
FUNDACIÓN CARLOS SLIM

The Telmex-Telcel Digital Library | Carlos Slim Foundation is a cutting-edge digital library located within the National Biodiversity Pavillion at the National Autonomy University of Mexico (UNAM). This open-access learning space is dedicated to promoting scientific curiosity and preserving biodiversity through workshops and activities that encourage participants to apply innovative ideas and scientific knowledge in their daily lives. Our state-of-the-art facilities offer computer equipment, tablet lending, internet access, robots, 3D printers, drones, and a digital microscope for an immersive educational experience.

181,734 visitors
(March 2023 - March 2024)

41,504 loaned tablets

132 conference

3,254 workshop

179 contents



FOR MORE INFORMATION ON THE USE OF OUR DIGITAL EDUCATION PLATFORMS, PLEASE GO TO APPENDIX F.



ECONOMIC CONTRIBUTION

[201-1, 2-6]

By fostering digital inclusion and optimizing our utilization of available digital tools, we bolstered our economic performance and capacity to support regional development. This initiative expanded our generated economic value, escalating from $43,499 million US dollars to $48,303 million US dollars while enhancing our retained economic value from $4,544 million US dollars to $4,782 million US dollars.

DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED

ECONOMIC CONTRIBUTION		GENERATED DIRECT ECONOMIC VALUE	DISTRIBUTED ECONOMIC VALUE	RETAINED[1] ECONOMIC VALUE
2021[2]	US Million dollars	40,357	36,855	3,502
2022[3]		43,499	38,955	4,544
2023[4]		48,303	43,521	4,782

FOR MORE INFORMATION ON OUR FINANCIAL PERFORMANCE, CLICK HERE.



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

[2] On November 23, 2021, we completed the sale of TracFone Wireless, Inc. ("TracFone") to Verizon Communications Inc. ("Verizon"). As a result of the sale of TracFone, in accordance with IFRS 5, the operations of Tracfone are classified as discontinued operations for the reporting periods prior to 2022 presented in the consolidated financial information included in this annual report.

[3] On July 1, 2022, we completed the sale of the operations of Claro Panama, S.A. ("Claro Panama") to Cable & Wireless Panama, S.A., an affiliate of LLA. As a result of the sale of Claro Panama, in accordance with IFRS 5, the operations of Claro Panama are classified as discontinued operations for the reporting periods prior to 2023 presented in the consolidated financial information included in this annual report.

[4] As a result of the incorporation of ClaroVTR as a joint venture in 2022, in accordance with IFRS 5, the operations of Claro Chile are classified as discontinued operations for the reporting periods prior to 2023 presented in the consolidated financial information included in this annual report and are recognized through the equity method from October 6, 2022 onwards.

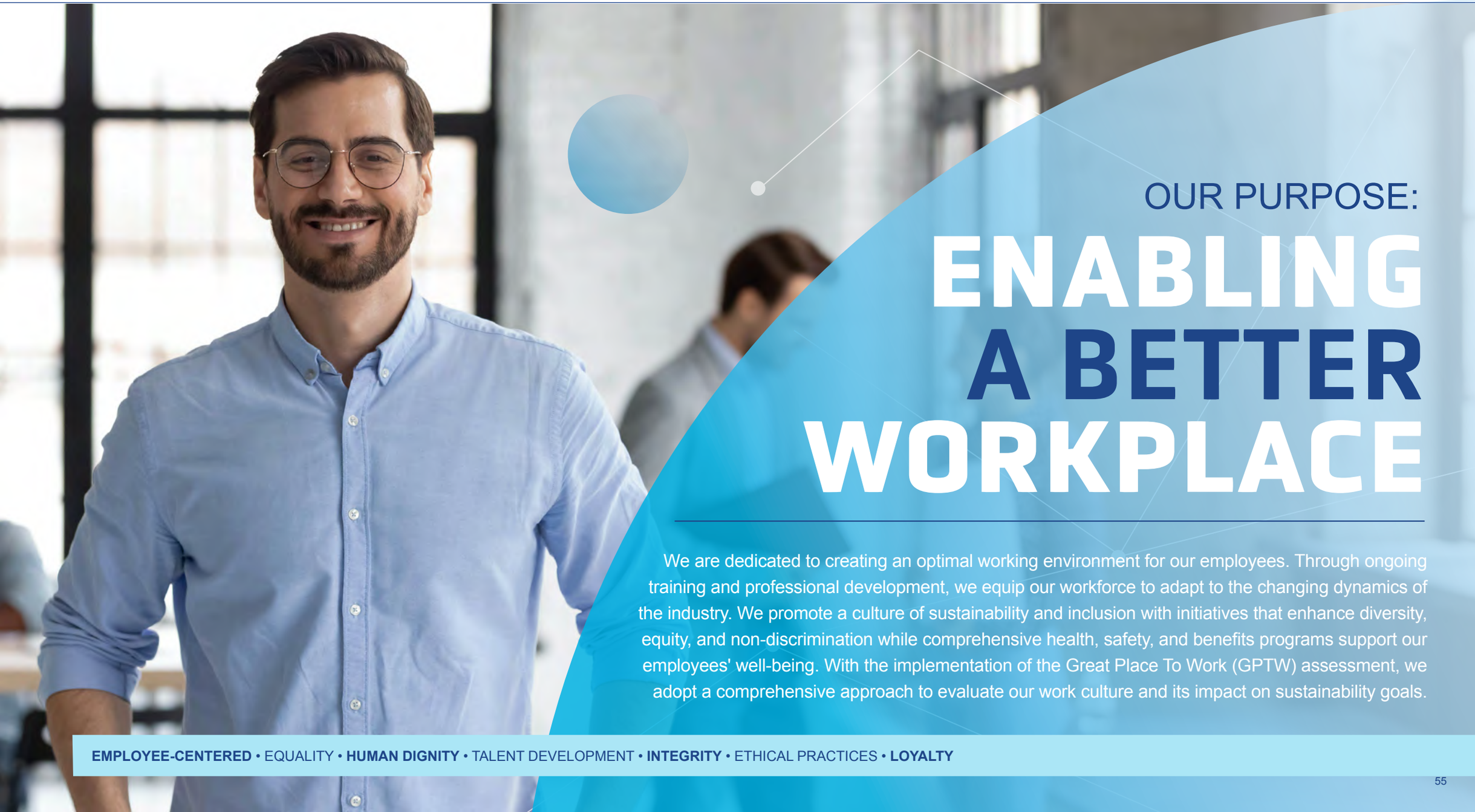


COMMUNITY INVESTMENT

[203-1, 2-6]

In 2023 we allocated $45.1 million dollars to various corporate citizenship and philanthropy programs, up from $18 million in 2022. A substantial portion of these funds —89%— was donated in kind through product and service donations or by creating alliances or partnerships. These initiatives are selected based on their potential impact, the number of people who will benefit from them, and the benefits they bring to society and our communities.

Through this approach, we have benefited over 2.5 million people, marking a 91% increase compared to last year. This was partly possible through the collaboration of 3,175 employees volunteer for various initiatives during this period, contributing an impressive 47,623 hours of work; 65% of these efforts were carried out during working hours as part of our commitment to fostering meaningful change every day.



OUR PURPOSE:

ENABLING A BETTER WORKPLACE

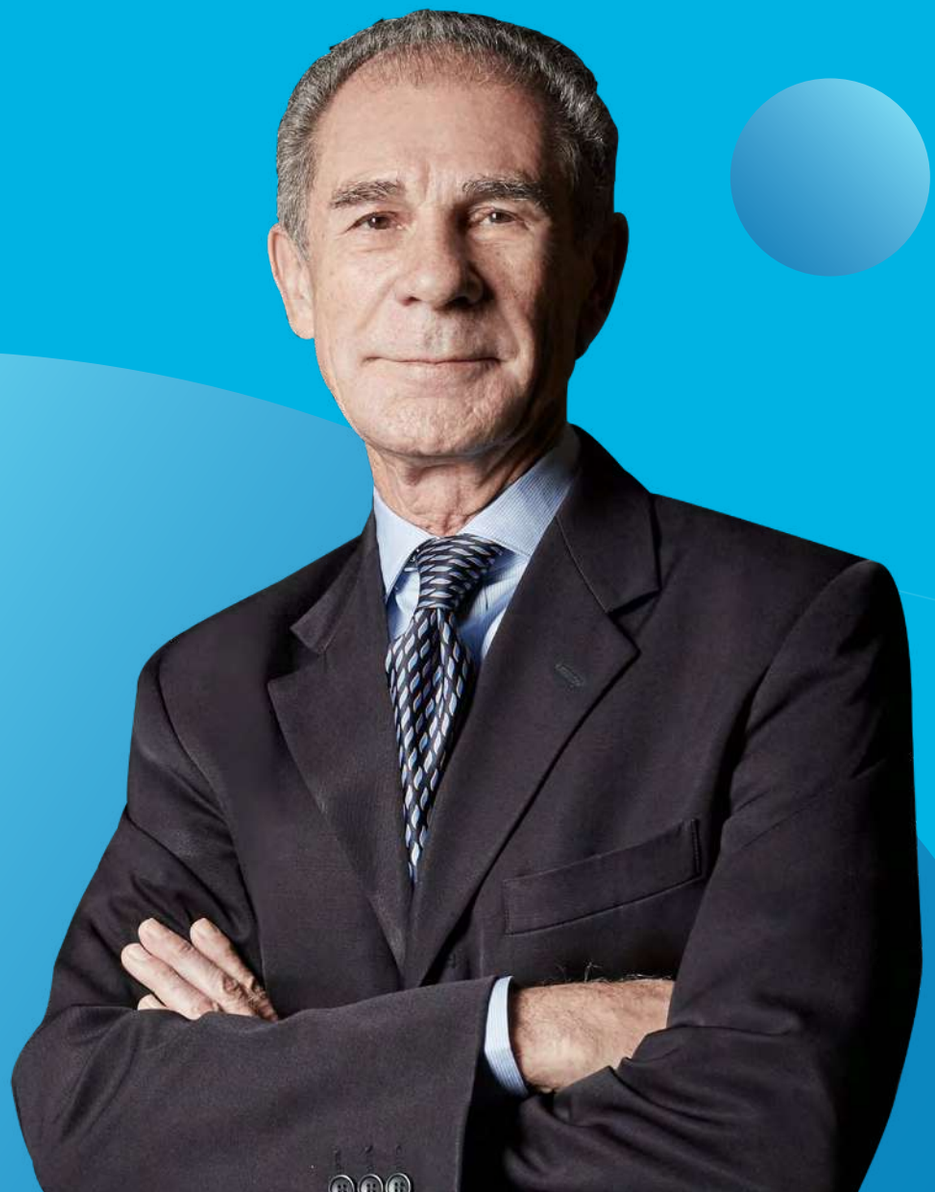
We are dedicated to creating an optimal working environment for our employees. Through ongoing training and professional development, we equip our workforce to adapt to the changing dynamics of the industry. We promote a culture of sustainability and inclusion with initiatives that enhance diversity, equity, and non-discrimination while comprehensive health, safety, and benefits programs support our employees' well-being. With the implementation of the Great Place To Work (GPTW) assessment, we adopt a comprehensive approach to evaluate our work culture and its impact on sustainability goals.

EMPLOYEE-CENTERED • EQUALITY • **HUMAN DIGNITY** • TALENT DEVELOPMENT • **INTEGRITY** • ETHICAL PRACTICES • **LOYALTY**



Integrating GPTW metrics into our operations reinforces our commitment to a workplace where every employee feels valued, respected, and empowered, thus aligning our sustainability objectives and strengthening our dedication to promoting an environment that fosters inclusion, diversity, and overall well-being.

We develop the talent of our people through personalized learning and specific certifications tailored to each individual's roles and professional aspirations. Periodic performance evaluations and continuous feedback ensure that our human capital strategy promotes constant improvement. Sustainability Week reinforces our culture in this area, highlighting initiatives that create shared value for people and the planet. We focus on attracting and retaining the most distinguished professionals by respecting labor rights and prioritizing a healthy balance between work and personal life. This approach allows us to better serve our clients and communities by fostering responsible growth.



At América Móvil, we recognize that our success is intrinsically tied to our commitment to environmental, social, and governance (EESG) principles. We prioritize responsible operations while fostering an inclusive and supportive workplace for our talented employees. We firmly believe investing in our people is key to achieving our sustainability goals and creating long-term value for all stakeholders. By cultivating a diverse and engaged workforce, promoting continuous learning and development opportunities, and upholding the highest ethical standards, we strive to build a better workplace that empowers our employees to drive innovation and deliver exceptional customer service.

Angel Alexander | **CHRO América Móvil**

HUMAN CAPITAL MODEL

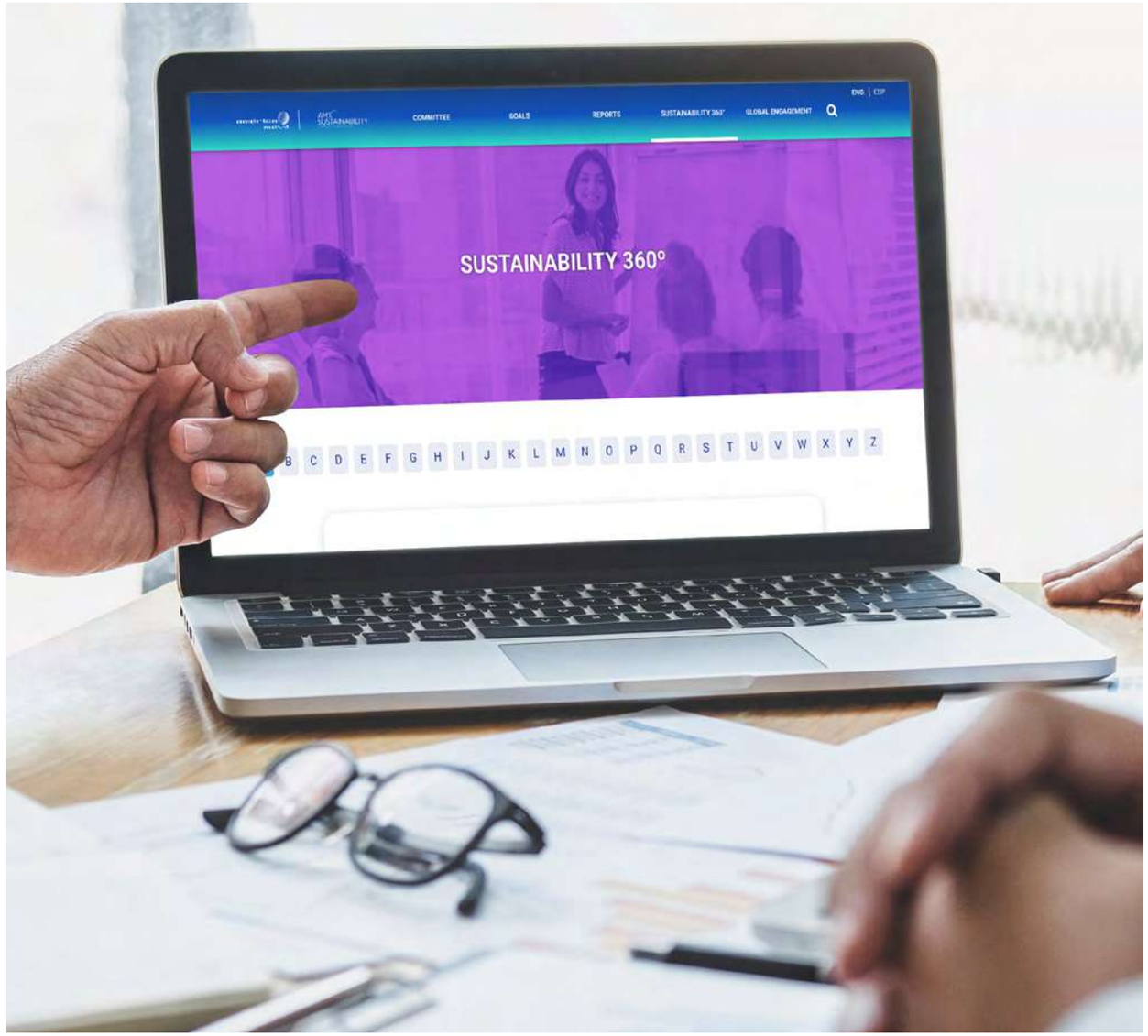
At América Móvil, we define a human capital model that places our employees and clients at the center of the strategy, recognizing them as the organization's backbone. We value each collaborator for their unique capabilities, enriching experiences, and personal motivations, committing ourselves to listening, recognizing, developing, and providing them with the tools to reach their maximum potential.

Our behavior is governed by the Integrity and Compliance Program, the Code of Ethics, and the Policy of Equality and Respect, which together form the pillars of our work in Human Resources.

In turn, we grant autonomy to each subsidiary to navigate within these frameworks and corporate guidelines, allowing them to effectively respond to the diverse cultural, operational, and legal needs specific to their business environment. This flexibility ensures that our talent management practices are as dynamic and diverse as the markets we operate in.



FOR MORE INFORMATION ABOUT OUR POLICIES AND HUMAN RESOURCES RESTRUCTURING PROGRAMS, VISIT OUR SUSTAINABILITY WEBSITE.





TALENT

[2-6, 2-7, 2-8, 405-1]

Engaged employees are key to our success in this highly competitive industry. Enabling a better world through connectivity helps us attract and retain top talents who want to make a positive impact on society. Finding skilled digital professionals can be challenging, given the high demand in the various sectors in which we operate. Therefore, we strive to cultivate a robust culture that inspires employee commitment and sets us apart.

To help the workforce understand their role during periods of change, we carry out a global initiative to align principles, processes, and fundamental behaviors with our mission. This approach facilitates the attraction and retention of top talent who also share these values.

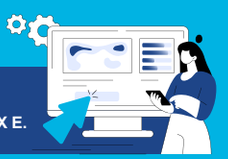
By the end of 2023, our workforce exceeded 176,000 people, with a gender distribution of 38% women and 62% men. 98% of these positions are permanent, while only 2% are temporary. Our main activity is focused on the Telecommunications Sector, representing 98% of our global operation, with the remaining 2% diversified into other businesses.

The senior management consists of 832 experts. This group goes beyond being our professional guidance; they have also become individuals worthy of respect from all of us who make up the América Móvil culture, finding in their contributions to the company a reference for innovation and action. Numerous strategies have emanated from this talented group, and we recognize their fundamental role in achieving our success over time.

Last year, we experienced a natural renewal in our workforce, incorporating more than 30,000 new members with an average hiring cost of $547 US dollars ($9,246 Mexican pesos). Among them, half were women, highlighting our efforts towards gender equality.

We have one of the lowest global turnover rates in the industry in which we operate. Last year, it closed at 12.16%, with nearly identical levels between women (12.21%) and men (12.13%), a condition that suggests an equitable work environment. We face a particular challenge with employees under 30 years old, with a turnover rate of 29.53%. We are a group characterized by the loyalty of our collaborators, with an average service of ten years for men and nine years for women. This data reflects our challenge and our ongoing commitment to talent retention.

FOR DETAILED INFORMATION ON OUR TALENT DISTRIBUTION AND DEMOGRAPHICS, VISIT APPENDIX E.



TRAINING

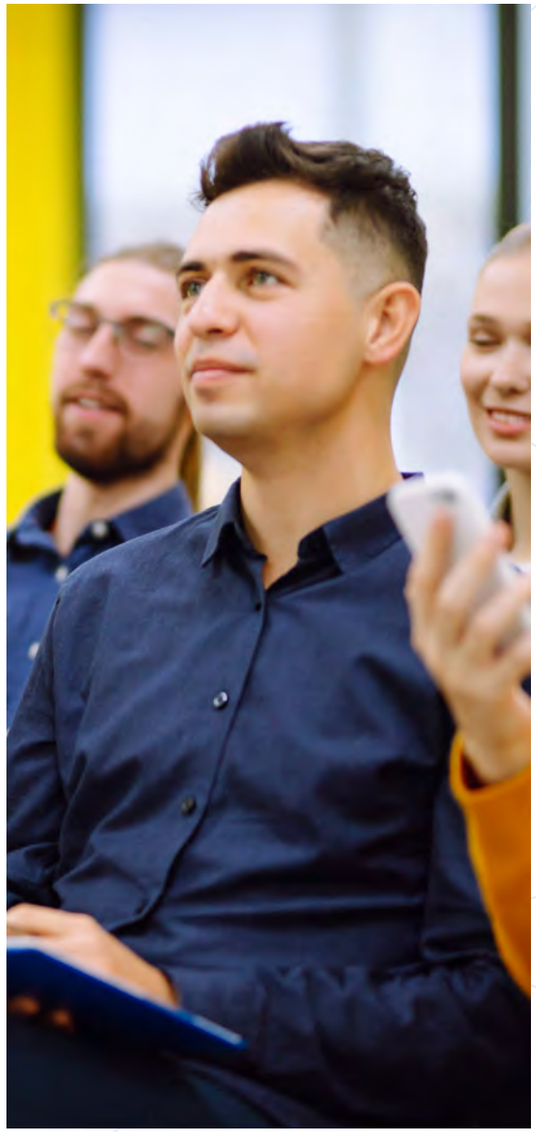
[404-1, 404-2]

We recognize training as one of the means to promote the continuous development of our collaborators.

We have established three levels of training. The first level, mandatory, is designed to prepare staff for crucial aspects such as health and safety at work, ethics, anti-corruption, and data protection and privacy. The second category, essential and highly recommended, focuses on developing key skills and competencies for performing their roles and is organized into five areas: leadership, customer service, business skills, project management, and professional updating (reskilling). The third level encompasses programs designed to enable employees to advance in areas of their personal and professional interest, covering a wide range of topics such as communication, teamwork, technical skills, various methodologies, and innovation.

The continuous enrichment of skills benefits individuals, the organization, and our clients. We effectively meet their needs, foster trust, and establish genuine relationships, contributing to sustainable business growth.

We prioritize the identification of specific training needs for each role. For this purpose, each operation conducts a Training Needs Assessment involving each area to ensure that the programs we offer meet the specific needs of each position. This approach has allowed us to anticipate the demands for skills for the digital future, investing this year in training for professional reconversion and adopting agile methodologies to train teams in new technologies such as artificial intelligence, data science, and the Internet of Things (IoT).



Continuing with our development programs, we have maintained our customer experience, sales training, and leadership programs. However, we also recognize the importance of reskilling and upskilling our employees to remain competitive. These three programs positively impact our customer relationship by enhancing their trust in us, positioning América Móvil as a partner that helps them achieve their goals. This skill set enables us to continue leading the market by understanding our customers' needs and developing our employees to meet current and future demands. Currently, 23% of our staff is engaged in these programs.

The cornerstone of our training tools is called *Capacítate Carso*, a training platform for collaborators and partners. During 2023, employees accessed more than one million hours of educational resources. This effort contributed to a training coverage that benefited 85% of our staff, ensuring equal opportunities in professional development for all our collaborators.

Another demonstration of our dedication and commitment to cultivating experts in our workforce and promoting continuous learning is that this year we have provided 7 million hours of training, with an average of 43 hours per employee. We invested more than $11 million dollars (equivalent to over $197 million pesos), which is fundamental to maintaining, updating, and developing the competencies of our team in a rapidly evolving sector.

We facilitate access to opportunities for continuous learning so that all employees can develop skills relevant to their current and future roles, emphasizing diversity, inclusion, and talent management to attract and retain the best professionals.

CULTURE OF SUSTAINABLE GROWTH

Every collaborator plays an essential role in implementing our Business Sustainability Strategy and creating shared value. Regardless of the role or functions, we all contribute to improving the world through the following behaviors:

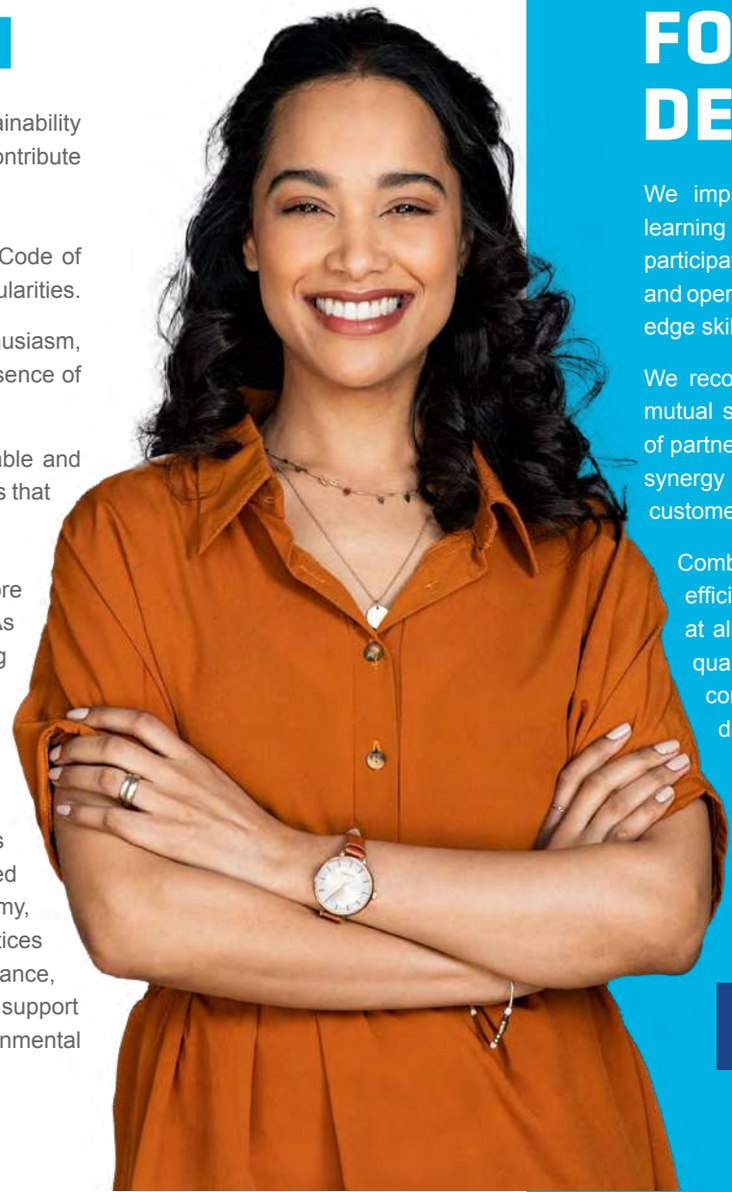
Integrity and Ethics: We rigorously adhere to our values and the Code of Ethics, leading by example and acting immediately in the face of irregularities.

Commitment and Vitality: We perform our work with energy and enthusiasm, face challenges with determination, and recognize service as the essence of our activity.

Flexibility and Continuous Improvement: We strive to be adaptable and focused on innovative solutions while promoting respectful interactions that drive talent development.

Through responsible goal setting and risk anticipation, we strive to adopt more efficient operational models that maximize the intelligent use of resources. As industry leaders, we are capable of effecting positive changes by integrating sustainable practices into all our operations.

One of the notable examples of our efforts to foster this culture is the annual celebration of our Global Sustainability Week, which, in its fourth edition, convened more than 300 collaborators from different subsidiaries. We covered key topics such as the sustainability challenges of América Móvil, strategies to reduce the digital divide through initiatives like *Aprende.org* and Connected Schools, and supply chain risk management. We explored the circular economy, emphasizing giving a second life to mobile devices and exchanging best practices among subsidiaries. The event concluded with a review of sustainability performance, assessing the impact of policies on affordable internet access and digital skills that support the Sustainable Development Goals, along with strategies to reduce the environmental footprint through clean and renewable energy and efficient operations.



BEST PRACTICES FOR SUSTAINABLE DEVELOPMENT

We implement best practices in sustainability through continuous learning and development across our organization. Our staff regularly participates in specialized training offered by our suppliers on technical and operational topics. This training ensures that we maintain the cutting-edge skills necessary to provide exceptional service to our customers.

We recognize the importance of collaboration with our suppliers for mutual success. Through structured programs, we promote a culture of partnership and commitment to excellence in customer service. This synergy enhances our offerings and elevates the quality-of-service customers receive.

Combining internal and external efforts has generated significant efficiencies and optimized our user support. By developing experts at all organizational levels, we position ourselves to provide high-quality connectivity and agile support. We aim to help people stay connected through innovative solutions and attentive service daily. Our team members hold multiple technical and process management certifications —such as SCRUM, ISO, Lean Six Sigma, AGILE methodology, and Java programming— strengthening our capacity to innovate and continuously improve processes, ensure quality, and offer advanced technological solutions.



FOR MORE INFORMATION ABOUT THE CERTIFICATIONS WE OBTAIN, VISIT APPENDIX I OF THIS DOCUMENT.

PERFORMANCE EVALUATION

[404-3]

We periodically apply evaluations to understand the performance of the collaborators that make up América Móvil. Thanks to the various tools and methodologies we employ, we have been able to involve two-thirds of our workforce in this process.

We opt for 360-degree evaluations to assist our employees in identifying areas for professional growth and development activities. This test is applied every three years at the executive level of the companies. By 2030, our goal is to conduct reviews across the entire group. Up to date, we have concluded 60% of the employees in executive levels.

Thriving in a rapidly changing industry requires continuous adaptation. We reinforce our focus on professional growth at all levels through scheduled performance feedback interviews.



WORK ENVIRONMENT

By incorporating the Great Place to Work (GPTW) assessment, we have adopted a comprehensive approach to evaluate our work culture and its impact on our sustainability initiatives. The results obtained through GPTW corroborate the trends previously identified in our internal work climate surveys. A key benefit of using GPTW is that it allows simultaneous evaluation of 100% of our employees in all operations, with the additional advantage that the assessment is conducted by an external entity, ensuring the impartiality and objectivity of the process.

Integrating GPTW metrics into our practices strengthens our effort to create a workplace where each employee feels valued, respected, and empowered. This approach is in sync with our sustainability goals and highlights our intention to cultivate a workspace that promotes inclusion, diversity, and overall well-being. Additionally, we take special interest in the areas of opportunity that result from this exercise, establishing improvement plans with different work teams.

We conduct annual surveys on the work climate to understand how our employees perceive us and identify areas for improvement. One of the goals of our sustainability strategy is to improve these results by 1% every two years, with a participation rate above 90%. During our last survey, more than 91% of our employees participated in the survey, with an overall score higher than 82% representing a 1.87% increase vs. last period.



Great Place To Work.

América Móvil proudly received the Great Place To Work Certification for the first time in 2023, achieving an average result of 76%. This marks a milestone in our commitment to being one of the best employers in the region.



EMPLOYEE BENEFITS

[401-2, 401-3, 405-2]

We are committed to operating our business responsibly and sustainably. Fair compensation is fundamental to ensuring that all employees receive at least the legally required salary and benefits for their country. Beyond this, some operations offer additional assistance such as life insurance, medical cost coverage, support for temporary or permanent disability, dental care, parental leave, and help with school supplies.

We strive for justice and equal opportunities across our entire workforce. On average, total compensation varies minimally between genders performing similar roles.

The average annual salary per employee is $19,410 US dollars ($327,903 Mexican pesos), and male employees earn an average of $21,943 US dollars ($370,694 Mexican pesos) per year. In contrast, female employees earn an average of $15,357 US dollars ($259,433 Mexican pesos) annually. Over 50% of employees can access variable salaries linked to productivity and performance results. Furthermore, 23% of our operations have an EESG-linked incentive scheme for a portion of their employees.

All subsidiaries comply with local regulations regarding maternity/paternity leave policies as applicable; moreover, our retention rate after maternity leave is 91%, while paternity has a higher percentage of 95%.

Our compensation policies are designed to reward strong performance while respecting local market conditions. Employees receive a fair, competitive salary aligned with their level of experience and contribution. Development and opportunities are available to everyone. Positions are filled based solely on merit, without bias towards backgrounds. Flexible policies help maintain a balanced life, such as parental leave that exceeds local legal requirements.

Compliance with labor laws is a priority. Regulations concerning termination, whether voluntary or not, are followed without discrimination. It's crucial that employees feel secure in their ability to contribute to their fullest potential, regardless of personal characteristics unrelated to the job.

We understand the importance of balancing personal and work life. All our operations comply with local family leave policies. Both women and men receive support during significant life events, while our efforts help retain talented team members regardless of gender.

FOR MORE DETAILS ON GENDER PAY, VISIT APPENDIX E.



LABOR RIGHTS

FREEDOM OF ASSOCIATION

[2-30]

In the telecommunications industry, we operate in regions with strong unions and whereas it is deemed to be by some, as a region with a high likelyhood of labor unrest, América Movil has achievied agreements through collective bargaining negotiations that promote transparency, trust and mutually beneficial relationships, establishing productive frameworks for mutual growth.

Since it's foundation in year 2000, América Móvil has only experienced a 24 hour strike in one country without any service disruptions..

Furthermore, América Móvil adheres to Principle Three of the UN Global Compact, which states that businesses should uphold the freedom of association and effectively recognize the right to collective bargaining. In this regard, our employees are free to join unions and adhere to collective agreements according to the labor laws of each country we operate, as declared in our Code of Ethics.

In 2023, over 100,000 employees were part of a union covering around 61% of our workforce under collective bargaining schemes.

In all our operations, we work diligently to balance business needs with workers' rights. We strive to solve problems and ensure decent work through open communication and a shared commitment to fair treatment.

FOR MORE INFORMATION ABOUT UPCOMING COLLECTIVE BARGAINING, VISIT THE LABOR MANAGEMENT SECTION OF OUR SUSTAINABILITY 360° WEBSITE.



DIVERSITY, EQUALITY, AND NON-DISCRIMINATION

[405-1]

We have a strong commitment to diversity, equality, and respect. Our policy for the entire group prohibits discrimination and protects the confidential reporting of issues. Corrective actions are consistently taken in response to substantiated concerns, ranging from retraining, termination of employment, and legal measures when necessary.

Women represent 38% of our total employees and occupy various roles, from junior levels to executive positions. Specifically, one-third of our management positions and more than half of the revenue-generating roles are held by women. Additionally, women occupy 19% of our STEM jobs and 21% of the Board of Directors positions. Our recruitment practices and policies promote representation and equal opportunities.

Our company comprises a team from different generations. The most nourished are 68% of employees aged 30 to 50. Those under 30 represent 17%, while those over 50 comprise 15%.

The diversity of our team reflects the communities we serve. Regarding nationality, we have 48% Mexican employees, 30% South Americans, 6% Central Americans, another 6% Caribbean, and 10% Europeans.

All employees deserve respect and equal opportunities to succeed regardless of their characteristics. 1.3% of our employees worldwide have some disability. We will continue to promote inclusion and ensure fair treatment through clear policies, training, and appropriate responses to any issues that may arise.

FOR MORE DETAILS ON OUR RESPECT AND EQUALITY POLICY, VISIT OUR CORPORATE WEBSITE.

HEALTH AND SAFETY (H&S)

[403-1, 403-5, 403-6]

At América Móvil, the health and safety of employees and guests at each facility are paramount. Our specialized health & safety units meticulously assess potential risks, design emergency plans, and take essential measures to reduce hazards. Through these efforts, we strive to foster a positive and safe workplace.

The leadership of our management team has been fundamental in advancing towards the goal of our operations, complying with the ISO 45001 standard by 2025. At the end of 2023, 21 of our subsidiaries are certified. Certified subsidiaries include A1 Austria, A1 Belarus, A1 Bulgaria, A1 Croatia, A1 Macedonia, A1 Serbia, A1 Slovenia, América Móvil Contenido, Claro Argentina, Claro Colombia, Claro Ecuador, Claro Guatemala, Claro El Salvador, Claro Nicaragua, Claro Peru, Claro Puerto Rico, Global Hitss, and Telcel.

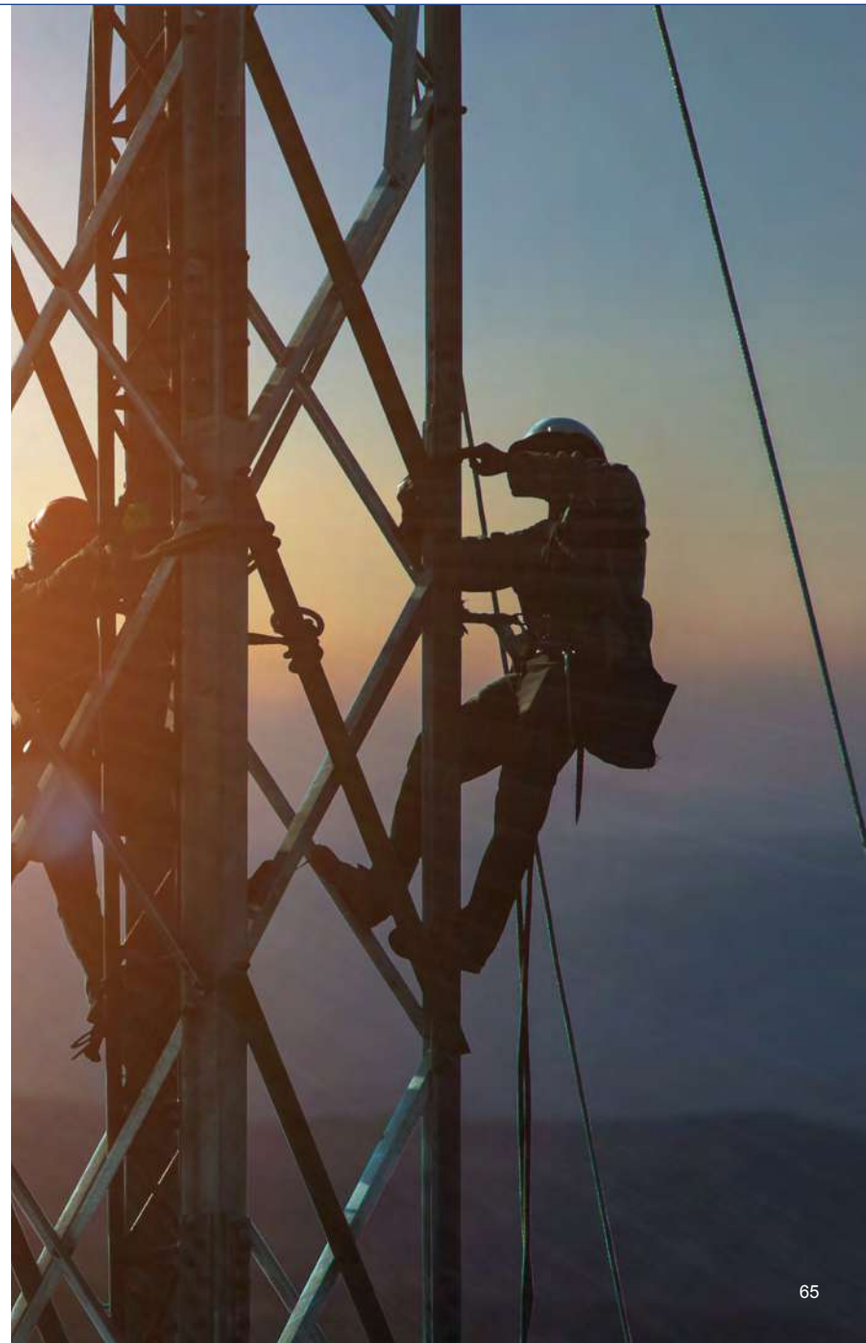
HEALTH AND SAFETY POLICY

The América Móvil Health and Safety Policy outlines fundamental principles that employees must embody. It promotes a culture that encourages best practices in the workplace and proactive management of potential or existing risks. This is achieved through management systems that comply with relevant local regulations. Additionally, the policy emphasizes the importance of making employees aware of training programs to prevent hazardous situations and respond effectively to emergencies such as fires or earthquakes. It also promotes a deep commitment to personal health and the safety of colleagues.

All our operations have implemented robust health and safety programs to identify workplace risks and reduce occupational injuries. Additionally, we have other programs designed to improve the working conditions of our employees: electrical safety training, emerging risks, disaster response protocols, physical security measures, and guidelines for managing security systems. Thirty five percent of our subsidiaries offer brigade training at the workplace for evacuation procedures and emergency care, while road safety education awareness workshops are conducted in approximately 26% of all operations.

We understand that some jobs entail inherent hazards, which is why 51% of the countries where we operate offer programs for heights safety management.

About 51% of all subsidiaries offer nutrition or health plans that promote healthy habits among their workforce, while 57% have stress management initiatives.



EMPLOYEE WELL-BEING

[403-6]

At América Móvil, we contribute to the overall well-being of our employees and their families, and we are convinced that personal and social well-being is crucial for the growth and development of our organization. Focused on effectively contributing to the integral human development of our employees, their families and the community, through the implementation of educational, health, cultural and recreational programs, as well as our human development program, ASUME, A.C., in order to form us as citizens responsible for our own personal, family and social growth, thereby, contributing with the progress of our company and our countries.

We emphasize values and family, continuous growth, self-esteem, personal goals, safety, trust, culture, and traditions, as well as health and information environments. Our "Social Welfare Program" is designed to create a "Culture of Transformation Towards Development" through conferences, workshops, or readings that inspire and motivate personal growth among individuals. It also includes environmental care activities that promote the sustainable use of natural resources. Since 2005, we have successfully organized 17,129 events throughout Mexico and Latin America, benefiting more than 1,108,304 attendees through this initiative.



We promote our employees' physical and mental well-being by implementing health programs that raise awareness about preventive habits. Our initiatives include conferences, lectures, and prevention campaigns focused on educating people about chronic degenerative diseases, as well as physical exercise through races, walks, and activities in various sports disciplines. In 2023 we positively impacted 157,721 employees through health trainings.

For América Móvil, the preservation of traditions and cultural values is essential, which is why cultural/artistic events are an integral part of our recreational initiative, where families can enjoy quality time while maintaining, sharing, and learning how to protect our heritage and traditions through theater plays, musical concerts, and guided tours, among others. Over the years (since 2005), 10,794 events have been held, attended by 1,537,718 people —including employees/families/general public— thus helping to preserve local cultures and traditions. We are proud to know that these efforts have a positive impact on the development of the community wherever they take place.

ASUME

[403-6]

In collaboration with the Association for Advancement by Mexico, A.C., we also offer the ASUME Human Development Program, which aims to promote the integral growth of employees and their families. This program motivates participants to continually seek personal improvement in various aspects —physical, emotional, social, economic, aesthetic, intellectual, moral, and spiritual.

ASUME is based on three fundamental principles:

- Continuous improvement without limits to be better
- Healthy competition with oneself
- Balanced improvement in eight aspects of personal development

The goal is: "Improve yourself to surpass your environment". Participants in ASUME experience increased self-esteem and personal growth, which translates into better interpersonal relationships in the various spheres where the person operates and a higher level of overall satisfaction.

Those who have participated in ASUME have achieved significant personal growth by changing their vision towards different facets of life, making comprehensive changes in their daily lives, for example, in relation to physical health, financial stability, and improving habits; all this resulting in a greater sense of belonging within society as well as increased participation.

Over the years, we have provided training at work and outside of it to 250,457 employees. This has helped our team members develop their skills and knowledge for personal growth and professional advancement.

We work hard every day to ensure that all stakeholder groups associated with us lead satisfying lives filled with achievable goals, contributing positively to society at large.





OUR PURPOSE:

ENABLING A BETTER BUSINESS FRAMEWORK

As a major player in the global telecommunications industry, along with our other business lines, we acknowledge our responsibility to operate ethically and with transparency. The Board diligently oversees governance issues to maintain trust among stakeholders. Employees, customers, suppliers, communities, and shareholders can rest assured that integrity and accountability are firmly embedded across our various lines of business, in all subsidiaries, and within every country we operate.



Our bylaws are designed to ensure adherence to all applicable regulations and codes in the countries where we operate, including compliance with the Mexican Securities Market Law and the regulations of the National Banking and Stock Commission (*Comisión Nacional Bancaria y de Valores*, CNBV). Additionally, we adhere and comply with the Mexican Code of Best Corporate Practices.



Continuous improvement is a priority, and our policies are regularly benchmarked against evolving international best practices and frameworks. The Board of Directors plays a critical oversight role, considering sustainability factors such as environmental, social, and governance issues.

Risks and opportunities related to these factors are carefully evaluated as well.

Through the Compliance Officer, the Audit and Corporate Practices Committee of the Board of Directors of América Móvil is responsible for supervising, overseeing, and, as applicable, monitoring the due compliance of all provisions in our corporate policies, processes, and provisions, periodically assessing its effectiveness.

TO LEARN MORE ABOUT BOARD OVERSIGHT, GO TO THE APPENDIX G CORPORATE GOVERNANCE INDICATORS SECTION IN THIS REPORT.



"ONE SHARE-ONE VOTE" CAPITAL STOCK RECLASSIFICATION

As informed in 2022, América Móvil converted all of its AA, A, and L shares into a single series of ordinary shares with full voting rights (Series "B") on a 1:1 basis, creating a "one share-one vote" capital structure (the "Reclassification"). Pursuant to the Reclassification, B shares started trading on March 16, 2023.

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]

We have built a diverse and highly skilled board to guide our business. Fourteen directors, including three women from various backgrounds and industries, work together to manage our company, recognizing the invaluable contributions of a diverse board in an evolving diverse society. We continue making progress on diversity at the highest levels. Our commitment to diversity has enabled us to reach a 21% female presence on our board.

We also aim to increase diversity at all levels of our organization, as outlined in our Board of Directors Diversity Policy. This diversity strengthens decision-making with different perspectives on opportunities and risks in the telecommunications sector within our markets. Diversity enhances governance and oversight of our operations.

Each year, our board members are elected to represent the interests of all our stakeholders. The board's combined expertise spans all facets of our business, from technology and engineering to marketing, finance, cybersecurity, and sustainability. This ensures we understand and can effectively guide the company's role and impact and identify strategies for long-term growth that create value for investors and communities alike.

Two committees support the board's work. The Executive Committee includes directors to address strategic matters. The Audit and Corporate Practices Committee is comprised of independent members of the Board, who oversee financial reporting, risk management, sustainability, and legal compliance.

21% female presence on our board

CORPORATE BEHAVIOR

[2-13, 2-26]

We are committed to upholding the highest standards of ethics and compliance across our operations. Our Chief Compliance Officer ensures that all our subsidiaries, employees, contractors, business partners, and third parties to be aware of and, where appropriate, adhere to our Integrity and Compliance Program (ICP). This officer also provides quarterly reports to the Board's Audit and Corporate Practices Committee to monitor the program's development and implementation. Our Code of Ethics is the cornerstone of our Integrity and Compliance Program, setting clear expectations for responsible decision-making and fostering a culture based on compliance.

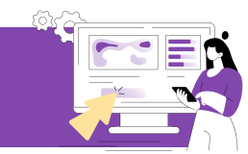
We recognize our responsibility to conduct business with integrity, we are committed to fostering a culture of integrity, transparency, and ethical conduct across our operations. We actively encourage all individuals associated with our company, including employees, contractors, suppliers, and other stakeholders, to report any concerns or potential violations to our Integrity and Compliance Program through our Whistleblower Portal. We promote open communication channels and anonymous reporting to ensure that everyone working on our behalf and stakeholders within our value chain can raise concerns about unethical behavior confidently and securely. This secure and confidential platform allows for anonymous reporting, ensuring individuals can raise issues without fear of retaliation. By safeguarding the anonymity of whistleblowers, we create an environment where individuals feel empowered to speak up, reinforcing our commitment to ethical business practices. This helps us promptly identify and address issues, reinforcing our compliance culture. If necessary, we also provide legal counsel and support to the whistleblower.

We made significant progress in strengthening our Integrity and Compliance Programs this year. As part of continuous improvement, a new code of ethics was implemented for all suppliers, clearly communicating our expectations of ethical business conduct that we expect from Third Parties with whom we engage commercially throughout the supply chain. During 2023 our Due Diligence Process has been compulsory for all our value chain, assessing material risks including EESG themes such as anticorruption, money laundering prevention, data privacy, cybersecurity, environment, human rights and health and safety.

We thoroughly reviewed all our policies with a human rights perspective to ensure individuals' rights are guaranteed. We identified opportunities to strengthen our approach in certain markets and updated our training and guidelines accordingly.

Responsible business is integral to our operations and long-term success. Continuous improvement of programs and culture helps ensure the trust of our customers, investors, and communities. Strong governance will remain a priority as we consistently work to meet the highest standards of ethics across our industry.

FOR MORE INFORMATION ON OUR THIRD PARTY DUE DILIGENCE PROTOCOL, PLEASE CLICK HERE.





ETHICS AND COMPLIANCE MANAGEMENT

[2-24, 2-26, 2-27, 205-2]

At América Móvil, we are committed to upholding the highest ethical standards and ensuring full compliance with all applicable laws and regulations in our industry. Our governance framework is deeply ingrained in our company DNA and guides every aspect of our operations. Our Compliance and Integrity Program is constantly improving, prioritizing transparency, accountability, and responsible business practices with a human rights perspective to create long-term value for all our stakeholders. Our unwavering commitment to ethical conduct and regulatory compliance underpins our position as a trusted leader in the dynamic telecommunications landscape.

Daniel Tapia | **Chief Compliance Officer**



Our Integrity and Compliance Program is built on our Code of Ethics, which outlines our business's principles. We are committed to the highest ethical conduct and follow applicable laws and regulations. A range of initiatives have been implemented, such as as developing policies and the continuous improvement of those that already in force, identifying risks, establishing monitoring systems, and managing a Whistleblower Portal. This program sets expectations for decision-making behavior.

To address potential challenges, we have a dedicated Compliance Office staffed by a multidisciplinary team of professionals from various fields, including legal, operations, auditing, and information technology. They aim to implement and enforce our robust Integrity and Compliance Program, safeguarding our company's long-term reputation and resilience.

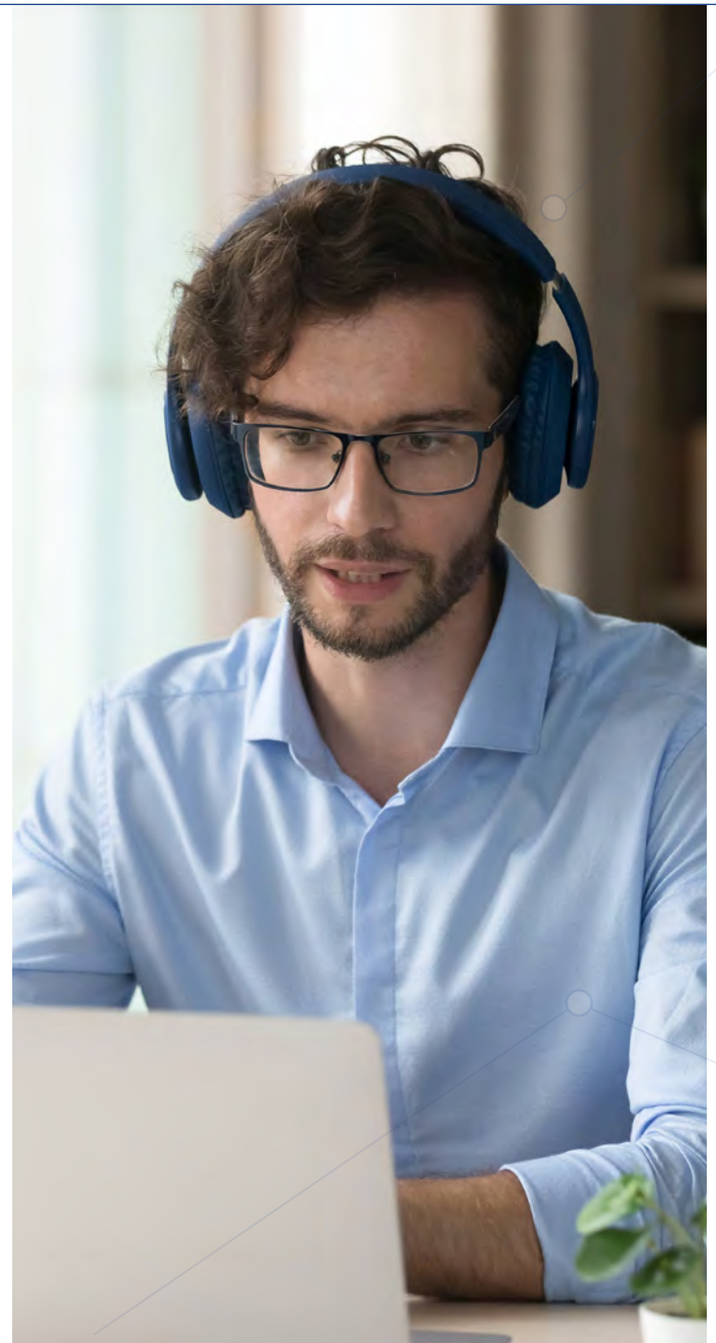
This program applies internally and extends to our supply chain and business partners. All those associated with us must adhere to these values or demonstrate equivalent standards to remain part of our network going forward, thus ensuring high integrity standards across our operations.

We are committed to ensuring that all employees comply with these standards by rolling out mandatory training courses across all operations in 2023.

At year-end, 96% of all employees (including part-time) had been trained and certified on our Code of Ethics, 95% in Anticorruption, 92% in Anti-Money Laundering, 90% in Data Privacy and 91% in Data Security demonstrating our ongoing commitment to ensuring integrity across all levels within the company. Our business partners have also received certifications to align with our values.

In 2023, we trained our business partners in critical areas to enhance compliance and sustainability practices. Specifically, 3,232 partners received training in the Code of Ethics, 2,152 in Anti-Money Laundering, 2,773 in Anti-Corruption, 275 in Data Privacy, 299 in Data Security, and 299 in Sustainability.

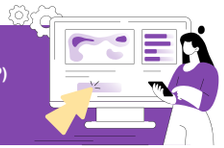
At América Móvil, we are committed to fostering a culture of transparency and accountability across our risk management practices. Our Chief Compliance Officer regularly reports to the Board's Audit and Corporate Practices Committee, the highest governing body overseeing risk management. This ensures that potential risks are promptly identified, assessed, and mitigated through robust governance mechanisms.



Furthermore, we proactively convene additional meetings whenever necessary to address emerging concerns or risks, enabling us to respond swiftly and effectively to safeguard our operations and stakeholder interests.

This year, we continued strengthening our ethics and compliance programs across the organization. We will be working on the ISO 37001 Certification in the subsidiaries. Peru's certification has already been obtained, and the rest of the subsidiaries will be worked on between 2024-2025. Our Code of Ethics was updated to provide clearer guidance on issues like conflicts of interest, data privacy, and anti-corruption. Training programs were enhanced to ensure all employees fully understand their responsibilities. As the needs of our customers and communities evolve, we will sustain focus on operating with the highest standards of business conduct.

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.



WHISTLEBLOWER PORTAL

[2-15, 2-16, 2-25, 2-26]

We strive to maintain high ethical standards throughout our operations. To help ensure compliance, our robust Whistleblower Portal serves as a secure channel for employees, business partners, and other stakeholders to report any concerns or potential violations to the Integrity and Compliance Program confidentially. These reports are diligently managed and investigated by our dedicated Compliance Office and Ethics Committees, consisting of cross-functional teams of company experts. We meticulously reviewed each complaint on a country-by-country basis, gathering comprehensive details to promote transparency and effectively resolve any issues highlighted. The inadmissibility of certain complaints stemmed from various factors, including the duplication of complaints, issues not pertinent to the Company, and complaints that did not impact the Integrity and Compliance Program.

If necessary, we also provide legal counsel and support to the whistleblower. Through this comprehensive system, we proactively identify and address ethical risks, upholding our commitment to transparency, accountability, and sustainable business practices.



AMÉRICA MÓVIL WHISTLEBLOWER PROCESS

We guarantee at all times that no retaliation will be taken for filing a complain.
If necessary, we also provide legal counsel and support to the whistleblower.

01 Complaint generation (can be anonymous)

02 Reception of complaint (accepted or rejected)

03 Investigation

04 Under review by the local ethics committee and/or corporate ethics committee

05 Final validation by the Corporate Administrator

06 Process completion of addressing a complaint

Loading of evidence and/or additional comments by the complainant.



Whistleblower



of report and password

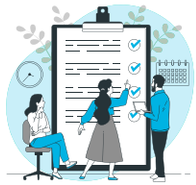


Corporate Manager and Supervisor

General Complaints

Accepted

Rejected



Local Manager and Supervisors

Complaints related to executive personnel and/or sexual harassment



Corporate Committee

Investigation



Local Commitee

Investigation



Corporate Committee

Valid

Not Valid

Invalid with improvement actions

Valid

Not Valid

Invalid with improvement actions

Record of improvement actions



Assignment and implementation of sanctions and/or corrective measures. Update in the system as a finalized complaint.

Valid



Corporate administrator

Valid



Update of the complaint in the system



Notification to the complainant

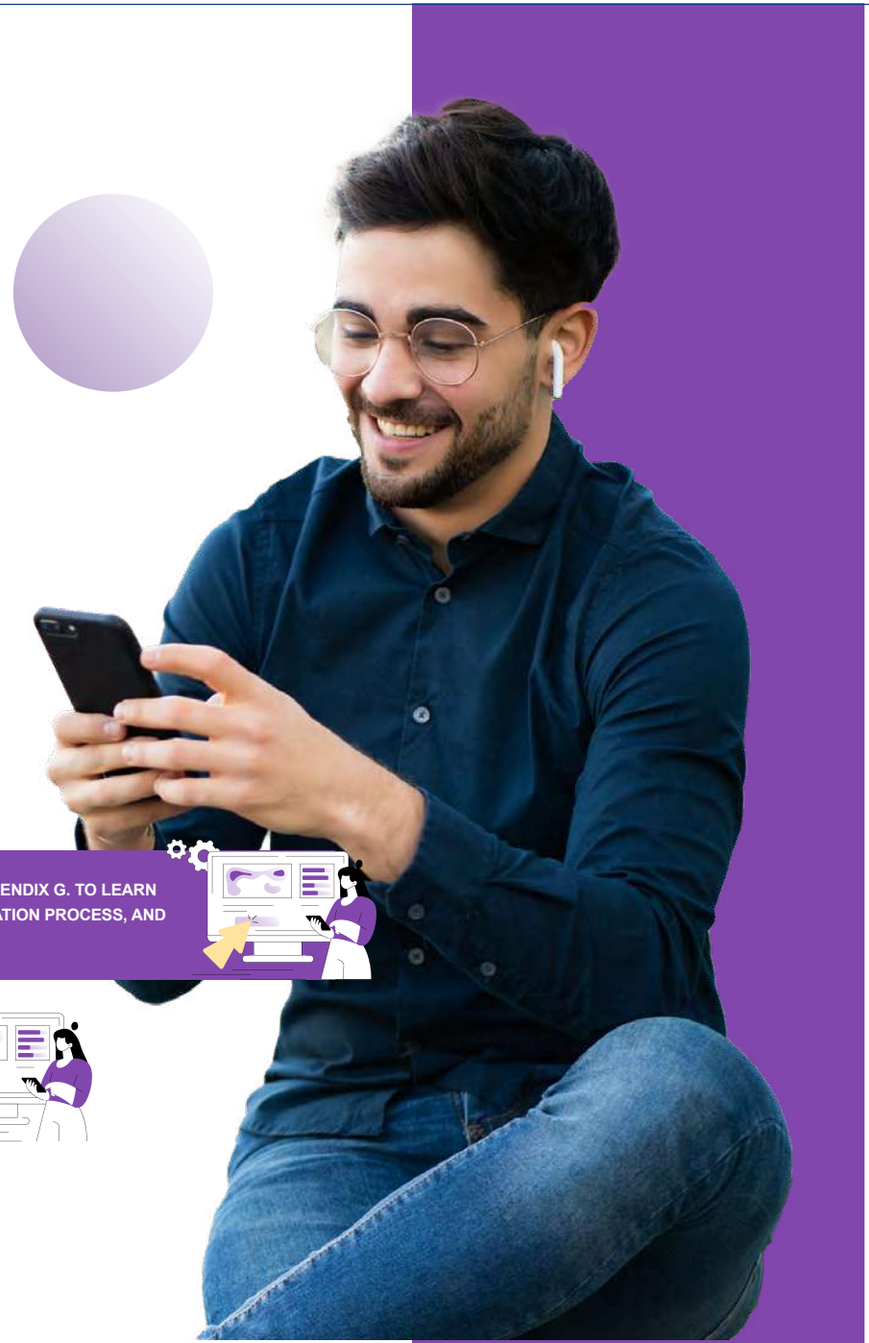
In 2023, we received a total of **5,227** complaints through our WhistleBlower portal. Among these, **3,440** complaints were accepted for investigation, and an additional 565 complaints from previous fiscal years underwent investigation and were subsequently closed. This sums up to a total of **4,005** complaints addressed during the reporting period. The accepted complaints undergo a thorough desk and field investigation process conducted by a multi-functional team of **446** individuals.

Outcomes revealed that out of all investigated cases: 956 were violations found concerning our Integrity and Compliance Program; **1,884** were non-valid cases where no non-compliance was discovered; and **1,165** remained under review for the following period. Of those **1,884** where no non-compliance was discovered, the Ethics Committee determined improvement actions in 15 percent of them. Of all valid incidents, information privacy accounted for 14.7%, freedom of expression stood at zero percent, unequal/discriminatory treatment made up 5.7%, workplace harassment represented 16.1%, while sexual harassment constituted 2.4%, 3.6% conflict of interest, none were linked to money-laundering, and none were linked to corruption over the past five years period.

We take corrective action for employees implicated in complaints that constitute breaches of our Integrity and Compliance Program. These actions encompass initiatives to enhance conduct, ethical behavior training, and oversight by our human resources department. Additionally, we apply disciplinary, administrative, and legal sanctions as required, and we implement controls to prevent future violations of our Integrity and Compliance Program.

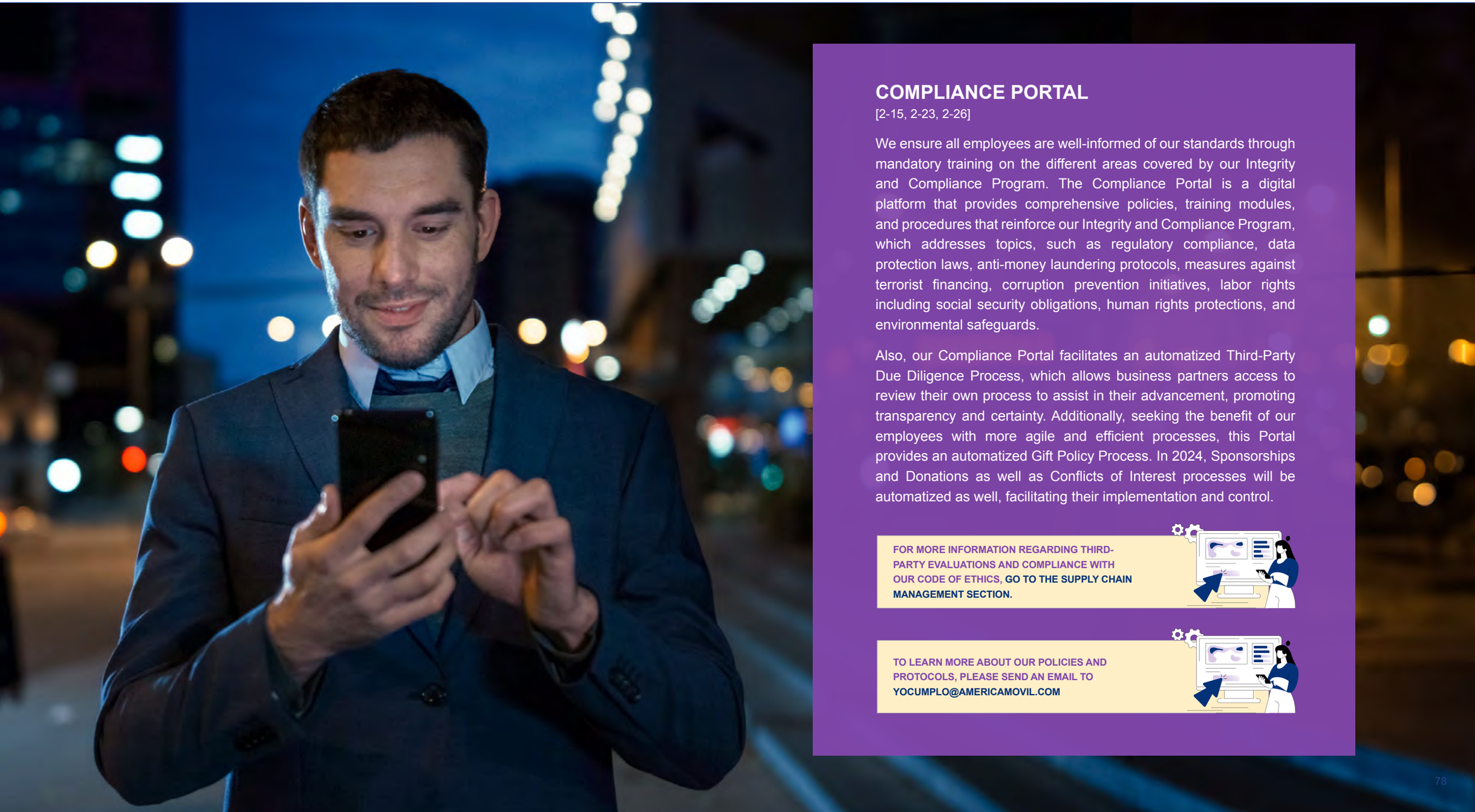
As part of applying disciplinary measures based on breaches to the Integrity and Compliance Program, in 2023 0.16% of employees faced penalties, whereas another 0.18% were dismissed from their positions within the organization.

At América Móvil, we are committed to fostering a respectful and inclusive workplace environment. To address concerns related to sexual and labor harassment, we have engaged an external consultant to conduct a comprehensive assessment of our Equality and Respect Policy. Based on their findings, we have implemented a robust Prevention, Attention, and Case Resolution Protocol across our operations. This protocol outlines clear procedures for reporting, investigating, and resolving incidents of harassment or discrimination. Additionally, in 2024, we are rolling out a comprehensive training program on sexual and labor harassment prevention and mitigation strategies to raise awareness and equip our employees with the knowledge and tools to identify and address such issues effectively.



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 OUR SUSTAINABILITY WEBSITE.

TO ACCESS OUR WHISTLEBLOWER PORTAL CLICK HERE.



COMPLIANCE PORTAL

[2-15, 2-23, 2-26]

We ensure all employees are well-informed of our standards through mandatory training on the different areas covered by our Integrity and Compliance Program. The Compliance Portal is a digital platform that provides comprehensive policies, training modules, and procedures that reinforce our Integrity and Compliance Program, which addresses topics, such as regulatory compliance, data protection laws, anti-money laundering protocols, measures against terrorist financing, corruption prevention initiatives, labor rights including social security obligations, human rights protections, and environmental safeguards.

Also, our Compliance Portal facilitates an automatized Third-Party Due Diligence Process, which allows business partners access to review their own process to assist in their advancement, promoting transparency and certainty. Additionally, seeking the benefit of our employees with more agile and efficient processes, this Portal provides an automatized Gift Policy Process. In 2024, Sponsorships and Donations as well as Conflicts of Interest processes will be automatized as well, facilitating their implementation and control.

FOR MORE INFORMATION REGARDING THIRD-PARTY EVALUATIONS AND COMPLIANCE WITH 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**

RISK MANAGEMENT

At América Móvil, we actively manage risks and seize opportunities to enhance our resilience, meticulously monitoring the environmental, social, and governance factors that shape our operations. Rapid technological advancements present both global challenges and opportunities, driving changes in consumer expectations across the globe.

Our Company, stands as a leader in integrated telecommunications services, encompassing a variety of additional business lines and operations worldwide through its subsidiaries.

The breadth of activities across our subsidiaries, coupled with differing legal frameworks, introduces both shared and unique risks. This diversity demands the implementation of an Integrated Risk Management System —a substantial and complex undertaking for América Móvil.

RECOGNIZING THE IMPORTANCE OF PROACTIVE AND EFFECTIVE RISK MANAGEMENT, WE PRIORITIZE THIS AS A CORNERSTONE OF OUR CORPORATE GOVERNANCE. THE BENEFITS OF SUCH A SYSTEM ARE MANIFOLD:

I. It allows for the recalibration of our strategic planning and execution in light of identified risks.

II. It leads to cost reductions by identifying and addressing pervasive risks that impact multiple subsidiaries.

III. It boosts stakeholder confidence by ensuring expectations are met and preparing for potential risks and, and, opportunities among others.

IV. It fosters ongoing learning and continuous performance enhancement across our Group Company.

For these reasons, América Móvil's Compliance Office, has defined that risk management is one of the pillars of the Integrity and Compliance Program. We have identifyied to major sources of risk:

INTERNAL RISKS

Are those inherent or intrinsic to the various activities performed by América Móvil's Subsidiaries and dependent on several factors, some beyond the Organization's control, such as climate change and cybersecurity threats, etc., and others that can be controlled by the Organization, such as compliance with specific legal frameworks based on the activities and locations of operation.



RISKS FROM THIRD PARTIES

Are those that arise from América Móvil's Subsidiaries due to interactions with various third parties including suppliers, customers, distributotrs, advisors, business partners, etc.



Initially, we created and adopted an internal Risk Matrix, which resulted from analyzing Internal Risks and Risks from Third Parties. This model is based on a methodology broad enough to be applied by all América Móvil Subsidiaries in all the countries where we have a presence, aiming to have a true Integrated Risk Management System in the medium term.

In our current Risk Matrix, we have classified risk factors as follows:

A. Strategic risks or those inherent to the sector in which América Móvil or its Subsidiaries operates.
B. Operational Risks.
C. Financial Risks.
D. Compliance Risks (Legal and Regulatory).

It is important to consider that reputational risk in embeded in the 4 above factors.



Based on our Risk Matrix we are able to establish and implement plans to manage our risks determined by subject and geograpghic location.

In 2024, we plan to advance in executing the Risk Matrix to transform it into an integrated risk management system in the medium term. For this purpose, we will work on the following actions:

A. Gathering sectoral and geographical information from the various subsidiaries to complete the matrix that provides the information required to assess the Group's overall risks.

B. Formalizing corporate governance for the Integrated Risk Management System.

C. Implementing a tool that can systematize and automate the processes of identifying, analyzing, and evaluating the risks of the Organization as a whole capable of monitoring the implementation of the various risk treatment plans, analyzing the effectiveness and efficiency of the system's mitigation process.

We understand that risk management is a habit that corresponds to all the staff of all our Subsidiaries in all the countries where we have a presence in such a way that the constant identification, assessment, and mitigation of risks must be part of our institutional culture. The collaboration of different areas is crucial for the development and implementation of an integrated risk management system.

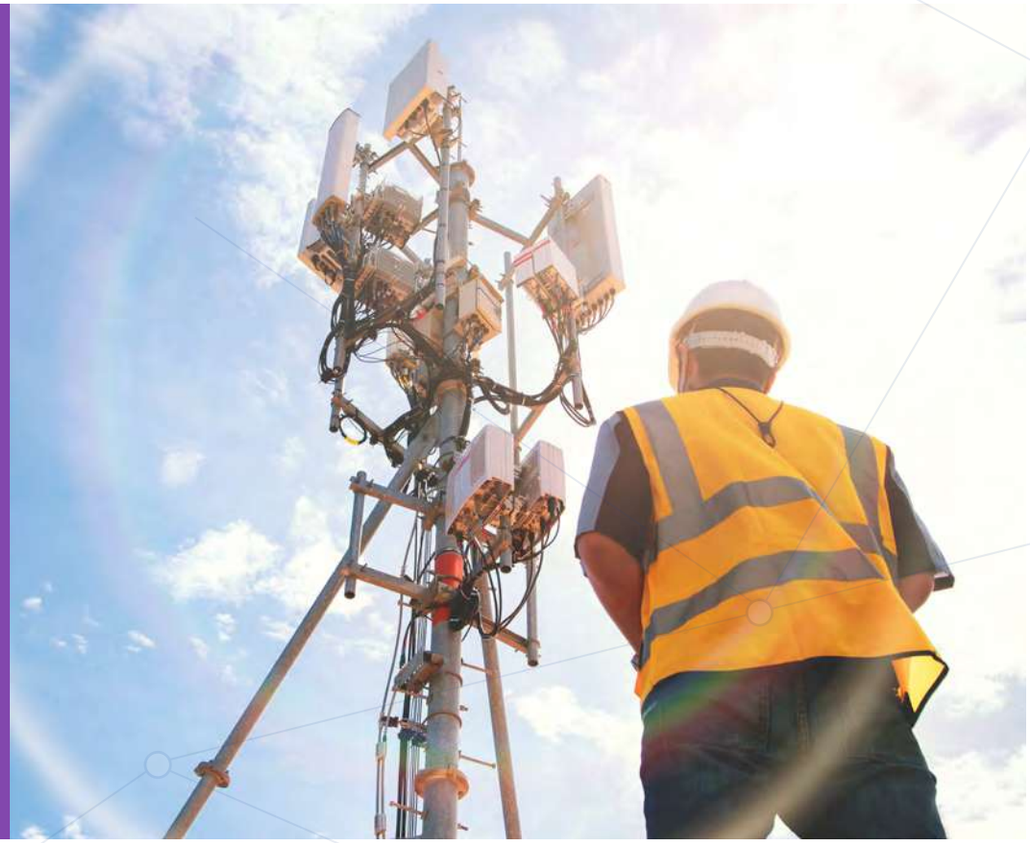


FOR MORE DETAIL REGARDING OUR RISK MANAGEMENT PLEASE GO TO APPENDIX B.

RESPONSE TO EMERGENCY SITUATIONS

We proactively identify and mitigate potential emergencies, accidents, or crises that could disrupt our operations and impact our stakeholders. Our comprehensive contingency plans cover a range of scenarios, from natural disasters to equipment failures, ensuring rapid response, recovery, and minimized harm. We prioritize employee safety through rigorous training programs and collaborate closely with regulatory bodies to maintain compliance with industry standards.

Regarding natural disasters, our approach to recovery has two key focuses: restoring services as quickly as possible and providing humanitarian aid to affected communities. We leverage our extensive network infrastructure and resources to re-establish communication channels and connectivity and provide relief and support to affected areas. This dual commitment to operational resilience and social responsibility underscores our dedication to serving our customers and communities, even in the most challenging circumstances.



CONTINGENCY PLANS AND NATURAL DISASTER PROTOCOLS

[2-25]

In many of our Subsidiaries, we have established protocols designed to respond to incidents resulting from natural disasters. These protocols aim to minimize damage to our infrastructure from significant climate change events and ensure that we have the necessary human and material resources to restore services promptly.

These protocols encompass robust contingency plans, redundant infrastructure, and strategic partnerships to maintain operational resilience during disruptive events that assure structured resposes and preparedness for natural disasters in many subsidiaries. Key points include:

Event Types and Locations: Detailed lists of various natural disaster types and the specific locations affected.

Response Actions: Subsidiaries reported specific actions taken in response to natural disasters, including activating emergency plans and providing community support via free communication services.

Volunteer Involvement: Our people play a crucial role in providing emergency support, and their volunteer involvement promotes both community and employee engagement.

Impact on Infrastructure: The specific impact on infrastructure, including radio bases, was highlighted, and detailed recovery actions and timelines were provided

These strategies take a proactive stance in identifying potential climate-related risks and preparing for and responding to natural disasters across various operational locations. This approach minimizes downtime and economic loss while ensuring safety and continuity in affected areas.

One example; **Our subsidiary in Puerto Rico** designed a Business Continuity Plan to ensure operational resilience and minimize disruptions caused by natural disasters or other adverse events. This plan encompasses a Corporate Contingency Plan, a Hurricane Checklist, and the establishment of a Network Recovery Committee and Network Recovery Teams. The Corporate Contingency Plan outlines procedures to protect our equipment, facilities, and employees, while the Hurricane Checklist provides specific guidance for hurricane preparedness and response. The Network Recovery Committee coordinates efforts before, during, and after weather events, ensuring effective communication, resource allocation, and timely response to mitigate impacts on our network infrastructure. By continuously improving our plan based on lessons learned, we aim to enhance our preparedness, protect our assets, and maintain critical operations, ensuring the safety of our employees and the continuity of service for our customers.



Mexico: Hurracaine Otis

In the aftermath of Hurricane Otis, which severely impacted Acapulco port and surrounding communities, América Móvil activated its emergency response protocols with a primary focus on maintaining network integrity and supporting the affected community. The implementation of a robust Business Continuity Plan (BCP) ensured rapid restoration of telecommunications services through preventive and corrective maintenance, rapid response teams, and infrastructure redundancy. We provided free prepaid data and call packages and waived postpaid cellular service charges for affected customers from October through mid-November. This ensured support during the recovery efforts, underscoring our commitment to the community's well-being. While the response was largely effective, with quick network restoration and minimal interruptions, areas for improvement were identified, including internal communication and infrastructure updates. Additionally, América Móvil provided essential services, established help centers, and collaborated with local authorities to aid recovery efforts. To address human rights, and violence exacerbated by the disaster, monitoring systems, zero-tolerance policies, and employee training programs were reinforced. A key learning, is to strengthen internal communication, update technology, and collaborate with NGOs to enhance disaster response and uphold our commitment to business continuity, social responsibility, and sustainability.



SUPPLY CHAIN MANAGEMENT AND THIRD-PARTY DUE DILIGENCE PROTOCOL

[2-6, 2-23, 204-1]

At América Móvil, we are committed to conducting our operations responsibly and sustainably. Our centralized strategic approach allows us to achieve significant economies of scale, enabling efficient identification and management of supply chain risks. This fosters a culture of joint accountability with our suppliers, ensuring the resilience and integrity of our value chain against various challenges.

Our comprehensive Third Party Risk Management Strategy requires potential suppliers to undergo a rigorous Due Diligence Process, during which we assess the degree of risk posed to us in the following areas: Prevention against Acts of Corruption; Prevention of Money Laundering and Financing of Terrorism; Security and Protection of Personal Data; Environmental Protection; Protection of Human Rights and Protection at Work and Health and Safety.

Through this assessment we understand the maturity our suppliers have in the different subjects aforementioned. If the policies or activities carried out by the Third Party do not adhere to the criteria and elements considered by América Móvil, in any of the evaluated matters, a risk treatment plan is suggested and agreed upon to mitigate the risks. In the case that we do not reach an agreement on the risk treatment plan or if the Third Party does not comply with its risk treatment plan the Compliance Officer requests the replacement of the Third-Party.

By the end of 2023, we initiated 1,915 due diligence processes and successfully concluded 543 of them.

We maintain a strict zero-tolerance policy towards human rights abuses and corruption within our operations and extended supply chain. This commitment is evidenced through our comprehensive Third Party Due Diligence Protocol and continuous monitoring of performance metrics.

In our contracts we incorporate clauses that require compliance with standards and policies in the areas mentioned above, ensuring that our operations contribute to the sustainable development goals. In addition, we are prepared to work on risk prevention remedial treatment plans with any Third Party that does not meet our high standards of ethical corporate governance.

In 2023, we implemented a Code of Ethics for Suppliers outlining the behaviors and standards expected of all business partners. This Code of Ethics addresses how suppliers should operate with integrity and respect in their activities and interactions with our company and employees.

We also updated our Procurement Policy to reinforce environmental, employee, social, and governance (EESG) criteria into our selection process. Suppliers are now evaluated based not only on commercial factors but also on their management of EESG issues. Those demonstrating leadership in sustainability have an advantage when we make purchasing decisions and contract awards. We aim to work with partners who prioritize responsible practices.

As of December 2023, we maintained contracts with over 17,307 suppliers and 3,480 retailers globally, with over 80% of these partners being local to the regions where we operate. Suppliers are deemed "significant" based on their sustainability performance, strategic importance, and the nature of the goods or services they provide. Upon evaluating our supplier base, we identified 195 suppliers as critical to our operations, accounting for 80% of our expenses.

We understand the responsibilities that come with providing essential services, whether it's contracting suppliers or building infrastructure, our guidelines help ensure that activities are carried out legally and with respect for people and the planet.

FOR MORE INFORMATION ON OUR THIRD-PARTY DUE DILIGENCE PROTOCOL, CLICK HERE.





+17,307
contracts with suppliers

+80%
of our local partners come from the regions where we operate

[204-1]

HUMAN RIGHTS

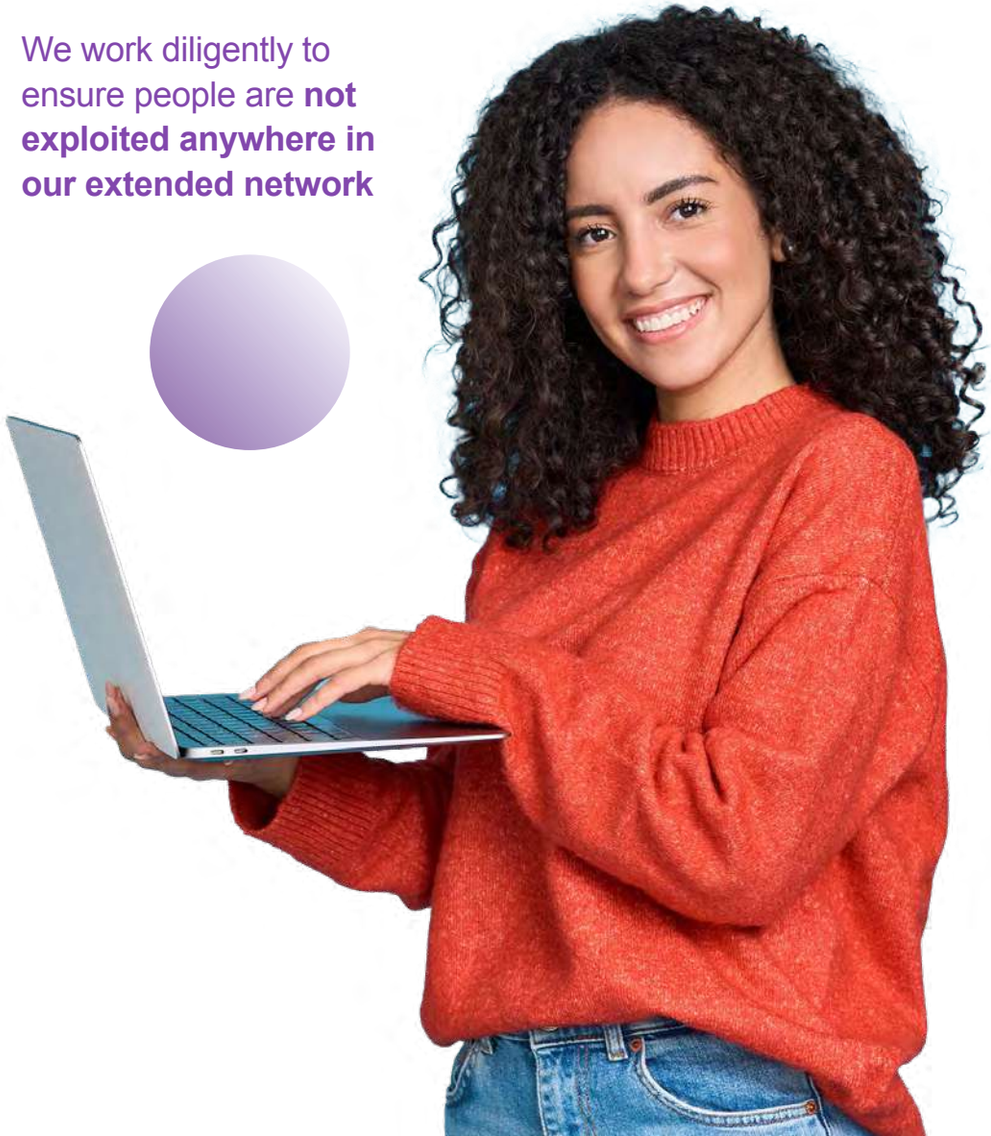
[2-23, 2-25]

We are committed to respecting human rights across all operations and supply chain aspects. 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. We strive to protect rights and promote dignified, ethical treatment through consistent adherence to our internal guidelines and local laws.

We recognize our unique ability to impact communities positively. We work diligently to ensure people are not exploited anywhere in our extended network. Through open communication and training, we encourage partners to uphold the same high standards of fairness and well-being. We aim to benefit all involved by providing them with new technologies while maintaining their freedom and wellness.

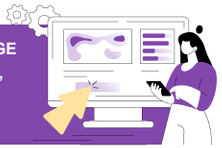
In 2023, we comprehensively reviewed our Integrity and Compliance Program policies to strengthen our human rights approach. This assessment, performed by an independent third-party expert, identified areas for improvement. As a result, we have enhanced several policies and laid the groundwork for developing a human rights training program and a Human Rights Due Diligence Protocol in 2024 to carefully consider our direct impacts and how our services could affect surrounding communities. This initiative is designed to identify potential human rights impacts proactively and systematically across our operations and pinpoint their possible locations. We plan to implement this protocol gradually in the near future to strengthen our commitment to human rights.

We work diligently to ensure people are **not exploited anywhere in our extended network**

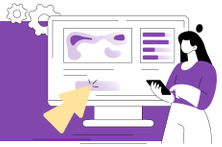


Furthermore, fostering a respectful and inclusive workplace is our top priority. To address concerns related to sexual and labor harassment, we engaged an external consultant to assess our Equality and Respect Policy. Based on their findings, we have implemented a robust Prevention, Attention, and Case Resolution Protocol across our operations. This protocol outlines clear procedures for reporting, investigating, and resolving incidents of harassment or discrimination. Additionally, we are rolling out a comprehensive training program in 2024 to raise awareness and equip our employees with the knowledge and tools to identify and address such issues effectively.

FOR FURTHER INFORMATION ON HOW WE MANAGE HUMAN RIGHTS RISKS WITHIN OUR VALUE CHAIN, GO TO THE THIRD-PARTY DUE DILIGENCE SECTION IN THIS CHAPTER, CLICK HERE.



FOR MORE INFORMATION ON OUR HUMAN RIGHTS POLICY, CLICK HERE.



DATA SECURITY

[2-13, 418-1]

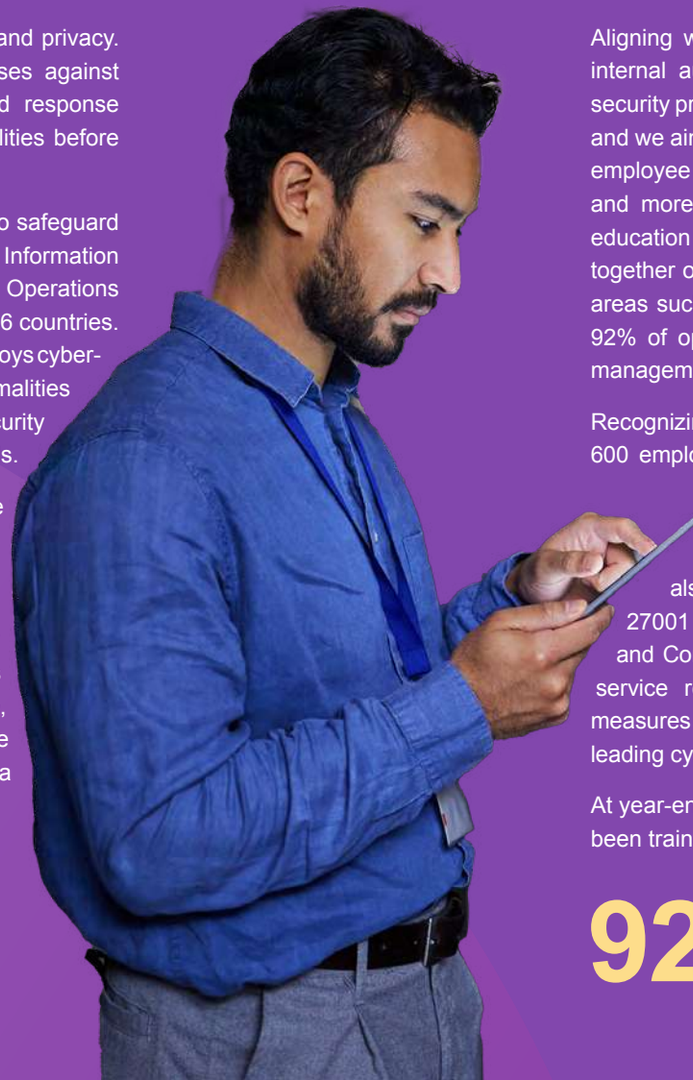
We had none security incidents registered during 2023 and zero sanctions of repercussions received from regulatory bodies regarding client privacy violations.

As technology evolves, so too must our approach to security and privacy. Strategic investments are made to bolster our cyber defenses against increasingly sophisticated threats. Advanced monitoring and response capabilities allow us to quickly identify and address vulnerabilities before harm can be done.

In América Móvil we prioritize robust cybersecurity measures to safeguard our operations and protect customer data. Our comprehensive Information Security Strategy encompasses a centralized Global Security Operations Center (SOC) that monitors threats across our subsidiaries in 16 countries. The SOC, managed by our cybersecurity subsidiary Scitum, employs cyber-intelligence teams to swiftly detect and respond to any abnormalities or incidents. This centralized approach ensures consistent security levels and tailored protection for each subsidiary's unique needs.

We have implemented a rigorous methodology to enhance the security maturity of our subsidiaries across six critical dimensions related to technology, processes, and personnel. Through this framework, all our operations have achieved a maturity level of 3, reflecting our commitment to continuous improvement. Our cybersecurity efforts are spearheaded by Chief Fixed Operations Officer and Chief Information Security Officer Oscar Von Hauske, who serves on the Board of Directors and reports directly to the CEO. This top-level oversight ensures cybersecurity remains a paramount priority throughout the organization.

85% of our data centers are ISO 27001 certified, and we aim for 100% certification by 2025.



Aligning with international standards like ISO 27001, we conduct annual internal audits and biennial external certifications to validate our robust security practices. Currently, 85% of our data centers are ISO 27001 certified, and we aim for 100% certification by 2025. Additionally, we prioritize ongoing employee training and awareness, with almost 140 thousand staff members and more than 61 thousand external employees receiving cybersecurity education in 2023 alone. Our annual AMX Security Symposium brings together over 100 experts to discuss emerging trends and best practices in areas such as cloud security, 5G networks, and malware prevention. Also, 92% of operations (weighted by total revenue) have information security management or data privacy certificates.

Recognizing the importance of specialized expertise, we have more than 600 employees certified in various cybersecurity domains, including cloud security, ethical hacking, computer forensics hacking investigator, information security, information systems security, risk management, and information systems control. Our team has also developed proficiency in securing 5G networks and auditing ISO 27001 controls. Furthermore, we have standardized Business Recovery and Continuity Plans to safeguard critical information and ensure prompt service restoration in the event of disruptions. These comprehensive measures underscore our unwavering dedication to maintaining industry-leading cybersecurity standards across América Móvil's operations.

At year-end, 91% of all employees (including part-time and contractors) had been trained and certified on Data Security.

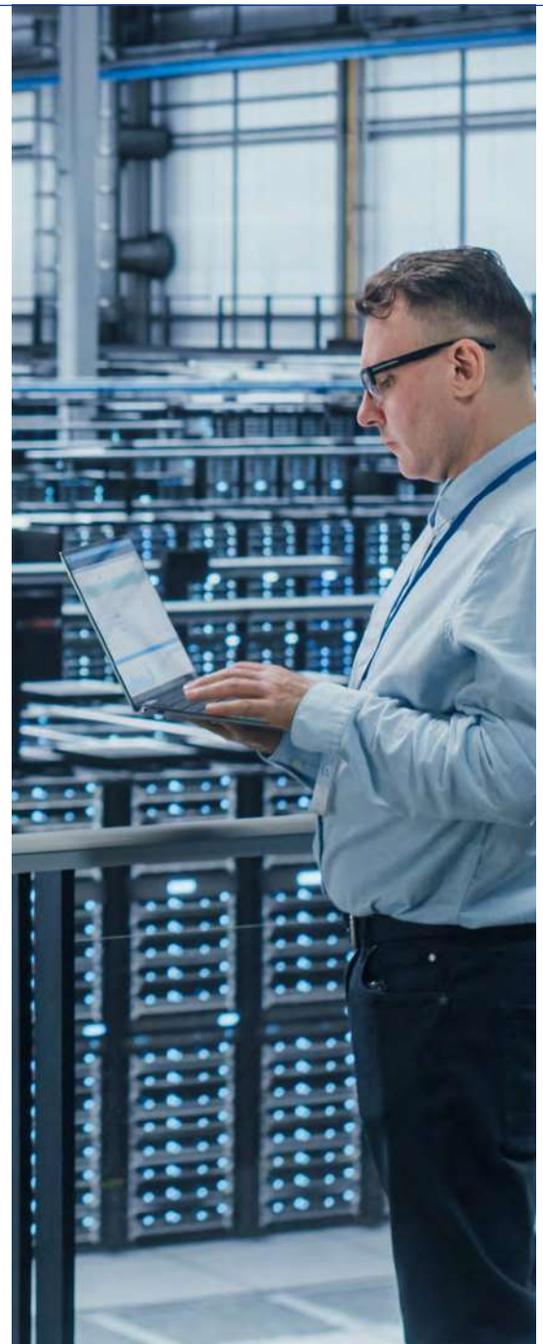
92% of operations (weighted by total revenue) have information security management or data privacy certificates.

DATA PRIVACY GOVERNANCE

At América Móvil, we recognize the paramount importance of safeguarding our customers' private information from unauthorized access or misuse. We prioritize robust cybersecurity measures to ensure the confidentiality and integrity of sensitive data entrusted to us. Our comprehensive security protocols, including regular system monitoring, rigorous testing, and timely updates, fortify our defenses against emerging threats. Furthermore, we maintain stringent governance practices with quarterly board oversight to ensure regulatory compliance and uphold the highest standards of data privacy protection. Our customers can have confidence that their personal information remains secure within our organization's robust infrastructure and processes.

Our comprehensive Privacy Program is designed to address these concerns through a multi-faceted approach. We have established dedicated Privacy Teams comprised of local experts who conduct thorough Risk Assessments to identify potential vulnerabilities. Our policies and procedures are meticulously aligned with international regulations, ensuring compliance with the highest standards. Furthermore, we invest in comprehensive training initiatives and communication strategies to foster a culture of privacy awareness across our organization. Continuous monitoring of our subsidiaries, and external auditing when applicable ensures consistent implementation and adherence to our privacy protocols.

We have implemented comprehensive information privacy and data protection training programs to uphold this commitment across our operations. Our employees undergo mandatory courses to ensure compliance with industry best practices and regulatory standards. To date, 91% of our staff has been trained and certified while 275 business partners have also received certification under this initiative. In Telcel’s R9 we have also



extended this program to our business partners where a training program was implemented by 2023 and look forward to being completed in all regions by 2024, fostering a culture of data stewardship throughout our value chain. Complementing these efforts, we actively raise awareness about data privacy through internal targeted campaigns, reinforcing our dedication to ethical data management within our sector.

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.

Our dedicated data governance teams in each subsidiary oversee privacy and security measures, assess potential risks, and develop robust guidelines for the responsible handling of customer information. To safeguard against data breaches, these teams implement comprehensive physical, technical, and administrative controls, continuously monitoring their effectiveness. We also maintain transparent channels for customers to report any concerns or incidents related to data privacy, allowing us to promptly investigate and address issues through our established response protocols. By proactively managing data protection with rigorous policies and practices, we aim to uphold the highest information privacy standards for our valued customers.

Partnerships with leading security experts keep us apprised of evolving threats and countermeasures. Local compliance teams ensure all legal requirements are understood and implemented in our operations. These teams closely monitor changing regulations to continuously strengthen customer privacy protections.

A key part of our program involves identifying legal obligations and ongoing cases related to data privacy. We analyze risks to evaluate potential issues and how to mitigate them objectively. This includes considering applicable laws and international best practices. Before launching new services or technologies, we assess any risks and effects on customers' fundamental rights to speech, privacy, and data protection.

We respect our users right to refuse the use of their personal data for secondary purposes. It has been documented that 2.4% of the total of our users have expressed such opposition.

In 2023, América Móvil made significant strides in enhancing its data management practices, achieving a remarkable 58% reduction in the number of valid complaints concerning personal data issues compared to the previous year, 2022. This achievement reflects the company's dedicated efforts to improve privacy safeguards and customer data handling, demonstrating a commitment to ensuring user trust and compliance with data protection regulations.

In our continuous efforts to strengthen data protection within our industry, we are proud to have maintained high standards, earning Telcel the recertification under the binding self-regulatory scheme (Personal Data Protection). This achievement underscores our dedication to upholding the utmost privacy for our valued customers across all our operations.

We are committed to earning trust through transparency about how customer information is collected and used. This year we strengthened Telcel's Privacy Notice, and we will continue to update those of the rest of our subsidiaries.

In recognition of our dedication towards securing the 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.

COMMUNICATIONS PRIVACY

[2-13, 2-26]

At América Móvil, we are deeply committed to safeguarding our users' privacy and freedom of expression. Our robust policies and procedures ensure we never interfere with, monitor, or manipulate our customers' communications. We only disclose user data to relevant authorities when legally mandated and after meticulously verifying that all requirements are met as per applicable laws. This rigorous approach underscores our unwavering dedication to protecting our users' rights and maintaining their trust.

This year, we received 810,956 data requests from government agencies across our networks*. After thoroughly validating that the legal criteria were satisfied, we fulfilled 97.26 percent of these. The remaining 2.74% percent could not be processed, due to non-compliance with regulations or other issues.

Protecting customer privacy is of utmost importance. We have strong policies in place and diligently maintain them in accordance with evolving international and local legislation to safeguard privacy, security, and freedom of speech for all who use our services.

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



[3] The number indicated includes only operations in Latin America. In compliance with the applicable regulations on data protection in the European Union and each of the countries in which we operate on the continent, information related to requests received from government agencies is not included.

TAX PRINCIPLES & CONTRIBUTIONS

[207-1]

At América Móvil, we uphold 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, and national/local legislation in each country we operate.

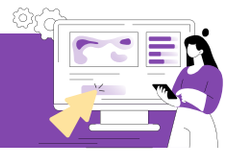
We strive for full compliance with all tax obligations regardless of jurisdiction while avoiding any form of tax evasion or illegal benefits from countries classified as 'tax havens' for fiscal planning purposes.

Our relationship with relevant authorities is always based upon transparency and collaboration — 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, disclosure via Country-by-Country reports submitted to Mexican authorities, and an arm's length transfer pricing policy in accordance with International Financial Reporting Standards as issued by the International Accounting Standards Board ("IFRS").

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

We are responsible for upholding our global tax strategy. We ensure local and corporate CFOs comply with the policy, providing accurate information and reporting as needed. Audits may be conducted to guarantee compliance with the legal framework 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 LOUNDERING 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 and from operations worldwide. Additionally, other contributions are outlined in our Tax Policy that must be adhered to.



TO LEARN MORE ABOUT OUR TAX POLICY, CLICK HERE. FOR MORE INFORMATION REGARDING OUR TAX CONTRIBUTIONS, GO TO APPENDIX O.



CUSTOMER VALUE MANAGEMENT

[2-6]

We are committed to creating long-term customer value through responsible business practices. By prioritizing customer value management and strategic initiatives to win customer preference, we aim to provide reliable connectivity and digital services that enrich lives. We understand that customers now expect companies to address critical issues, so we are working to reduce our environmental impact, ensure data privacy and security, and support the communities in which we operate.

Through sustainable network deployment, energy efficiency programs, responsible supply chain management, and community investment, we strive to operate with integrity while meeting rising connectivity needs. Focusing on strategic intent to win customer preference, we will continue innovating our services and operations to build trust with customers and positively shape the future of our industry.

CUSTOMER EXPERIENCE

At América Móvil, catering to our customers' desires and achieving their satisfaction is at the forefront of our efforts, underscored by a distinct value proposition: forging unparalleled experiences that seamlessly unite us. This is achieved through the deployment of an extensive Customer Experience Framework anchored in four essential pillars:

1 **Delightful Experiences -** With unwavering commitment, we craft experiences that are simple, effective, and distinct, placing the customer at the heart of it all. Our journey towards digitization, encompassing digital sales and self-service capabilities, is a testament to this dedication.

2 **Transparency and Reliable Service -** Our pledge is to deliver on our promises, enhancing our commercial offerings and employing clear communication, all while holding ourselves accountable for the satisfaction of our customers.

3 **Clear and Human Communication -** Adopting an empathetic stance, we ensure our communication is timely, thorough, and conducted with utmost courtesy across all platforms.

4 **Adaptability and Empowerment -** By allowing our clients to make informed choices that resonate with their unique needs, we provide them with control and the flexibility to adjust as needed.

Through this comprehensive and customer-centric approach, we solidify our leadership in the industry, steering towards sustainable advancement with a firm commitment to exceptional customer experiences.



Our strategy is anchored in a multifaceted approach designed to enhance sustainability and efficiency, as detailed below:

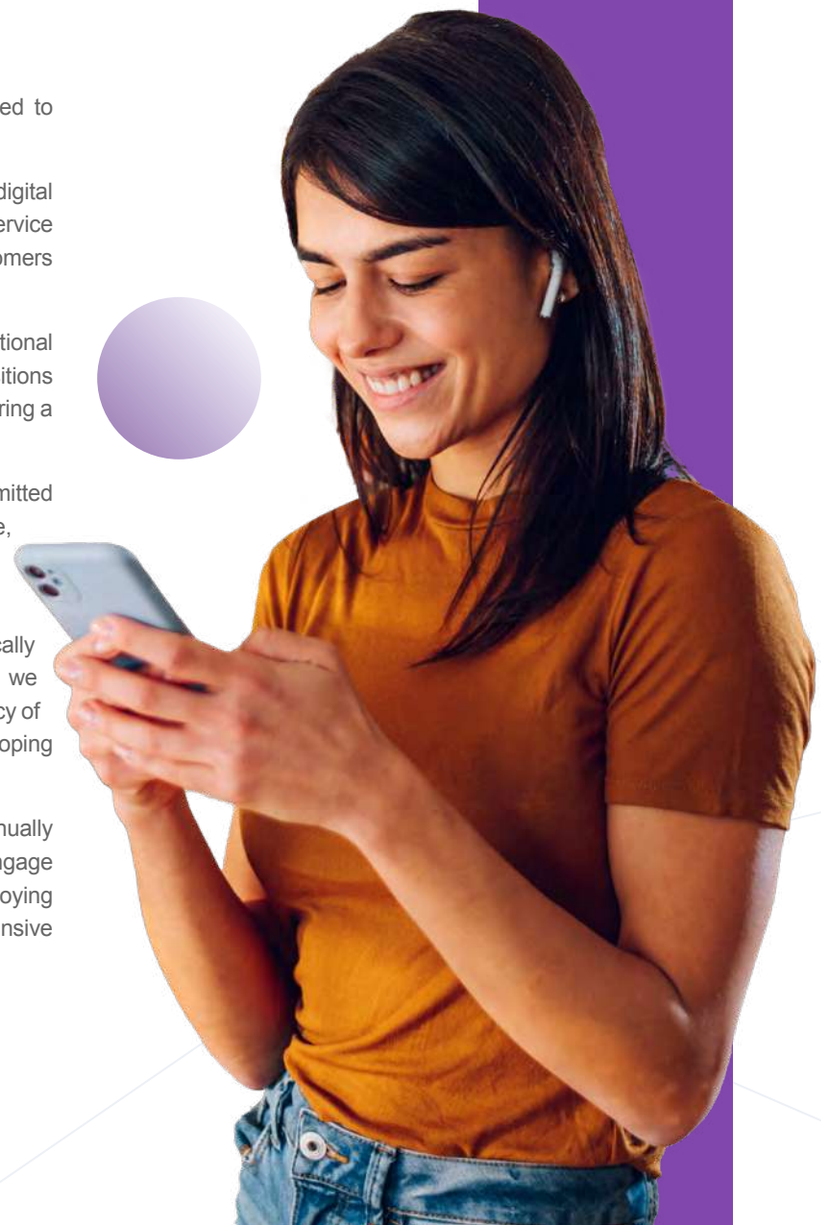
Digital Transformation: By expanding our digital footprint through online sales channels and self-service options, we embrace technology to meet our customers where they are.

Process Optimization: We refine our operational procedures by enhancing our commercial propositions and employing precise, clear communication, ensuring a streamlined customer experience.

Unified Customer Interactions: We are committed to delivering a seamless omnichannel experience, ensuring consistent and coherent communication across all customer touchpoints.

Leveraging Advanced Technologies: By strategically applying data analytics and artificial intelligence, we aim for hyper-personalization, enhance the efficiency of our virtual assistants, and foster innovation in developing practical, impactful use cases.

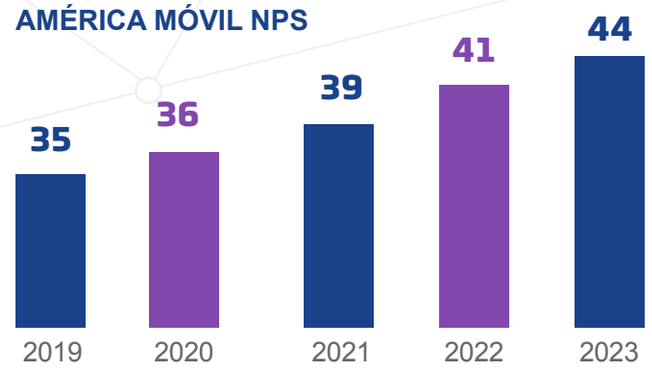
Engagement and Co-creation: By continually gathering and analyzing customer feedback, we engage in the iterative redesign of customer journeys, employing design thinking to ensure our services are responsive and forward-thinking.



This holistic approach propels us towards sustainable growth and reaffirms our commitment to continuously improving and innovating in alignment with our customers' evolving needs.

Our customer experience strategy leverages the Net Promoter Score (NPS) as a benchmark to maintain uniform service quality across diverse markets. This tool helps us gauge customer loyalty and satisfaction with our services and highlights opportunities for enhancement to prevent negative incidents.

By the close of 2023, América Móvil achieved an NPS of 44, marking a 7% improvement from the previous year. Throughout the year, we conducted over 200 million surveys across all our operations, gathering invaluable feedback that has been instrumental in our drive toward excellence. This improvement underscores our subsidiaries' dedication to service quality, outperforming both fixed and mobile competitors.





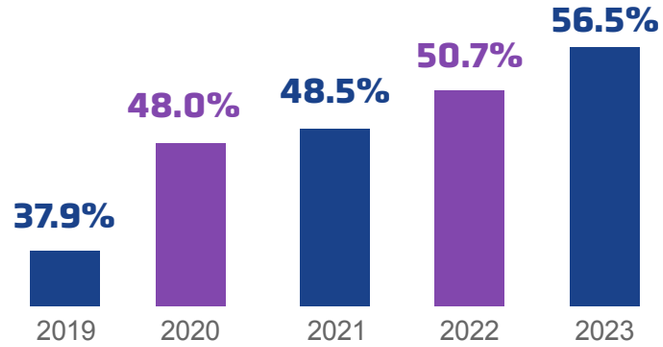
Our First-Call Resolution is maintaining a 68%, showcasing our dedication to delivering prompt and competent customer service. This crucial metric tracks the overall number of calls received, or store visits made, determining the proportion of problems solved during the first call or initial visit. Concentrating on this indicator further improves our customer experience and sustains a strong stance in a progressively challenging market environment.

We proudly announce that 93% of transactions occur via self-service platforms today. This milestone underscores our dedication to meeting the shift in consumer preferences toward self-sufficiency. By focusing on innovation and customer fulfillment, we have simplified procedures, boosted efficiency, and elevated the user experience across all platforms. This advancement supports our environmental sustainability objectives and significantly expands our business operations.

DIGITAL CHANNELS

At our company, we're committed to enhancing the customer journey. That's why we've rolled out cutting-edge digital offerings and streamlined processes to facilitate interactions with our client. Our aim is clear: to maximize digitization and automation, catering to our customers' preferences while enhancing cost-effectiveness. Currently, we have successfully expanded our online user base, with over half of our customers now utilizing our digital channels.

ONLINE USER MANAGEMENT



Our customers now enjoy the flexibility of accessing our products and services through various digital platforms. This enables them to review and select plans, purchase devices, track their usage, provide feedback on our services, settle bills online, top up prepaid accounts, and even interact with our advisors or a chatbot for assistance. Such measures are designed to ease the interactions between our customers and us, making the entire process more straightforward.

As the digital landscape evolves daily, América Móvil stays ahead by ensuring all operations are accessible via websites, apps, and social media, offering the utmost convenience to our customers. We aim to foster an effective and seamless digital engagement for all users, keeping pace with the global shift towards digitalization.

INNOVATION

Our goal is to provide solutions that positively impact the lives of our users while increasing revenue streams and improving operational efficiency. We are proud to contribute to reducing society's environmental footprint.

We strive to achieve this by leveraging technology advancements while keeping social responsibility at the forefront of everything we do.

Over the past three years, we have embarked on a significant journey of digital transformation, with the modernization of our systems to enhance efficiency. Leveraging cutting-edge tools such as artificial intelligence (AI) and advanced analytics, which have enabled us to connect with our customers, proactively offering tailored solutions. This approach has not only optimized our revenue streams and minimized operational costs but also strengthened our customer loyalty and mitigated the cybersecurity risks.

Our digital products and services have helped us achieve cost reductions; 97% of our invoices are digital. Additionally, we have increased the number of digital transactions. Approximately 110 million users are registered on our digital platforms across all our operations, which has helped us reduce our churn by 14% since 202

OPEN INNOVATION

At our Digital Innovation Center in Mexico, we seek potential business partners in the technology sector. We also provide trend analysis and market intelligence to support our operations. We collaborate 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.

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







APPENDIXES

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:

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Website: http://www.americamovil.com

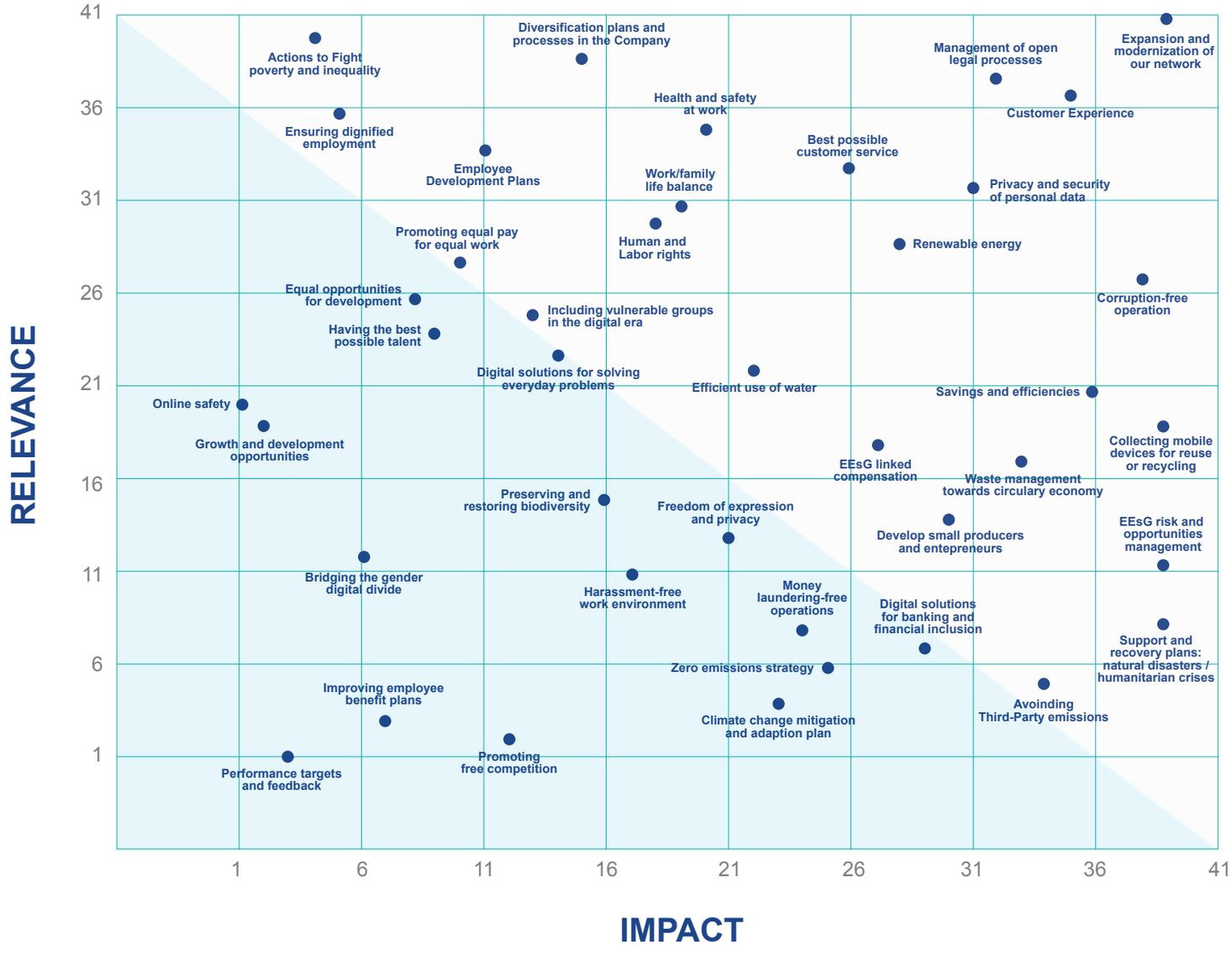
APPENDIX A: MATERIALITY AND STAKEHOLDER ENGAGEMENT

MATERIALITY

[2-12, 3-2]

We are committed to integrating environmental, social, and governance considerations into our strategic planning. By minimizing our operations' negative impacts and maximizing the benefits for all stakeholders, we aim to promote sustainable growth and development for the communities we serve over the long term.

We operate networks across Latin America, the United States and Europe that connect millions of customers to vital services every day. In 2022, we conducted a comprehensive materiality analysis to understand the environmental, social and governance issues that matter most to our stakeholders. To ensure our EESG strategy is both accurate and comprehensive, reflecting stakeholder perspectives and addressing sustainability issues relevant to América Móvil's operations and community impact, this study aligns with several international frameworks. These include the UN Global Compact Principles, Sustainable Development Goals (SDGs), UN Post-COVID priorities, ISO 26000 and 27000 standards, SA8000 guidelines, and standards from GRI, SASB, and TCFD. Additionally, it incorporates the GSMA's materiality assessment, criteria from major rating agencies like MSCI, S&P, and Sustainalytics, and addresses concerns identified through daily interactions with corporate clients, investors, and employees. Through an extensive survey, where over 34 thousand individuals participated, we engaged a wide range of groups to determine the topics material to our operations and impacts.



Key issues that rose to the top include network modernization and expanding access to internet services, especially in rural areas. Providing reliable connectivity and excellent customer service is also paramount. We strive to mitigate legal proceedings through ethical business practices and ensure the privacy and security of customer data on our networks. Other priorities are reducing our environmental footprint through initiatives like renewable energy and waste reduction programs.

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 Managements		
Innovation & Diversification Plans	New	
EESG Risk & Opportunities Management	New	
Emergency Response Plans		*
Develop Small Producers & Entrepreneurs		
Employee Development Plans	New	

KEY ISSUE	2022	2017
Actions to Fight Proverty		
Avoid Emissions in Other Industries		*
Equal Pay for Equal Work		
Digital Inclusion for Vulnerable Groups		
Everyday Solutions & Financial Inclusion		
Freedom of Expression		
Divesity & Equal Opportunities	*	
Talent Attraction & Retention		
Money-Laudering-Free Operation		
Preserving / Restoring Biodivesity		
Zero Emissions Strategy		
Harassment Free Work Environment		
Climate Change Adaptation Plan		
Child Online Safety		*
Employee Benefit Plans		
Performance Evaluations, Targets & Feedback		

Employee well-being, safety, and development are also material topics. We work to foster a diverse, inclusive, and respectful culture for all our workers. Respecting human rights across our value chain and linking compensation to sustainability performance further demonstrates our commitment to responsible business conduct.

Looking ahead, we will conduct our double materiality analysis to continue engaging stakeholders and addressing the issues that matter most through our sustainability strategy and reporting.

In América Móvil we understand our responsibility to stakeholders and communities. We engage with stakeholders through open dialogue to understand the opportunities and challenges they face, and to ensure our activities have a positive impact. This two-way engagement is important for the company to gain insights that can strengthen our sustainability approach.

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, (for example the VoC Program for Customer Experience).
4. **Building** partnerships with third parties focused on combining efforts to generate synergies while mitigating shared risks.

Our Stakeholder Engagement Guidelines promote alignment across our subsidiaries. The guidelines provide a framework for effectively managing relationships with both internal and external parties. They give direction to those responsible for institutional relations and public interactions, allowing local teams to plan and carry out engagement activities strategically. This coordinated approach helps us minimize risks and maintain our social license to operate within our industry.

All stakeholder engagement is conducted in accordance with applicable local regulations and our Code of Ethics. We respect the perspectives of all groups and have implemented grievance channels through our Whistleblower Portal. Open communication and transparent feedback are essential for building trust with the communities in which we operate.

In 2023, we held a workshop bringing together representatives from across our subsidiaries. The goal was to reinforce our approach to maintaining constructive relationships with all who have a stake in our business. We outlined our engagement policies and the methods we use to ensure transparency and long-term sustainability in our work with customers, communities, suppliers, investors, and regulators.

Through collaborative discussion, we aim to understand varying perspectives and priorities. Our approach is built on valuing insight from diverse viewpoints. Whether discussing new infrastructure projects or service offerings, constructive dialog helps us make informed decisions for the benefit of all. It also allows us to explain our strategies and commitments, strengthening the trust on which sustainable progress depends.

STAKEHOLDER ENGAGEMENT

[2-6, 2-29]

CUSTOMERS

We strive to provide our customers with reliable connectivity and quality service experiences. To achieve this, we constantly work to improve our network coverage, offer a variety of affordable products and plans to meet different needs and enhance our customer support options. Addressing customer feedback is also a priority —we closely monitor complaints and quickly resolve any technical issues or other problems reported. We aim to ensure customers stay satisfied with transparent billing practices and a simple porting or changing process.

In addition to mobile and home internet, we take pride in our TV and business solutions, like cloud, security, IT and collaboration tools that empower workforces. Multiple channels are available depending on your preference for interacting with us —through our website, social platforms, dedicated app, retail stores with in-person assistance, or a 24/7 call center that can be reached via various contact methods, including email. A whistleblower portal and transparency reports also allow any concerns to be raised while keeping communities informed of our sustainability efforts.

SUPPLIERS

We aim to foster open and accountable relationships with our suppliers through timely payments, opportunities for growth, and close collaboration. Several key initiatives support this goal, including obtaining important certifications, reviewing technologies used in our supply chain, developing new solutions and products, and acquiring the software and hardware tools needed for efficient operations management. Continuous improvement is also a priority through training programs that adapt to market changes or fluctuations in pricing. Due diligence protocols ensure the reliable delivery of goods and services that meet our sustainability standards when engaging third-party providers.

Maintaining open communication channels helps strengthen these relationships. Email allows us to connect with suppliers whenever needed. Phone support is available during business hours, and we participate in industry events that facilitate face-to-face networking and virtual conversations. Suppliers also benefit from access to our training platforms, whistleblowing portal, and programs that support partnership across our operations.

EMPLOYEES

People are our most valuable asset. We strive to empower our workforce through opportunities for learning and advancement while upholding human and labor rights. Key initiatives focus on establishing collective agreements, streamlining processes to maximize productivity and innovation, promoting well-being, and providing professional development programs. Maintaining health, safety and compensation standards is also central to our approach.

Two-way communication is essential for continual improvement. Various channels foster open dialogue and feedback exchange. Surveys capture sentiment to enhance the employee experience. Networks, meetings, and training keep our teams informed and skilled to best serve customers in the wireless industry. Respect and transparency guide all interactions so that together, we can build a sustainable future.

MEDIA

We strive to maintain open communication with all stakeholders through transparent and timely reporting. Providing accurate updates on key initiatives like 5G deployment, technological advancements, investments in connectivity improvements and sustainability efforts is crucial to our continued leadership in the wireless industry. Recent focus areas include progress on 5G implementation across our networks, how general technology advancements are enhancing the customer experience, sustainability achievements from reducing our environmental impact, and the social programs empowering communities.

Multiple channels facilitate effective engagement with interested parties. Direct contact, email correspondence and press releases ensure information accessibility. Additionally, our whistleblower portal and regular reporting allow stakeholders to stay informed on business conduct and progress toward established EESG goals.

RETAILERS

We are committed to fostering strong, collaborative partnerships with our retailers. We prioritize understanding their needs and implementing initiatives to address concerns regarding commercial benefits, training, growth opportunities, transparency, safe working conditions, and secure payments. Certifications help ensure quality assurance across our network as we invest in upgrades to equipment and develop strategies for various market segments. Comprehensive training on our products and services aids implementation of effective sales tactics.

Additionally, e-commerce activities allow expanded reach while maintaining seamless transactions for all involved parties. Multiple communication platforms like events, meetings, correspondence, articles, calls and manuals support retailer operations. Satisfaction surveys, guidelines, annual reports and a whistleblowing portal facilitate open dialogue and reporting while addressing any issues within our community.

INVESTORS

We are committed to transparency with our stakeholders as we navigate important issues like climate change, privacy, and cybersecurity. Open communication is crucial, so we regularly provide updates through a variety of channels including events, reports, meetings, and our online portals.

Sustainability is a top priority as we work to expand connectivity. We focus on managing risks and maximizing value in a responsible manner. Key topics in our industry involve regulation, financials, goal progress, best practices, and network modernization. By addressing these areas and fostering discussion, we strive to achieve continued success while meeting evolving expectations.

AUTHORITIES

We are fully committed to operating responsibly and sustainably. We comply with all relevant laws while creating jobs, investing in communities, paying taxes fairly, and expanding connectivity across the regions we serve. Meeting these goals requires maintaining the highest transparency standards in all we do.

To address important issues and make continued progress, focus areas include connectivity projects and innovation, social programs, regulatory engagement, improving service quality, strengthening data protection and upholding anti-corruption rules. We establish partnerships, participate in discussions and audits, and provide multiple accessible channels to facilitate open communication with all stakeholders. In this way, everyone remains informed of our work and the progress being made towards our shared aims.

BUSINESS CHAMBERS AND INDUSTRY ASSOCIATIONS

We are dedicated to fostering an environment of ethical growth and transparency within our industry. Through open information sharing with our partners and participation in relevant associations, we work to advance best practices while fully complying with applicable regulations. Our focus includes digital transformation, expanding connectivity access, establishing regulatory frameworks, and collaborating on standardization

efforts in the telecommunications sector. In addition, we consider human rights assessments, implement circular economy solutions, and reduce our scope 3 emissions as part of our climate initiatives. Furthermore, we aim to ensure that telecommunications progress supports the United Nations Sustainable Development Goals while meeting industry standards.

Regular stakeholder meetings and special events allow for comprehensive discussions of pertinent topics. Our sustainability reporting also disseminates important updates to all interested parties. This two-way communication helps facilitate effective cooperation across our endeavors.

COMMUNITY

We are dedicated to sustainability and positively contributing to economic and social progress through environmental stewardship, comprehensive connectivity, and empowering communities with digital skills. Our infrastructure modernization, health and safety protocols, community support programs, digital divide solutions, training opportunities, cultural initiatives, and environmental practices allow us to fulfill this commitment.

We strive for transparency with stakeholders by maintaining open communication on our sustainability endeavors through various channels, including events, correspondence, and our whistleblower system. We also detail advances in our annual EESG report. Our focus remains on continuously strengthening our networks while reducing our footprint, bridging the digital gap, and supporting communities.

UNIVERSITIES AND THINK TANKS

We are committed to developing strategic partnerships with academia to advance critical issues through joint research and specialized training. Our focus areas include addressing the digital divide, progressing sustainable practices, strengthening cybersecurity and the capabilities of emerging technologies like the Internet of Things. By establishing collaboration agreements with universities and think tanks, we aim to increase opportunities for graduates and facilitate access to formal employment in the wireless industry.

Through meetings, events and ongoing open communication, we work closely with educational and research institutions to build comprehensive capacity and promote digital literacy. By regularly publishing sustainability reports on our initiatives, we highlight the ongoing progress made throughout our journey to empower communities with essential skills and responsibly connect more people.

APPENDIX B: RISK MANAGEMENT

[201-2, 2-25]

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.

In the aftermath of Hurricane Otis, which severely impacted the Acapulco port and surrounding communities, América Móvil activated its emergency response protocols to mitigate the risks associated with the disaster. To support affected customers, we provided free prepaid data and call packages, and waived postpaid cellular service charges from October through mid-November. This initiative ensured continuous communication and support during the critical recovery period, reflecting our unwavering commitment to the community's well-being.

Our dedicated teams, including 230 employee volunteers, played a crucial role in restoring services and assisting impacted areas. To strengthen our infrastructure, we reinforced strategic sites, established redundant network connections, and deployed mobile sites with satellite links. These measures were essential in recovering and maintaining connectivity, demonstrating our proactive approach to risk management in times of crisis.

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. Our business relies on providing products and services to customers across various countries and their ability to utilize and pay for these offers. Consequently, this 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 and / or opportunities from unforeseen health crises moving forward.

EXPECTATIONS OF OUR STAKEHOLDERS REGARDING EESG PRACTICES

As a company, we recognize the growing importance of environmental, social, and corporate governance (EESG) practices in today's business landscape. We understand that customers, regulators and other stakeholders' EESG 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 EESG 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, including renewable energy and climate change, 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.

In addition, changes in political administrations could lead to new regulation and the adoption of political administrations could lead to new regulation and the adoption of policies that could adversely affect our operations, including those concerning competition and taxation of communication services.

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, the development and adoption of artificial intelligence technology 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. Therefore, we are committed to proactively addressing this risk through robust cybersecurity measures and protocols. This includes regular security assessments, employee training on best practices, and collaborating with industry experts to stay ahead of emerging threats. By prioritizing the protection of our networks and customer data, we strive to maintain the trust and confidence of our stakeholders while safeguarding the integrity of our operations in an era of heightened cyber risks.

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 2024.

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 RISK FACTORS PLEASE GO TO OUR ANNUAL REPORT 20-F.

APPENDIX C: CONTRIBUTION TO UNSDGS AND TO THE PRINCIPLES OF THE UN GLOBAL COMPACT

CONTRIBUTION TO THE TEN 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 86.
2. Businesses must ensure that they are not complicit in human rights abuses.	Go to the Human Rights section in this Report, page 86.
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 86 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, pages 84,85, as well as to the Climate Related Risks Appendix L, pages 153-159.
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, pages 84,85; to Enabling a Better Planet section of this Report, pages 19-32; and to the Climate Related Risks Appendix L, pages 153-159.
9. Companies should promote the development and dissemination of environmentally friendly technologies	Go to Enabling a Better Planet section of this Report, pages 153-159; as well as to the Climate Related Risks Appendix, pages Appendix L, pages 153-159.
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 ten goals:

	AMÉRICA MÓVIL PROGRAMS	SUSTAINABLE DEVELOPMENT GOALS INDICATOR	2022 PROGRESS
	• *Aprende.org* • Khan Academy in Spanish • *PruébaT* • *Capacítate para el Empleo*	**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. **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. **4.4.1** Proportion of youth and adults with information and communication technology (ICT) skills, broken down by type of technical skills.	**4.1.1.** 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: 20.28% (+1.2 M students). b) in the fifth and sixth grades: 24.05% (+1.5 M students). c) at the end of lower middle school: 21.77% (+1.3 M students). Of the total students in the platform, 28.01% were girls and 24.42% were boys. **4.3.1** Academic Education: Men 24.42% / Women 43.68%. Non-Academic Education: Men 45.3% / Women 54.7%. **4.4.1** By the end of 2023, 1,327,129 people had been trained to develop digital skills in our platform. For details on the kind of digital skills please go to Appendix F of this document.
	• Code of Ethics and Diversity and Inclusion Policy • Labor Equality Distinction • Digital Divide Projects	**5.5.2** Proportion of women in management positions.	**5.5.2** By the end of 2023, at América Móvil, the proportion of women in all management including junior, middle, senior, and executive positions was 38%.
	• Labor Benefits • Health and Safety Programs and Certifications	**8.5.1** Average hourly earnings of employees, broken down by gender, occupation, age and people with disabilities. **8.8.1** Fatal and non-fatal occupational injury frequency rates, broken down by gender and immigration status.	**8.5.1** Please go to Appendix E of this document. **8.8.1** Please go to Appendix E of this document.

	AMÉRICA MÓVIL PROGRAMS	SUSTAINABLE DEVELOPMENT GOALS INDICATOR	2022 PROGRESS
	• Digitization of customer service channels • Research and development • Infrastructure • Solutions for reducing emissions and consumption of energy and fuels	**9.4.1** CO_2 emissions per unit of added value. **9.c.1** Proportion of the population with mobile network coverage, broken down by technology.	**9.4.1** 0.35 tons of CO_2e per Terabyte streamed. **9.c.1** Please go to Internet Access in Chapter “Enabling a Better Planet” of this document.
	• Code of Ethics • Diversity and Inclusion Policy • Whistleblower Portal	**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.	**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.
	• Environmental Policy • Waste management	**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.	**11.6.1** Please go to Appendix D.
	• Recycling and reuse of mobile devices and accessories	**12.5.1** Domestic recycling rate, in tons of recycled material.	**12.5.1** Please go to Appendix D.
	• 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	**13.2.2** Year-over-year greenhouse gas measurements.	**13.2.2** During 2023, our greenhouse gas emissions totaled 4,859,258 tons of CO_2e, of which 328,621 thousand tons of CO_2e correspond to emissions of scope 1, 1,398,244 million tons of CO_2e from emissions of scope 2, and 3,051,150 million tons of CO_2e of scope 3.

	AMÉRICA MÓVIL PROGRAMS	SUSTAINABLE DEVELOPMENT GOALS INDICATOR	2022 PROGRESS
	• Conservation of biodiversity with the WWF-Telmex Telcel Foundation Alliance: Sea of Cortez	**14.a.1** Proportion of total research budget allocated to research in the field of marine technology. **14.5.1** Coverage of protected areas in reference to marine areas.	**14.a.1** A total of $1,230,278 Mexican pesos have been allocated in three main projects: For the hammerhead shark project, the budget allocated to technology is $432,000.00 MXN. For the whale shark project executed through the Sustainable Tourism and Development Network AC during the 2022-2023 season, Conanp is being supported in equipping the control center and a surveillance vessel (GPS, iPad, radio, antenna, anchor, life jackets, etc.). The total budget for the whale shark project is $615,139.00 MXN, with $183,139.00 MXN allocated to technology. **14.5.1** Contribution to the protection of 56,214 acres (22,749.08 hectares) in the Bahia 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).

	AMÉRICA MÓVIL PROGRAMS	SUSTAINABLE DEVELOPMENT GOALS INDICATOR	2022 PROGRESS
	• Conservation of biodiversity with the WWF-Telmex Telcel Foundation Alliance: Jaguar and Monarch Butterfly Conservation	**15.2.1** Progress in sustainable forest management. **15.a.1.b** Financing through economic instruments relevant to diversity.	**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”. **15.a.1.b** For 20 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. 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. Up to 2023, we have had a very successful jaguar ecology and conservation project. We have monitored more than 25 jaguars at the regional scale using satellite telemetry collars, being the most extended continuous study of jaguars and has enabled us to understand their abundance, activity patterns, and movements in Calakmul region-home to the largest population of these animals in Mexico. For over ten years, none has been hunted. We have also carried out camera trap data in the last ten years, showing that both jaguar and wild mammal populations have almost doubled in number while remaining stable since 2020, mainly due to illegal hunting reduction. Finally, we identified all biological corridors on the Yucatan Peninsula by mapping out the Calakmul–Sierrita de Ticul–Los Petenes, Calakmul–Sian Ka’an, and Calakmul–Champoton routes.

APPENDIX D: ENVIRONMENTAL INDICATORS

ENERGY
[302-1, 302-3]

COUNTRY/REGION	2019 (MWH consumed)	2020 (MWH consumed)	2021 (MWH consumed)	2022 (MWH consumed)	2023 (MWH consumed)
Mexico[1]	2,320,115	2,342,374	2,310,211	2,308,120	2,329,173
Brazil	1,379,276	1,383,779	1,442,714	1,467,856	1,535,194
Colombia[2]	430,472	462,572	491,255	562,520	591,081
Southern Cone	271,831	275,727	276,455	295,008	299,972
Andean Region	233,771	280,991	310,778	325,509	351,918
Central America	356,048	384,973	384,756	400,855	416,708
Caribbean	258,289	267,046	265,924	267,275	272,684
Europe	714,388	763,111	803,948	855,734	875,025
Total (MWH)	**5,964,190**	**6,160,573**	**6,286,041**	**6,482,877**	**6,671,755**
Total (GJ)	**21,471,084**	**22,178,063**	**22,629,747**	**23,338,361**	**24,018,316**
% Renewables				**29%**	**38%**
% Grid Electricity[3]			**79%**	**71%**	**62%**

This year, our overall energy consumption was 6.6 million megawatt hours (MWh), 38% of which came from renewable energy, and 62% 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.

YEAR-ON-YEAR ENERGY (MWH) BY TERABYTE STREAMED ON THE NETWORK

	2019	2020	2021	2022	2023
Traffic in TBs[5]	5,670,692	8,495,226	9,575,032	11,935,561	13,620,074
Energy per TBs	1.09	0.75	0.68	0.54	0.49

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

[2] Includes: Claro Colombia and Global Hitss Colombia.

[3] Includes: Consumption that comes from combined cycle plants in Mexico (11% of total consumption).

[4] Traffic in terabyte per second (TBs).

DATA CENTER EFFICIENCY

AVERAGE POWER USAGE EFFECTIVENESS (PUE)		2019	2020	2021	2022	2023	TARGET FY 2023
Average PUE		2.43	2.03	1.7	1.99[5]	2.08	1.95
Coverage (% of total ICT population)	ICT population defined as a percentage of the total compute resources	43	36.13	48.89	56.25	41.00	

SHARE OF RENEWABLE ENERGY IN DATA CENTERS

DATA CENTER ENERGY USAGE	2019	2020	2021	2022	2023	RENEWABLE ENERGY TARGET FY 2022
Total energy used in data centers (MWh)	288	90	145.21	97.74	403,301	–
Percentage of renewable energy (% of total energy)	35	16.6	12.88	38.34	41%	30%

FUEL CONSUMPTION[6]

[302-1]

2023 FUEL CONSUMPTION PER COUNTRY/REGION (MWH)								
COUNTRY / REGION	Gasoline	Diesel	Biodiesel	LP Gas	Ethanol	Butano	CNG	Natural Gas
Mexico	370,162	63,369		2,767				18,389
Brazil	59,293	35,578			24,587			
Colombia	6,457	117,506						
Southern Cone	799	15,701	321					251
Andean Region	6,270	22,665						
Central America	15,612	77,513				5		
Caribbean	24,798	91,297		456				
Europe[7]	15,334	57,519		628				12,058
TOTAL	**498,725**	**481,148**	**321**	**3,851**	**24,587**	**5**	**0**	**30,698**

[5] The increase is due to the fact, AMX has added mobile locations (Centrals) that coexist with Data Centers.
[6] All our fuels are sourced from non-renewable sources.
[7] Includes Stationary and Mobile Fuel

YEAR-ON-YEAR TOTAL FUEL CONSUMPTION BY TYPE

TYPE	2019	2020	2021	2022	2023
Gasoline (lts)	54,123,480	46,662,044	50,986,424	52,305,921	52,079,111
Diesel (lts)	47,319,360	45,443,939	42,647,699	41,753,836	44,821,959
Biodiesel (lts)	369,238	56,324	18,033	3,063	30,399[7]
LP Gas (lts)	774,500	630,092	623,191	616,394	497,225
Bioethanol (lts)	5,451,317	4,200,069			
Ethanol (lts)			2,629,748	2,740,511	4,052,783
Ethanol (lts)					656
CNG (m^3)	4,487	3	15	1	
Natural Gas (m^3)	1,369,057	1,328,798	1,485,188	1,433,628	3,003,146[8]

WASTE MANAGEMENT[9]

[306-2, 306-4, 306-5]

2023 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	3,760	10	378			4,148.57
Brazil	2,871	8			227	3,106.17
Colombia	1,602		616			2,217.74
South Cone	823		3,136			3,959.34
Andean Region	449		105			553.84
Central America	1,292			0		1,292.31
Caribbean	2,225					2,225.44
Europe	2,870		764		908	4,542.29
TOTAL	**15,892**	**18**	**4,999**	**0**	**1,136**	**22,044**

[7] Increase in Biodiesel - Uruguay reported that conventional diesel has a 5% biodiesel blend, the amount previously reported as Diesel was re-categorized in this line.

[8] Increase in natural gas consumption attributed to the addition of the Energy Cogeneration Plant in Mexico, which began operations in 2023.

[9] All waste is managed off-site.

YEAR-ON-YEAR TOTAL WASTE BY DISPOSAL METHOD

DISPOSAL METHOD	2019	2020	2021	2022	2023
Recycled (tons)	19,215	15,424	16,147	18,937	15,893
Reused (tons)	168	566	121	160	18
Landfill (tons)	3,740	5,033	4,672	4,146	4,999
Incinerated (tons)	1,150	957	1,421	9	0
Energy Recovery (tons)				32	1,136
TOTAL (tons)	**24,274**	**21,980**	**22,361**	**23,284**	**22,046**

YEAR-ON-YEAR TOTAL WASTE BY DISPOSAL METHOD

YEAR		RECYCLED	REUSED	LANDFILL	INCINERATED	ENERGY RECOVERY	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%
2023	Waste (tons)	15,893	18	4,999	0	1,136	22,046
	Percentage	72%	0.1	23%	0	5%	

WATER

[303-3, 303-5, 303-4]

YEAR-ON-YEAR WATER CONSUMPTION

	2019	2020	2021	2022	2023
Total (million m³)	3.0	2.2	3.8	3.0	2.8

2023 WATER WITHDRAWAL BY SOURCE PER COUNTRY/REGION

COUNTRY/REGION	GROUND WATER (m³)	SURFACE WATER (m³)	THIRD-PARTY WATER (m³)	Total (m³)
Mexico	19,774	1,032	1,077,847	1,098,653
Brazil	64	17	133,637	133,718
Colombia			130,581	130,581
South Cone			74,044	74,044
Andean Region			188,358	188,358
Central America	267	148	375,771	376,186
Caribbean			617,331	617,331
Europe	6,718		222,058	228,776
TOTAL (m³)	**26,822**	**1,197**	**2,819,627**	**2,847,646**

2023 WATER DISCHARGE BY DESTINATION PER COUNTRY/REGION[9]

COUNTRY/REGION	GROUND WATER (m³)	SEA WATER (m³)	SURFACE WATER (m³)	THIRD-PARTY WATER (m³)	TOTAL WATER (m³)
Mexico				969,576	969,576
Brazil				14,419	14,419
Colombia				129,387	129,387
Southern Cone	2,741			71,303	74,044
Andean Region				188,358	188,358
Central America	125,098			218,591	343,689
Caribbean				591,814	591,814
TOTAL (m³)	**127,839**	**0**	**0**	**2,183,448**	**2,311,287**

[9] From the total volume of water consumed by América Móvil (3,016,960 m³), Europe represents 7.6% (230,000 m³), with no water discharge (waste).

[303-3]

WATER WITHDRAWAL m³ PER BUILDING 2023

BUILDING	GROUND WATER	SURFACE WATER	THIRD-PARTY WATER	TOTAL GENERAL
A1 Bulgaria EAD (A1 Telecom)	0		34,378	34,378
A1 Hrvatska d.o.o. (A1 Telekom)	0		0	0
A1 Slovenija d.d. (A1 Telekom)	0		2,210	2,210
AM Wireless Uruguay, S.A. (Claro)	0		2,597	2,597
América Móvil Perú, S.A.C. (Claro)	0		133,315	133,315
AMX Argentina, S.A. (Claro)	0		57,144	57,144
AMX Contenido, S.A. de C.V. (Claro)	0		109	109
AMX Paraguay, S.A. (Claro)	0		14,303	14,303
Anuncios en Directorios, S.A. de C.V. (Sección Amarilla)	0		29	29
Claro CR Telecomunicaciones, S.A. (Claro)	0		1,989	1,989
Claro S.A. (Claro)	64	17	133,637	133,718
Claro Video, Inc. (Claro)	0			
Compañía de Telecomunicaciones de El Salvador, S.A. de C.V.A. (Claro)	0		60,940	60,940
Compañía Dominicana de Teléfonos, S.A. (Claro)	0		437,922	437,922
Comunicación Celular, S.A. (Claro)	0		129,387	129,387
Consorcio Ecuatoriano de Telecomunicaciones, S.A. (Claro)	0		55,043	55,043
Empresa Nicaragüense de Telecomunicaciones SA (Enitel) (Claro)	267	148	134,380	134,794

WATER WITHDRAWAL m³ PER BUILDING 2023

BUILDING	GROUND WATER	SURFACE WATER	THIRD-PARTY WATER	TOTAL GENERAL
Germany	0		100	100
Grupo Telvista, S.A. de C.V. (Telvista Call Center)	0		44	44
Hitss Colombia, S.A.S. (Hitss)	0		1,194	1,194
Hitss Solutions, S.A. de C.V. (Hitss)	0		4,392	4,392
LATAM Telecommunications, LLC	0		579	579
One.Vip DOOEL (Vip)	0		10,496	10,496
Puerto Rico Telephone Company, Inc. (Claro)	0		179,409	179,409
Radio Móvil Dipsa S.A de C.V. (Telcel)	0		230,838	230,838
Servicios de Comunicaciones de Honduras, S.A. de C.V. (Claro)	0		7,524	7,524
Telecomunicaciones de Guatemala, S.A. (Claro)	0		170,939	170,939
Teléfonos de México S.A.B. de C.V (Telmex & Infinitum)	19,774	1,032	841,856	862,662
Telekom Austria AG (A1 Telekom)	0		153,000	153,000
Unitary Enterprise Velcom (Velcom)	6,718		15,242	21,960
VIP Mobile d.o.o. (Vip)	0		6,632	6,632
TOTAL	**26,822**	**1,197**	**2,819,627**	**2,847,646**

[303-4]

WATER DISCHARGE m³ PER BUILDING 2023

BUILDING	GROUND WATER	SEA WATER	SURFACE WATER	THIRD-PARTY WATER	TOTAL GENERAL
AM Wireless Uruguay, S.A. (Claro)				2,597	2,597
América Móvil Perú, S.A.C. (Claro)				133,315	133,315
AMX Argentina, S.A. (Claro)				57,144	57,144
AMX Contenido, S.A. de C.V. (Claro)				109	109
AMX Paraguay, S.A. (Claro)	2,741			11,562	14,303
Anuncios en Directorios, S.A. de C.V. (Sección Amarilla)	0			29	29
Claro CR Telecomunicaciones, S.A. (Claro)	0			1,121	1,121
Claro S.A. (Claro)	0			14,419	14,419
Compañía de Telecomunicaciones de El Salvador, S.A. de C.V.A. (Claro)	0			56,582	56,582
Compañía Dominicana de Teléfonos, S.A. (Claro)	0			437,922	437,922
Comunicación Celular, S.A. (Claro)	0			129,387	129,387
Consorcio Ecuatoriano de Telecomunicaciones, S.A. (Claro)	0			55,043	55,043

WATER DISCHARGE m³ PER BUILDING 2023

BUILDING	GROUND WATER	SEA WATER	SURFACE WATER	THIRD-PARTY WATER	TOTAL GENERAL
Empresa Nicaragüense de Telecomunicaciones SA (Enitel) (Claro)	125,098			0	125,098
Grupo Telvista, S.A. de C.V. (Telvista Call Center)	0			43,624	43,624
LATAM Telecommunications, LLC	0			579	579
Puerto Rico Telephone Company, Inc. (Claro)	0			153,892	153,892
Radio Móvil Dipsa S.A de C.V. (Telcel)	0			230,838	230,838
Servicios de Comunicaciones de Honduras, S.A. de C.V. (Claro)	0			7,044	7,044
Telecomunicaciones de Guatemala, S.A. (Claro)	0			153,845	153,845
Teléfonos de México S.A.B. de C.V (Telmex & Infinitum)	0			694,397	694,397
TOTAL GENERAL	**127,839**	**0**	**0**	**2,183,448**	**2,311,287**

GREENHOUSE GAS EMISSIONS

[305-1; 305-2; 305-3]

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

In 2023, we adjusted the 2019 baseline as well as the following years. The data represented in all our environmental tables considered the following assumptions:

- Our carbon footprint from 2019 to 2022, our operations in Brazil, the Dominican Republic, Ecuador, Peru, and Argentina reported scope 2 market-based emissions using a residual mix electricity factor provided by the qualified agency South Pole. As of 2023, this agency stopped calculating it, so based on the GHG Protocol Reporting and Accounting Principles, we decided to recalculate our baseline using market-based factors provided by the International Energy Agency.
- Additionally, the emissions for Puerto Rico from 2019-2022 were calculated based on the electricity emission factor provided by the International Energy Agency. However, this factor was calculated for a group of countries known as "Other non-OECD Americas," which did not consistently reflect the emissions of this country. For this reason, we replaced it with the values published by the United States Environmental Protection Agency through E-grid, which provides a specific factor for Puerto Rico.

2023 GREENHOUSE GAS EMISSIONS PER COUNTRY/REGION

COUNTRY/REGION	SCOPE 1 DIRECT EMISSIONS (tons CO_2e)	SCOPE 2 INDIRECT EMISSIONS (tons CO_2e)	SCOPE 3 EMISSIONS (tons CO_2e)	OUTSIDE OF SCOPES (tons CO_2e)	TOTAL EMISSIONS (tons CO_2e)
Mexico	129,986	851,811	1,410,574	43,801	2,436,171
Brazil	39,095	65,669	380,605	30,154	515,523
Colombia	52,247	18,146	243,248	2,312	315,952
South Cone	6,490	69,734	179,780	1,312	257,317
Andean Region	14,196	45,423	129,938	1,955	191,512
Central America	27,848	81,974	170,906	1,070	281,798
Caribbean	37,795	168,481	124,543	599	331,418
Europe	20,964	97,006	411,557	40	529,567
TOTAL	**328,621**	**1,398,244**	**3,051,150**	**81,243**	**4,859,258**

Since 2021, we have adopted a refined approach to improve the accuracy of our data. By narrowing the Scope 3 categories assessed, we have been able to obtain better and more precise information from our subsidiaries. TIn 2023, we included Category 6 Business Travel as part of our plan to strengthen this scope.

YEAR-ON-YEAR TOTAL GHG EMISSIONS BY SCOPE
[305-1, 305-2, 305-3, 305-5]

	2019	2020	2021	2022	2023
Scope 1 Direct Emissions (tons CO_2e)	334,064	271,633	294,737	311,923	328,621
Scope 2 Indirect Emissions (tons CO_2e)	1,851,817	1,821,834	1,653,267	1,503,996	1,398,244
Scope 3 Emissions[10] (tons CO_2e)	3,953,593	3,432,007	2,632,603	2,680,744	3,051,150
Outside of scopes[11] (tons CO_2e)	90,953	60,964	97,680	62,544	81,243
TOTAL EMISSIONS (tons CO_2e)	**6,230,427**	**5,586,438**	**4,678,286**	**4,559,206**	**4,859,258**

YEAR-ON-YEAR SCOPE 1 AND 2 CARBON EMISSIONS BY TERABYTE STREAMED ON THE NETWORK
[305-4]

	2019	2020	2021	2022	2023
Traffic in TBs	5,670,692	8,495,226	9,575,032	11,935,561	13.620,074
Ton CO_2e per TBs	0.39	0.25	0.20	0.15	0.13

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

YEAR-ON-YEAR SCOPE 1 AND 2 CARBON EMISSIONS PER MONETARY UNITS
[305-4]

	2020	2021	2022	2023
Scope 1 AND 2 emissions per operating revenue	815,399	830,687	844,501	816,013
Operating Revenue (in millions of Mexican pesos)	2.57	2.35	2.15	2.12

Our scope 1 and 2 emissions per operating revenue have decreased by 2% compared to 2022.

[10] 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.
[11] Includes: refrigerant gases.

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

2023 SCOPE 3 EMISSIONS BY CATEGORY

[305-3]

CATEGORY	EMISSIONS IN THE REPORTING YEAR (METRIC TONS CO_2e)	EMISSIONS CALCULATION METHODOLOGY AND EXCLUSIONS
1. Purchased Goods and Services	1,532,567	Spend based method
2. Capital Goods	519,104	Spend based method
3. Fuel-and-energy-related-activities (not included in Scope 1 or 2)	858,152	Fuel-based method
4. Upstream transportation and distribution		(Life cycle Emissions Factors)
5. Waste generated in operations	4,235	Relevant, not yet calculated
6. Business travel	6,217	Waste-type-specific method
7. Employee commuting	54,681	Distance-based method
8. Upstream leased assets		Fuel-based method
9. Downstream transportation and distribution		Distance-based method
10. Processing of sold products		Relevant, not yet calculated
11. Use of sold products		Relevant, not yet calculated
12. End of life treatment of sold products		This category is not applicable since none of our products require further processing once they are sold to our customers
13. Downstream leased assets		Relevant, not yet calculated
14. Franchises		Relevant, not yet calculated
15. Investments	76,194	Not relevant, we will evaluate in the following years
TOTAL	**3,051,151**	

APPENDIX E: LABOR INDICATORS

OUR EMPLOYEES IN 2023:
[2-6, 2-7]

2019	191,523
2020	186,851
2021	181,205
2022	175,867
2023	176,268

PERCENTAGE 2023 FULL TIME EQUIVALENTS [FTEs]

MEXICO	85,347	49%
BRAZIL	32,419	19%
EUROPE	17,687	10%
CARIBBEAN	9,784	6%
CENTRAL AMERICA	9,644	6%
COLOMBIA	8,536	5%
ANDEAN REGION	6,427	4%
SOUTHERN CONE	4,272	2%
UNITED STATES	426	0.20%
TOTAL	**174,542**	**100%**

FULL TIME EMPLOYEE EQUIVALENTS (FTES) BY COUNTRY OR REGION AND GENDER BY TYPE OF CONTRACT
[405-1]

COUNTRY/REGION	PERMANENT CONTRACT		TEMPORARY CONTRACT	
	Men	Women	Men	Women
MEXICO	53,703	30,296	979	369
BRAZIL	18,450	13,969	0	0
COLOMBIA	4,472	3,123	447	494
SOUTHERN CONE	2,608	1,664	0	0
ANDEAN REGION	3,687	2,737	1	2
CENTRAL AMERICA	6,626	3,010	5	4
UNITED STATES	218	208	0	0
CARIBIEEAN	5,614	4,099	39	33
EUROPE	10,397	6,552	308	431
TOTAL	**105,774**	**65,657**	**1,778**	**1,333**

2023 FULL TIME EMPLOYEE EQUIVALENTS [FTEs] BY AGE
[405-1]

AGE	PERCENTAGE
Less than 30 years old	17%
Between 30 and 50 years old	68%
More than 50 years old	15%

2023 FULL TIME EMPLOYEE EQUIVALENTS POSITIONS BREAKDOWN BY GENDER AND JOB TITLE

[405-1]

POSITION	MEN	WOMEN	TOTAL
Executive	648	184	832
Management	4,390	1,789	6,179
Employees with command	9,299	5,133	14,432
Employees without command	80,081	47,215	127,296
Entry level[1]	13,134	12,668	25,802
TOTAL	**107,552**	**66,989**	**174,541**

TURNOVER RATE [2]

[401-1]

	2019	2020	2021	2022	2023
Turnover rate	12.92	6.11	11.94	12.78	12.16
Voluntary turnover rate	4.88	4.71	8.86	10.62	9.86

[1] Employees who are in the range of the 5% lowest salary.
[2] Figures exclude our Call Centers.
[3] Figures exclude our Call Centers.
[4] Figures exclude our Call Centers.

TURNOVER RATE BY AGE 2023[3]

[401-1]

	TOTAL TURNOVER RATE	VOLUNTARY
Less than 30 years old	29.53	26.57
Between 30 and 50 years old	9.33	7.17
More than 50 years old	8.22	5.95

VOLUNTARY TURNOVER BY GENDER 2023[4]

[401-1]

	TOTAL TURNOVER RATE	VOLUNTARY
Men	12.13	9.84
Women	12.21	9.91

2023 RECRUITMENT FIGURES

[401-1]

	NUMBER OF EMPLOYEE HIRES [401-1] 2020		PERCENTAGE POSITIONS FILLED BY INTERNAL CANDIDATES 2022	
Position	**Men**	**Women**	**Men**	**Women**
Executive	15	11	23%	17%
Management	123	35	51%	21%
Employees with command	296	165	36%	27%
Employees without command	8,385	7,806	15%	11%
Entry Level	7,305	6,418	5%	2%

AVERAGE COST OF EMPLOYEE HIRES[5]

[FIGURES IN MXN]

	MEN	WOMEN
Executive	9,246	9,246
Management		
Employees with command		
Employees without command		
Entry Level[6]		

NEWLY HIRED EMPLOYEES

[401-1]

	2020	2021	2022	2022
Total number of newly hired employees	11,296	24,971	33,277	30,559
Number of women employees in new hires	4,009	11,136	16,605	14,435

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	36%
Women in top executive positions	22%
Women in management positions in revenue-generating functions [commercial role][7]	54%
Women in STEM [Science, Technology, Engineering, and Mathematics] related positions.	19%

NUMBER OF WOMEN IN SENIOR MANAGEMENT[8]

[405-1]

2019	2020	2021	2022	2023
79	97	166	178	184

NUMBER OF EMPLOYEES IN SENIOR MANAGEMENT[9]

[405-1]

2019	2020	2021	2022	2023
454	488	793	820	832

EMPLOYEES BY NATIONALITY

[405-1]

NATIONALITY	SHARE IN TOTAL WORKFORCE [AS % OF TOTAL WORKFORCE]	SHARE IN ALL MANAGEMENT POSITIONS, INCLUDING JUNIOR AND MIDDLE MANAGEMENT [AS % OF TOTAL WORKFORCE]
Mexico	49%	40%
South America	30%	38%
Central America	6%	7%
United States	0.2%	0.4%
Caribbean	6%	6%
Europe	10%	8%
TOTAL	**100%**	**100%**

[5] Average Cost per Full Time Equivalent [FTE].
[6] Employees who are in the range of the 5% lowest salary.
[7] 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.
[8] 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.
[9] 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.

2023 EMPLOYEES WITH DISABILITIES

[405-1]

TYPE OF DISABILITY	PERCENTAGE PER TYPE OF DISABILITY
Motor	67%
Auditive	8%
Visual	13%
Intellectual	3%
Visceral	7%
Multiple	3%

AVERAGE YEARS EMPLOYED BY THE COMPANY BY GENDER

	2023
Female employees	8.65
Male employees	10.36

GENDER PAY INDICATORS[9]

[405-2]

	ANNUAL BASE SALARY			ANNUAL BASE SALARY + INCENTIVES		
Year	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
2023 [MXP]	370,698	259,438	327,909	550,922	396,406	492,112
2023 [USD]	21,943	15,357	19,410	32,611	23,465	29,130

EMPLOYEE LEVEL[10]	AVERAGE WOMEN SALARY [MXP]	AVERAGE MEN SALARY [MXP]	RATIO
Executive level [base salary only]	1,856,091	2,395,107	0.77
Executive level [base salary + other cash incentives]	2,925,596	3,929,213	0.74
Management level [base salary only]	762,730	786,396	0.97
Management level [base salary + other cash incentives]	1,094,836	1,117,775	0.98
Non-management level [base salary only]	259,438	370,698	0.70
Non-management level [base salary + other cash incentives]	371,199	510,586	0.73

[1]The scope of this indicator was limited to operations of Claro (Brazil), Claro (Colombia) and Telcel (Mexico) as follows:

Claro (Brazil):
- Ratio of monthly base salary of women to men in executive positions of 0.65
- Ratio of monthly base basic salary of women to men in management positions of 1.04
- Ratio of monthly base salary and remuneration of women to men in non-management positions of 0.68
- Ratio of annual base salary plus incentives of women to men in executive positions of 0.63
- Ratio of annual base salary plus incentives of women to men in management positions of 1.06
- Ratio of annual base salary plus incentives of women to men in non-management positions of 0.71

Claro (Colombia):
- Ratio of monthly base salary of women to men in executive positions of 0.64
- Ratio of monthly base basic salary of women to men in management positions of 0.89
- Ratio of monthly base salary and remuneration of women to men in non-management positions of 0.79
- Ratio of annual base salary plus incentives of women to men in executive positions of 0.61
- Ratio of annual base salary plus incentives of women to men in management positions of 0.91
- Ratio of annual base salary plus incentives of women to men in non-management positions of 0.87

Telcel (Mexico):
- Ratio of monthly base salary of women to men in executive positions of 0.78
- Ratio of monthly base basic salary of women to men in management positions of 0.97
- Ratio of monthly base salary and remuneration of women to men in non-management positions of 0.88
- Ratio of annual base salary plus incentives of women to men in executive positions of 0.76
- Ratio of annual base salary plus incentives of women to men in management positions of 0.99
- Ratio of annual base salary plus incentives of women to men in non-management positions of 0.88

[10] Figures do not include CEO.

2023 FULL-TIME EMPLOYEES WITH A PERMANENT POSITION WHO RECEIVED PERFORMANCE EVALUATIONS BY REGION AND GENDER

[404-3]

COUNTRY/REGION	MEN	WOMEN	% OF EMPLOYEES
Mexico	21,488	15,825	87,017
Brazil	14,258	6,734	32,420
Colombia	4,612	3,331	8,536
Southern Cone	2,525	1,897	4,427
Andean Region	3,288	2,510	6,503
Central America	6,225	2,741	9,645
Caribbean	4,913	3,947	10,048
Europe	10,705	6,983	17,672
TOTAL	**68,014**	**43,968**	**176,268**

EMPLOYEE CLIMATE SURVEY

PERIOD	% OF PARTICIPATION OF TOTAL WORKFORCE	VS. PREVIOUS PERIOD	SCORE	VS. PREVIOUS PERIOD
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%

Note: The climate survey was conducted until 2022, during 2023 the Great Place to Work survey was implemented.

EMPLOYEE CLIMATE SURVEY– GREAT PLACE TO WORK

Great Place To Work.®

América Móvil proudly received the “Great Place to Work” Certification for the first time in 2023, with an average of 76% of the score. This marks a milestone in our commitment to being one of the best employers in the region.

PERCENTAGE OF TOTAL EMPLOYEES RECEIVING TRAINING

2019	2020	2021	2022	2023
76%	55%	88%	85%	85%

ANNUAL TRAINING HOURS PER EMPLOYEE[11]

[404-1]

2019	2020	2021	2022	2023
35	78	61	52	43

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

2023 AVERAGE HOURS OF TRAINING BY GENDER BY EMPLOYEE POSITION FULL-TIME EQUIVALENTS [FTEs]
[404-1]

	MANDATORY TRAINING 2021		NON-MANDATORY TRAINING 2023	
Position	**Men**	**Women**	**Men**	**Women**
Executive	15	25	9	10
Management	12	15	8	11
Employees with command	22	20	25	32
Employees without command	22	26	14	19
Entry Level	54	47	12	19
TOTAL AVERAGE	**25**	**29**	**15**	**19**

2023 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	69	27
Between 30 and 50 years	20	16
More than 50 years	18	9
TOTAL AVERAGE	**28**	**17**

2023 AVERAGE HOURS OF MANDATORY AND NON-MANDATORY TRAINING BY REGION AND GENDER
[404-1]

COUNTRY/REGION	MANDATORY TRAINING		NON-MANDATORY TRAINING	
	Men	**Women**	**Men**	**Women**
Mexico	37	39	11	11
Brazil	3	4	5	6
Colombia	35	34	78	116
Southern Cone	1	1	16	9
Andean Region	17	16	14	15
Central America	22	42	15	11
Caribbean	36	80	22	57
Europe	3	8	16	22
TOTAL AVERAGE	**25**	**29**	**15**	**19**

2023 AVERAGE INVESTMENT OF MANDATORY AND NON-MANDATORY TRAINING BY REGION AND GENDER

COUNTRY/REGION	USD		MXP	
	Men	**Women**	**Men**	**Women**
Mexico	59	33	997	557
Brazil	108	122	1,824	2,061
Colombia	119	116	2,010	1,960
Southern Cone	28	30	473	507
Andean Region	78	59	1,318	997
Central America	83	94	1,402	1,588
Caribbean	119	155	2,010	2,618
TOTAL AVERAGE	**69**	**64**	**1,166**	**1,081**

2023 AVERAGE INVESTMENT IN TRAINING BY GENDER AND POSITION OF FULL-TIME EQUIVALENT EMPLOYEES [FTEs]

	MANDATORY TRAINING				NON-MANDATORY TRAINING			
	USD		MXN		USD		MXN	
Position	Men	Women	Men	Women	Men	Women	Men	Women
Executive	115	126	1,945	2,124	87	138	1,473	2,334
Management	72	109	1,211	1,838	40	56	680	954
Employees with command	60	50	1,008	842	51	56	858	954
Employees without command	47	48	800	814	16	17	269	295
Entry Level	37	16	621	267	14	9	240	159
TOTAL AVERAGE	**49**	**44**	**820**	**743**	**20**	**20**	**340**	**343**

TRAINING AND DEVELOPMENT EXPENDITURE

[MILLION USD]

2018	2019	2020	2021	2022	2023
30	30	15	16	10	11

2023 EMPLOYEE FATALITIES

[403-9]

2018	2018	2019	2020	2021	2022	2023
Fatalities	5	1	2	3	2	4

OPERATION	OCCUPATIONAL FATALITIES
Colombia	1
Telmex	2
Austria	1

FATALITIES DETAIL

In Colombia, a fatality transpired during maintenance activities at an educational institution. This incident underscored the critical importance of adhering to personal protective equipment protocols. It appeared that overconfidence and lack of direct supervision contributed to the employee finding themselves in a perilous situation. Subsequent measures included comprehensive prevention campaigns, targeted training, procedural updates, and the implementation of robust risk identification and management protocols.

Similarly, in Telmex, Mexico, two fatalities unfolded in circumstances associated with heights. Both incidents revealed deficiencies in personal protective equipment usage and risk assessment procedures. The response entailed intensified safety training initiatives and meticulous inspection of work sites to preempt future occurrences.

In Austria Telekom, a fatality occurred due to an employee falling from a cell phone tower. Despite no negligence on the part of the employer regarding training or provision of safety equipment, the incident highlighted the necessity of ongoing training and routine inspection of equipment and work sites. Moreover, it emphasized the importance of specialized roles in occupational safety within the organization.

In summary, these tragic events shared a common thread of non-compliance with safety measures, despite adequate risk assessment and training efforts. The subsequent actions undertaken focused on reinforcing prevention through enhanced training, procedural updates, and bolstered inspection and supervision practices in the workplace. This underscores our commitment to continuously improve safety standards across our global operations.

FATALITIES PER GENDER PER REGION

[403-9]

COUNTRY / REGION	2019		2020		2021		2022		2023	
Position	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
Mexico	1		1		1		1		2	
Brasil					1					
Colombia									1	
Southern Cone										
Andine Region							1			
Central America			1							
Caribbean					1					
Europe									1	
TOTAL	**1**	**-**	**2**	**-**	**3**	**-**	**2**	**-**	**4**	**-**

LOST TIME INJURY FREQUENCY RATE[12]

COUNTRY / REGION	2019	2020	2021			2022			2023		
	TOTAL	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
TOTAL	1.65	0.99	1.03	0.71	0.91	1.09	0.71	0.94	1.76	1.71	1.74

OCCUPATIONAL INJURY RATE[13]
[403-9]

COUNTRY / REGION	2019	2020	2021			2022			2023		
	TOTAL	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
TOTAL	1.69	1.01	1.07	0.76	0.95	1.02	0.61	0.86	1.69	1.46	1.60

[12] Lost Time Injury Frequency Rate based on 200,000 hours worked.
[13] Occupational Injury rate based on 200,000 hours worked.

EESG-LINKED INCENTIVES

23% of our operations have an EESG-linked incentive scheme for a portion of their employees.

COUNTRY / REGION	TELEKOM AUSTRIA GROUP	COLOMBIA	ECUADOR
Incentive for:	Chief Executive Officer, Chief Operating Officer, Chief Financial Officer, Energy manager, Facilities manager, Environment/ Sustainability manager, Procurement manager, Field Service Technicians	Technology Director, Sustainability Manager, Human Resources Director, Commercial / Customer Experience Director, Procurement Manager	Mass Commercial Director, Financial-Administrative Director, Legal Director, Human Resources Director, Customer Service Director, Information & Technology Director
Top level management	Yes	Yes	Yes
Second level management	-	Yes	-
Managers	Yes	Yes	-
Other employees	-	Yes	-
Type of incentive	Bonus as % of salary, non-monetary reward (public recognition).	Bonus as % of salary and bonus as part of commissions' variable compensation.	Additional bonus to salary.
Within an incentive plan	Some within the short and long-term plan	Some within the short and long-term plan	Within the short-term plan
Topics covered	Emissions reduction, energy efficiency, fuel efficiency, renewable energy, recycling and refurbishing, circular economy, social programs, engagement with suppliers, climate and human rights due diligence, scope 3 emissions, diversity, training hours.	Renewable energy, decarbonization trajectory for the carbon neutral goal, cero employee fatalities, performance evaluation, digital divide, NPS, due diligence, Supplier training.	Distributor training (code of ethics, anti-corruption policies, carbon footprint); supplier training (carbon footprint, environmental management system), energy and water consumption; renewable energy initiatives; 0 employee fatalities, ISO 45001, employee performance evaluation, work environment (GPTW); digitalization of documents (paperless); energy and fuel consumption in generators reduction.
Date of EESG incentive implementation	2020	2021	2023

APPENDIX F: SOCIAL INDICATORS

DIGITAL SKILLS AND DIGITAL EDUCATION PLATFORMS
(203-2)

RESULTS OF *APRENDE.ORG*

	TOTAL USERS	% WOMEN	% MEN	COUNTRIES / TERRITORIES	COURSES / LESSONS	COURSE VARIETY	ADAPTED VIDEO LESSONS	REGISTERED/SCHOOLS / INSTITUTIONS
Capacítate para el empleo web	7,552,499	54.70%	45.30%	194	27,944,246	399		
Aprende.org	4,391,086	55.71%	44.29%	194		4,539 courses		
PruébaT	6,735,419	28.10%	24.42%	210	203153664		22,716	53,940
Khan Academy	20,933,967	31.16%	39.11%	188	132291626		6,896	
TOTAL	**39,612,971**	**37.85%**	**38.37%**	**196.5**	**363,389,536**	**4,931**	**29,612**	**53,940**

2023

	REGISTERED USERS *CAPACÍTATE PARA EL EMPLEO (ACUM)*	*CAPACÍTATE PARA EL EMPLEO 2023*	REGISTERED USERS *PRUÉBAT*
Argentina	300,815	8,410	23,003
Austria	91	19	45
Belarus	14	4	4
Brazil	5,922	221	1,201
Bulgaria	43	6	33
Colombia	953,644	75,520	1,024,876
Costa Rica	230,744	8,417	4,145
Croatia	26	5	4
Dominican Republic	733,297	39,216	56,540
Ecuador	576,253	60,536	12,059
El Salvador	265,770	17,822	4,702
Guatemala	338,486	19,204	653,568
Honduras	125,871	10,221	2,669

2023

	REGISTERED USERS CAPACÍTATE PARA EL EMPLEO (ACUM)	CAPACÍTATE *PARA EL EMPLEO 2023*	REGISTERED USERS *PRUÉBAT*
Macedonia	13	3	7
Mexico	7,064,215	531,485	4,819,236
Nicaragua	58,630	2,209	4,484
Paraguay	30,631	1,848	2,044
Peru	199,107	9,858	20,751
Puerto Rico	9,741	15	1,661
Serbia	27	3	2
Slovenia	8		111
Uruguay	19,196	845	1,387
Total - within AMX Operations	10,912,544	785,867	6,632,532
Total - Rest of the world	926,711	30,677	102887
TOTAL	**11,839,255**	**816,544**	**6,735,419**

DIGITAL SKILLS COURSES – *APRENDE* PLATFORM

Throughout the past year, there have been carried out a series of basic digital skills training initiatives, democratizing access to technological tools that facilitate communication and access to public, commercial, and financial services online. This expanded access to technology has eliminated previously insurmountable barriers, putting technology within reach of a broader spectrum of the population.

These courses have served as a springboard to new employment and entrepreneurial opportunities by equipping participants with skills highly valued by employers. Additionally, we have promoted entrepreneurship and supported the development of small and medium enterprises, thus contributing to overall economic growth.

We have also focused on training specialists and technicians, offering courses designed for those who aspire to specialize in digital professions, ranging from programming to data analysis. These efforts are laying the foundations for a promising digital future.

The demand for these courses has been exceptional, representing more than 30% of the total enrollments in all our training offerings. To date, 38% of registered users have participated in at least one of our technology and digital skills courses, benefiting a total of 4,622,277 users since the beginning of the platform. In 2023 alone, 219,334 users have benefited from these courses.

Our commitment during 2023 transcended merely offering courses; it represented a significant investment in capacity development, opportunity creation, and the promotion of personal and professional growth for our beneficiaries.

DIGITAL SKILLS COURSE

	2023		FROM THE BEGINNING OF THE PROGRAM UNTIL 2023	
	PLATFORM REGISTRATIONS	PERCENTAGE VS. TOTAL COURSES	PLATFORM REGISTRATIONS	PERCENTAGE VS. TOTAL COURSES
Data analysis	111,636	2.24%	1,077,384	2.44%
Content development	87,963	1.77%	1,216,137	2.74%
Security and digital health	92,813	1.83%	527,197	1.20%
Network infrastructure	110,883	2.23%	956,072	2.18%
Information and data skills	147,399	2.86%	941,260	2.14%
Use of office software	41,693	0.84%	776,295	1.77%
Costa Rica	230,744	8,417	4,145	
Basic Digital Skills	103,799	2.09%	781,201	1.78%
OOP programming languages	36,675	0.74%	337,270	0.77%
Programming Logic	55,349	1.11%	649,467	1.48%

DIGITAL SKILLS COURSE

	2023		FROM THE BEGINNING OF THE PROGRAM UNTIL 2023	
	PLATFORM REGISTRATIONS	PERCENTAGE VS. TOTAL COURSES	PLATFORM REGISTRATIONS	PERCENTAGE VS. TOTAL COURSES
Application Development	32,022	0.64%	598,966	1.36%
Electronic repair	61,035	1.23%	761,234	1.73%
Data warehousing	41,026	0.82%	415,296	0.95%
E-commerce	61,333	1.23%	776,198	1.77%
Digital marketing	38,305	77.00%	434,684	0.99%
Server administration and security	39,445	0.79%	560,722	1.17%
Electronic design	14,334	0.29%	238,059	0.54%
Fundamentals of electronics	40,390	0.81%	411,856	0.94%
Use of editing software	26,807	0.54%	364,500	0.83%
Connectivity	10,559	0.21%	137,628	0.31%
Introduction	3,115	0.06%	12,497	0.03%
Software development in the cloud	10,261	0.21%	233,555	0.53%
Communication and collaboration	59,828	1.20%	278,388	0.63%
Front end development	26,204	0.53%	212,535	0.48%
Back-end development	10,276	0.21%	141,772	0.32%
Maker culture	10,172	0.20%	109,154	0.25%
Network security	9,738	0.20%	93,781	0.21%
Cloud software development	17,495	0.35%	135,991	0.31%
Introduction Website design	6,494	0.13%	62,262	0.14%
Social content development	9,268	0.19%	23,041	0.05%
Artificial Intelligence	8,671	0.18%	61,226	0.13%
Blockchain	2,141	0.04%	18,684	0.04%
TOTAL TECHNOLOGY COURSES	**1,327,129**	**26.41%**	**13,268,896**	**30.24%**

PROGRESS IN THE DIGITAL DIVIDE STRATEGY[1]

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

	INTERNET ACCESS	DIGITAL ADOPTION	DIGITAL SKILLS AND DIGITAL EDUCATION	TOTAL
Number of people directly benefited by the programs during 2023	1,297,239	53,902	861,961	2,213,102
Total number of people directly benefited by the programs since they began	45,276,079	166,867	5,267,813	50,710,759

VOLUNTEERS[2]

	EMPLOYEE VOLUNTEERS		TOTAL HOURS	
2021	5,667		18,149	
2022	9,848	+74%	24,984	+38%
2023	3,175	-68%	47,623	+ 91%

[1] These programs are supported in most of our regions as part of our Corporate Citizenship Strategy.
[2] In 2023, the people who participated in the "Volunteer Network" program dedicated more hours to the projects, decreasing in the number of participants in the program.

APPENDIX G: CORPORATE GOVERNANCE INDICATORS

[2-9, 2-11, 2-12, 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).

On December 20, 2022, our shareholders approved the conversion (such conversion, the "Reclassification") of all our outstanding series of shares representing our capital stock, the "AA", "A" and "L" shares, into a single series of ordinary shares with full voting rights and no-par value, the "B Shares", on a 1:1 basis. Pursuant to the Reclassification, B Shares started trading on March 16, 2023. 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, 2024.

SHARES	NUMBER OF SHARES (MILLIONS)	PERCENT OF COMBINED CAPITAL
Outstanding B Shares (no par value)	62,144	100%
TOTAL	**62,144**	**100%**

According to reports of beneficial ownership of our shares filed with the SEC, as of March 31, 2024, 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, 2024. 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 shares.

SHAREHOLDER	SHARES OWNED (MILLIONS)	PERCENTAGE OF CLASS[1]
B SHARES:		
Family Trust[2]	17,743	28.6%
Control Empresarial de Capitales[3]	10,700	17.2%
Carlos Slim Helú[4]	5,200	8.4%

FOR MORE INFORMATION ABOUT AMERICA MOVIL AND ITS MAIN SUBSIDIARIES, AS WELL AS THE CORPORATE GOVERNANCE STRUCTURE AND HOW IT WORKS, PLEASE REVIEW OUR 2023 ANNUAL REPORT ON FORM 20-F, AVAILABLE AT AMÉRICA MÓVIL CORPORATE WEBSITE: AMERICAMOVIL.COM

As of March 31, 2024, 8.1% of the outstanding B Shares were represented by B Share ADSs, each representing the right to receive 20 B Shares, and 99.9% of the B Share ADSs were held by 6,570 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.

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*)
- 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; the call shall be published at least 15 calendar 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 annual ordinary shareholders meeting must be held at least once a year to discuss:

- The approval of financial statements of the previous year
- Appointment of directors, determine their compensation and analyze their independence
- Determine which members of the Board of Directors will participate in the Audit and Corporate Practices Committee

[1] Percentage figures are based on the number of shares outstanding as of March 31, 2024.

[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 22.2% of all outstanding 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% of our shares.

[3] Includes shares owned by subsidiaries of Control Empresarial de Capitales. 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.

- Approve the amount that the Company will assign to the share buyback program
- Determine the way in which the Company's net profits will be allocated
- Any transaction that involves 20% or more of the Company's consolidated assets.

At the Annual Ordinary Shareholders' meeting held on April 29, 2024, the current members of the Board of Directors and the Executive Committee were reelected, the Corporate Secretary and the Corporate Pro-Secretary were reappointed. Cludia Jañez Sánchez was designated as a member of the Audit and Corporate Practices Committee, together with the former members of the Audit and Corporate Practices Committee who were reelected. 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 2023, with an average attendance of 95%. To function properly, two auxiliary committees support the Board: The Executive Committee and the Audit and Corporate Practices Committee. In 2023, the Audit and Corporate Practices Committee met seven times and had an attendance rate of 100%.

FOR MORE DETAILED INFORMATION ON THE MEMBERS OF THE BOARD OF DIRECTORS, SEE OUR 2023 ANNUAL REPORT ON FORM 20-F AVAILABLE AT AMÉRICA MÓVIL CORPORATE WEBSITE: AMERICAMOVIL.COM

OUR BYLAWS, CODE OF ETHICS, POLICIES AND PROTOCOLS ARE AVAILABLE AT AMÉRICA MÓVIL CORPORATE WEBSITE: AMERICAMOVIL.COM

EXECUTIVE COMMITTEE

[2-9, 2-13]

The Executive Committee shall be subordinated to the Board of Directors and 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, 2-16]

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

- Call shareholders' meetings and recommend items to be included on the agenda
- 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
- Present the auditor selection proposal to the Board and monitor our auditors
- 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
- 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)
3. Special Audits, whose objective is to offer support to different areas within the Company for reviews of a specific process or activity

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.

On August 25, 2017, the Administrative Council for Economic Defense ("CADE"), initiated an administrative proceeding based on a complaint filed by British Telecom do Brasil ("BT") against Claro Brazil, Oi and Telefônica Brasil due to alleged anticompetitive practices in the 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 involved: (i) a collusion through a consortium to refrain competition in public bids, causing harmful effects to the telecommunications sector; and (ii) the adoption of unilateral conducts (refusal to deal and price discrimination) to prevent BT from participating in the referred bid through alleged 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 Claro Brazil shall pay a fine of BRL $395 million (approx. USD $79 million), among other fines imposed to Oi and Telefônica Brasil; however, all defendants filed a motion for clarification (*embargos de declaração)*, which results in a fine imposed to Claro Brazil of BRL $30 million (approx. USD $6 million), among other fines imposed to Oi and Telefônica Brasil.

Claro Brazil is still disputing its infliction in a judicial court which is still pending for final resolution.

2. "Mexico: MXN $1.3 billion penalty set by telecom regulator for alleged incompliance 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.

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 and wells.

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 and imposed a fine of MXN $1.3 billion in January, 2020.

Telnor filed a constitutional appeal before the judicial Courts to challenge the fine alleging that Telnor has complied with its obligation of making available passive infrastructure information at the SEG used for providing wholesale services and that the imposed fine is arbitrary, illegal and disproportionate, among other allegations.

A resolution of such constitutional appeal is still pending of final resolution.

3. "Mexico: MXN $262.2 million and MXN $9.3 million penalties set by telecom regulator for alleged non-compliance with competition law regarding relative monopolistic practices of Teléfonos de México and Teléfonos del Noroeste [América Móvil's subsidiaries], respectively".

In November 2023, Teléfonos de Mexico (Telmex) and Telefonos del Noroeste (Telnor) received penalties of MXN $262.2 million and MXN $9.3 million respectively, from Mexico's Federal Telecommunications Institute. The penalties were for the alleged practice of discrimination and restrictions in the resale services. The companies challenged the sanctions before the judicial authorities specialized in economic competition.

In April 2019, the Anti-Trust Authority of the IFT initiated an investigation to Telmex and Telnor resulting from a complaint filed by a local carrier (Megacable) for conducting relative monopolistic practices in the relevant market for the provision of wholesale local services in Mexico. At the conclusion of such investigation, the IFT has resolved to impose of a fine to each Telmex and Telnor which amounts are still pending to determine by such authority.
Such resolutions have been challenged by Telmex and Telnor before the judicial Courts alleging that the authority while conducting such investigation did not comply with mandatory formalities and requirements established in the relevant antitrust laws and are still pending of final resolution.

4. Allegations of market dominance against América Móvil's subsidiary, Claro, by ten Colombian telecom operators

On January 19, 2024, a letter signed by various mobile network operators and virtual mobile operators (other than Comcel), was addressed to the President of the Republic of Colombia, among other recipients. The letter expressed certain concerns of the alleged dominant position of Comcel in the Colombian telecommunications market and the lack of action by relevant authorities, which impacts both the market and users, requiring for immediate measures to foster a competitive environment in the sector and ensure sustainability, growth and service improvement in the future.

In response, on January 22, 2024, Comcel issued a letter addressed to the Minister of Information and Communication Technologies, reaffirming the company's investments throughout the country to continue developing its telecommunications services, enhancing the quality of its offerings and maintaining the consumers' freedom of choice, among other benefits.

On January 24, 2024, the Communications Regulatory Commission (*Comisión de Regulación de Comunicaciones*), issued a resolution imposing certain measures concerning the mobile services market,

including Comcel's obligation to offer asymmetric rates (*tarifas asimétricas*) for the automatic national roaming service in a limited number of municipalities and Comcel's requirement to publish a referenced offer list for the sharing of passive infrastructure at rates previously approved by the regulator.

Such resolution issued by such regulatory authority may be challenged by Comcel before the judicial Courts.

5. América Móvil's subsidiary, Claro, fined COP $1.3 Billion (USD $310k) by Colombian regulator for personal data breaches.

In November, 2020, Comcel launched a promotional campaign called *"AMIGOS QUE TE PREMIAN–REFIERE Y GANA"*. On June 27, 2023, the Industry and Commerce Superintendency (*Superintendencia de Industria y Comercio*) has imposed a sanction to Comcel for an amount of COP $1,306,289,600 (approx. USD $329,000) alleging the violation of personal data processing regulations during such promotional campaign. Such sanction was fully-paid by Comcel.

Optimization measures to Comcel's Data Treatment Policy were taken and the different internal departments involved in such promotional campaigns were instructed to ensure full compliance to personal data applicable laws.

6. América Móvil's subsidiary, Claro, under investigation by Colombia's Superintendency of Industry and Commerce over alleged breach of rural broadband competition rules.

In December of 2019, Comcel reached an agreement in the form of Contrato de Aporte with the Ministry of Information and Communication Technologies ("MINTIC") for the provision of Internet services to users qualifying in two socioeconomic categories (Estratos 1 y 2) throughout certain Municipalities, among other specific requirements. This agreement also provides certain public subsidies to Comcel for such purpose.

On August 9, 2023, the Industry and Commerce Superintendency filed a sanctioning procedure against Comcel alleging restrictive competition practices by offering Internet services to 21,436 users that do not qualified under such agreement.

On September 22, 2023, Comcel filed a response to such allegations before the Industry and Commerce Superintendency and the sanctioning procedure is still pending of a final resolution.

7. América Móvil's subsidiary, América Móvil Peru, fine reduced to PEN 799,795 (USD $211,410) after an appeal over non-compliance with quality standards in Peru.

In November 2020, the Telecommunications' Private Investment Supervisory Organism ("OSIPTEL") initiated a sanctioning procedure against Claro Peru for allegedly non-compliance quality standards in the mobile internet service within five districts during the second semester of 2019.

In August 2021, OSIPTEL issued a resolution sanctioning Claro Peru with a fine worth of PEN $1,347,720 (approx. USD $356,000). In response, the company alleged certain deficiencies observed in the measurement procedure carried out by OSIPTEL. In January 2024, OSIPTEL issued a resolution confirming the sanction against Claro Peru with a fine worth of PEN $799,795.00 (approx. USD $211,586) for non-compliance quality standards in mobile internet service in three districts instead the five districts initially alleged.

Claro Peru has appealed such resolution before the National Courts and it is pending of final resolution.

8. América Móvil's subsidiary, Claro, fined PEN $262.6k (USD $68.9k) for failing to inform subscribers about line blocking in Peru.

In February 2023, the OSIPTEL initiated a sanctioning procedure against Claro Peru for allegedly failing to comply with a mandate imposed by OSIPTEL that required blocking mobile terminal equipment registered as stolen or lost.

In July 2023, OSIPTEL issued a resolution sanctioning Claro with a fine worth PEN $252,450.00 (approx. USD $66,800), which was confirmed in January 2024.

Claro Peru has taken the case to the National Court and it is pending of final resolution.

9. América Móvil's subsidiary, Claro, fined PEN $6.3m (EUR $1.5m) since 2020 for violating regulations on itinerant sales of SIM cards in Peru.

Since the year 2020, the OSIPTEL has imposed various sanctions against mobile carriers in Peru, which as of the first quarter of 2023 exceed PEN $25.3 million (approx. USD $6.7 million), for violating certain specific regulations in the sale of SIM cards to end users in unauthorized points of sales.

As of March 2023, OSIPTEL has sanctioned Claro Perú with fines amounting PEN $6.3 million (approx. USD $1.6 million) for violating such specific regulations.

All of such fines have been challenged by Claro Peru at the National Courts and are still pending of final resolution.

10. América Móvil's subsidiary, Claro, fined USD $1.6 million for anti-competitive practices in Peru.

In August 2018, Telefónica filed a complaint before the OSIPTEL arguing that the use of the spectrum frequency band of 2.5 GHz by 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 to recognize a spectrum lease scheme for the use of third parties' spectrum instead a commercialization framework. In compliance with such amended provisions, Claro Peru entered into a spectrum lease contract with Olo and TVS.

In May, 2022, OSIPTEL issued a resolution sanctioning Claro Peru with a fine worth of PEN $6,400,000 (approx. USD $1.6 million).

Such resolution has been challenged at the National Courts and is still pending of final resolution.

APPENDIX I: CERTIFICATIONS

ANNEX BY COUNTRY / OPERATION

COUNTRY/OPERATION	CERTIFICATION
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
	Cisco: Enterprise Agreement for Collaboration, Authorized Partner UC TP PC
	Cisco: Enterprise for DNA Authorized- Switching and Wireless Routing
	Cisco: Enterprise Agreement for Collaboration, Authorized Partner VTO
	Cisco: Enterprise Agreement for Meraki Authorized Partner
	Cisco: Enterprise Agreement for Collaboration Flex Plan Authorized Partner
	Cisco: Enterprise Agreement For Collaboration Flex Plan On Premise Calling Authorized Partner
	Cisco: Enterprise Agreement For Collaboration Flex Plan On Premise Meetings Authorized Partner
	Cisco: Enterprise Agreement for Security
	Cisco: Advanced Collaboration Architecture
	Cisco: Advanced Enterprise Networks Architecture

COUNTRY/OPERATION	CERTIFICATION
Telmex	Cisco Advanced Data Center
	Cisco: Unified Contact Center Enterprise
	Cisco: Multinational Certified
	Cisco: Collaboration Saas Authorized
	Cisco: Master Security Specialized
	Cisco: Customer Experience Specialized
	Cisco: Gold Integrator
	Cisco: Powered Validated Service for Infrastructure as a Service
	Cisco: Powered Validated Service for Managed SD - WAN
	Cisco: Powered Validated Service for UC as a Service Based on HCS
	Cisco: Gold Provider
	Cisco: Advanced Security
	Cisco: Powered Validated Service for Catalyst SD-WAN
	Cisco: Powered Validated Service for Meraki SD-WAN
	Cisco: Powered Validated Service for Meraki Security
	Cisco: Registered Partner
	Cisco: UMBRELLA For MSSPs Specialized
	Cisco: Webex Contact Center Specialized
	Dell Platinum Partner
	Socially responsible company
	Oracle Service Expertise In Database to Oracle Cloud
	Oracle Service Expertise In Cloud Plattform Data Management

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
Telmex	Oracle Service Expertise In CSPE Cloud Plattform
	Sell Expetise in Exadata Database Machine
	Sell Expertise in Oracle E-Business Suite
	Sell Expertise x86 Systems
	Sell Expertise Oracle Solaris
	Oracle Sell Expertise in Siebel
	Sell Expertise in StorageTek Tape Storage
	Oracle Sell Expertise in Enterprise Resource Planning
	Sell Expertise in Cloud Plattform
	Oracle Sell Expertise in SPARC Servers
	Reseller Hardware Direct IBM
	IBM Partner Platinum
	ICREA N3
	ICREA N4
	ICREA N5
	ICREA N6
	ISO 14001
	ISO 18788
	ISO 22301
	ISO 27001
	ISO 27002 (Dictamen)
	ISO 27005 (Dictamen)

COUNTRY/OPERATION	CERTIFICATION
Telmex	ISO 27014 (Dictamen)
	ISO 27017
	ISO 27018
	ISO 27701
	ISO 31000 (Dictamen)
	ISO 37001
	ISO/IEC 38500 (Dictamen)
	ISO 9001
	ISO/IEC 20000-1
	ISO/IEC 27001-1
	Federal Law on Personal Data Protection Held by Private Parties (Self-binding regulation scheme)
	Microsoft Azufre
	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
	Mexican Standard on Labor Equality and Non-Discrimination
	Oracle Partner Network Member
	PCI DSS
	Fire Protection in Data Center

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
Telmex	Genesys Cloud Reseller Bronze Partner
	SOC 1 Type II | ISAE 3402
	SOC 1 Type II | ISAE 3416 | SSAE 18
	TELDAT Gold Partner
	TELDAT: Network Architecture and Business Solutions Certificate
	TELDAT: Computer and IT Security Certificate
	Google Cloud Partner Advantage
	Vmware Cloud Cloud Provider Principal
AMCO	ISO 45001
	Great Place to Work
Global Hitss	CMMI DEV Level 5
	CMMI DEV Level 3
	CMMI SVC Level 3
	The most important companies in Mexico by Expansión
	ISO 27001
	ISO 45001
	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

COUNTRY/OPERATION	CERTIFICATION
Guatemala	Great Place to Work
Costa Rica	Country Brand, Costa Rica Essential
El Salvador	ISO 45001
	Great Place to Work
Honduras	ISO 45001
Nicaragua	ISO 45001
	Great Place to Work
Brazil (Claro & BCC)	ISO 14001
	ISO 27001
	ISO 9001
	Great Place to Work
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 4
	Evaluation of the Minimum Standards of the Occupational Health and Safety Management System (Resolution 0312 of 2019)
	ISO 14001
	ISO 20000
	ISO 27001

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
Colombia	ISAE 3402
	ISO 45001
	ISO 9001
	PCI DSS 3.2.1.
	Uniform Registry of Evaluation for Contractors
	Inclusive Company Seal
	Gold Equity Labor Seal
	Eco II Green Seal
Ecuador	ISO 14001
	ISO 27001
	ISO 45001
	ISO 9001
	PCI DSS 3.2.1.
	Tier III Certification of Design Data Xperience
Argentina	ISO / IEC 20000
	ISO 45001
	Great Place to Work
Uruguay	ISO 45001
	ISO 9001

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
Peru	Distinctive Sustainable Management Company
	FIRST: Forum of Incident Response and Security Teams
	ISO 27001
	ISO 37001
	ISO 45001
	ISO 9001
	MERCO ESG
	MERCO Corporate reputation
	MERCO Talent
	Ranking Par 2021
Paraguay	ISO 45001
Puerto Rico	ISO 45001
	PCI DSS 3.2.1
Dominican Republic	Great Place to Work
	Dominican Republic (OEA-RD) / Dominican Republic Authorized Economic Operator (AEO-DR)
	PCI DSS 3.2.1
	Regulation 522-06 on Health and Safety at Work
	Good Inclusive Practices Seal: Inclusion Agent Category
	Platinum Seal - Igualando RD
	Tier II Facilites
Austria	BGF (Gütesiegen Berufliche Gesundheitsförderung) / Health and Safety
	Eco Datacenter
	EMAS

COUNTRY/OPERATION	CERTIFICATION
Austria	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 20000-1

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
Bulgaria	ISO 27001
	ISO 27701
	ISO 30301
	ISO 37001
	ISO 39001
	ISO 45001
	ISO 9001
Croatia	ISO 14001
	ISO 22301
	ISO 27001
	ISO 45001
	ISO 9001
	ISO/IEC 27017
	PCI DSS 3.2.1.
	TIER III Design
Macedonia	ISO 14001
	ISO 20000-1
	ISO 22301-1
	ISO 27001
	ISO 27018
	ISO 45001
	ISO 9001

COUNTRY/OPERATION	CERTIFICATION
Serbia	ISO 14001
	ISO 19600
	ISO 27001
	ISO 37001
	ISO 45001
	Family Fiendly Enterprise
Slovenia	EMAS
	ISO 14001
	ISO 22301
	ISO/IEC 27001
	ISO 45001
	Great Place to Work
	Best Mobile Network 2023

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[1]
Telcel	ISO 9001
Telmex	ISO 9001 (4)
Global Hitss	ISO 9001 (4)
Telvista	ISO 9001
	Global Quality Model for Customer Interaction
Brazil (Claro & BCC)	ISO 9001
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 or ISO 17025 to mention some of them.
86% of operations (weighted by total revenue) have quality management certificates such as ISO 9001 or ISO 17025 to mention some of them.

[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: HEALTH AND SAFETY AT WORK

COUNTRY/OPERATION	CERTIFICATION[1]
Telcel	ISO 45001
AMCO	ISO 45001
Global Hitss	ISO 45001 (2)
El Salvador	ISO 45001
Honduras	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 (3)
Ecuador	ISO 45001
Argentina	ISO 45001 (2)
Paraguay	ISO 45001
Uruguay	ISO 45001
Peru	ISO 45001
Puerto Rico	ISO 45001

COUNTRY/OPERATION	CERTIFICATION[1]
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

91% of the countries have health & safety management certificates such as ISO 45001 or similar.
77% of operations (weighted by total revenue) have health & safety management certificates such as ISO 45001 or similar.

[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: INFORMATION SECURITY AND DATA PRIVACY

COUNTRY/OPERATION	CERTIFICATION[1]
Telcel	ISO/IEC 27001
	Federal Law on Personal Data Protection Held by Private Parties (Self-binding regulation scheme)
Telmex	Cisco: Enterprise Agreement for Security
	Cisco: Master Security Specialized
	Cisco: Advanced Security
	ISO 27002 (Dictamen)
	ISO 27005 (Dictamen)
	ISO 27014 (Dictamen)
	ISO 27017
	ISO 27701
	ISO 27018
	ISO/IEC 27001-1 [4]
	Federal Law on Personal Data Protection Held by Private Parties (Self-binding regulation scheme)
Global Hitss	Federal Law on Personal Data Protection Held by Private Parties (Self-binding regulation scheme)
	ISO 27001
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
	PCI DSS 3.2.1.

COUNTRY/OPERATION	CERTIFICATION[1]
Peru	ISO 27001
	FIRST: Forum of Incident Response and Security Teams
Puerto Rico	PCI DSS 3.2.1
Dominican Republic (Claro, Amov y Opitel)	PCI DSS 3.2.1 [2]
Austria	ISO 27001
Belarus	ISO/IEC 27001 [3]
	PCI DSS
Bulgaria	ISO 27001
	ISO 27701
Croatia	ISO 27001
	PCI DSS 3.2.1.
	ISO/IEC 27017
Macedonia	ISO 27001
	ISO 27018
Serbia	ISO 27001
Slovenia	ISO/IEC 27001

64% of the countries have information security management or data privacy certificates.
92% of operations (weighted by total revenue) have information security management or data privacy certificates.

[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: ENVIRONMENT AND ENERGY

COUNTRY/OPERATION	CERTIFICATION[1]
Telmex	Environmental Quality Performance Level 2 (70)
	ISO 14001
Brazil (Claro & BCC)	ISO 14001 (2)
Colombia	ISO 14001
	Eco II Green Seal
Ecuador	ISO 14001
Austria	EMAS
	ISO 14001
	ISO 50001
Belarus	ISO 14001
Bulgaria	ISO 14001
Croatia	ISO 14001
Macedonia	ISO 14001
Serbia	ISO 14001
Slovenia	EMAS
	ISO 14001

50% of the countries have environmental or energy management certificates.
53% of operations (weighted by total revenue) have environmental or energy management certificates.

Note: The number indicated as super index indicates 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 contact contacto-rse@americamovil.com.

ANNEX BY TOPIC: ANTI-BRIBERY

COUNTRY/OPERATION	CERTIFICATION[1]
Telmex	ISO 37001 (2)
Peru	ISO 37001
Belarus	ISO 37001
Bulgaria	ISO 37001

18% of the countries have anti-bribery certificates.
18% of operations (weighted by total revenue) have anti-bribery certificates.

[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**

APPENDIX J: ASSOCIATION AND ORGANIZATION

ASSOCIATIONS WHERE WE PARTICIPATE
(2-28)

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 AHCIET)
	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
	UN Global Compact
Austria	Code of Conduct on Data Centres Energy Efficiency
	saferinternet.at
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 (ASIET)
	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) —since 2020, Conexis Brasil Digital
	Grupo de Institutos, Fundações e Empresas (GIFE)
	Rede Brasil do Pacto Global da Organização das Nações Unidas (ONU)
Bulgaria	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

Bulgaria	American Chamber of Commerce in Bulgaria
	Deutsch-Bulgarische Industrie- und Handelskammer
	Hellenic Business Council in 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)
	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 Dominico 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	Asociación de Empresas Proveedoras de Internet
	Cámara de Comercio de Quito
	Cámara de Comercio de Guayaquil

Ecuador	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)
	Cámara Salvadoreña de la Construcción (CASALCO)
Guatemala	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)
	Cámara de Comercio Guatemalteco-Americana (AMCHAM)
Global Hitss	Cámara Nacional de la Industria Electrónica de Telecomunicaciones y Tecnologías de la Información (CANIETI)
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 Aliance (GEA)
	Macedonian Association of IT industry (MASIT)
	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)

Serbia	Foreign Investors Council (FIC)
	Slovenian Business Club (SPK)
	Association of Business Women in Serbia
	Chamber of Commerce and Industry of Serbia
	Global System for Mobile Communications (GSMA)
	Business Association of Slovenia and Serbia (BASS)
	Association for the affirmation of the potential of women (AFA)
	Chamber of Italian Serbian businessmen
	UN Global Compact[1]
	The Responsible Business Forum
Slovenia	CER Center of energy efficiency solutions
	AmCham Commission for Sustainable Growth
	GSMA 5G IoT Strategy Group

Slovenia	Diversity Charter
	SRIP Smart Cities and Communities
	Chamber of Commerce and Industry of Slovenia
	Managers' Association of Slovenia
	UN Global Compact
	Forum EMS
	Green Network
Telcel	Asociación Mexicana de Internet
	Asociación Nacional de Telecomunicaciones
Uruguay	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

[148-1]

SUSTAINABILITY DISCLOSURE TOPICS AND ACCOUNTING METRICS

TOPIC	CODE	ACCOUNTING METRIC	UNIT OF MEASURE	COMPANY RESPONSE 2023
Environmental Footprint of Operations	TC-TL-130a.1	(1) Total energy consumed	GigaJoules	24,018,316
		(2) Percentage grid electricity	Percentage (%)	62%
		(3) Percentage renewable	Percentage (%)	38%
Data Privacy	TC-TL-220a.1	Description of policies and practices relating to behavioral advertising and customer privacy	n/a	Go to page 88-99
	TC-TL-220a.2	Number of customers whose information is used for secondary purposes	Number	2.4%
	TC-TL-220a.3	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Reporting Currency	Go to page 87
	TC-TL-220a.4	(1) Number of law enforcement requests for customer information	Number	Go to page 89
		(2) Number of customers whose information was requested	Number	Go to page 89
		(3) Percentaje resulting in disclosure	Percentage (%)	Go to page 89
Data Security	TC-TL-230a.1	(1) Number of data breaches	Number	Go to page 77 and 87
		(2) Percentaje 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 page 87
Product End of Life Management	TC-TL-440a.1*	(1) Materials recovered through take back programs	Metric tons (t)	Go to page 29, 30, 112 and 113
		(2) Percentage of recovered materials that were reused	Percentage (%)	0.01%
		(3) Percentage of recovered materials that were recycled	Percentage (%)	72.1%
		(4) Percentage of recovered materials that were landfilled	Percentage (%)	22.7%

SUSTAINABILITY DISCLOSURE TOPICS AND ACCOUNTING METRICS

TOPIC	CODE	ACCOUNTING METRIC	UNIT OF MEASURE	COMPANY RESPONSE 2023
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)	15.1
		(2) Average actual sustained download speed of non associated content	Megabits per second (Mbps)	15.1
	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 101
Managing Systemic Risks from Technology Disruptions	TC-TL-550a.1	(1) System average interruption duration	Disruptions per customer	19.4
		(2) System average interruption frecquency		3%
		(3) Customer average interruption duration	Hours per customer	0.32 hrs
	TC-TL-550a.2	Discussion of systems to provide unimpeded service during service interruptions	n/a	Go to page 48
Activity Metrics	TC-TL-000.A	Number of wireless Subscribers (millions)	Number	873.8
	TC-TL-000.B	Number of Wireline Subscribers (millions)	Number	73.7
	TC-TL-000.C	Number of Broadband Subscribers (millions)	Number	32
	TC-TL-000.D	Network Traffic	Petabytes	13,620

* Information regarding total waste, including operational waste and take back programs.

** Information of the mobile network in Mexico at December 2020. We don't make a distinction between owned and commercially associated content versus non-associated content.

APPENDIX L: EESG GOVERNANCE AND CLIMATE DISCLOSURE

[2-9, 2-13]

TCFD DISCLOSURE

We are committed to the Task Force on Climate-Related Financial Disclosures (TCFD) recommendations to disclose clear, comprehensive, high-quality information on the impacts of climate change over América Móvil's operations. Besides, moving forward on quantifying financial implications across all our operations.

Over the following sections we will cover the four segments of TCFD:

1. **GOVERNANCE**
2. **STRATEGY**
3. **MANAGEMENT**
4. **METRICS AND TARGETS**

EESG GOVERNANCE

Board Oversight

Process & Roles

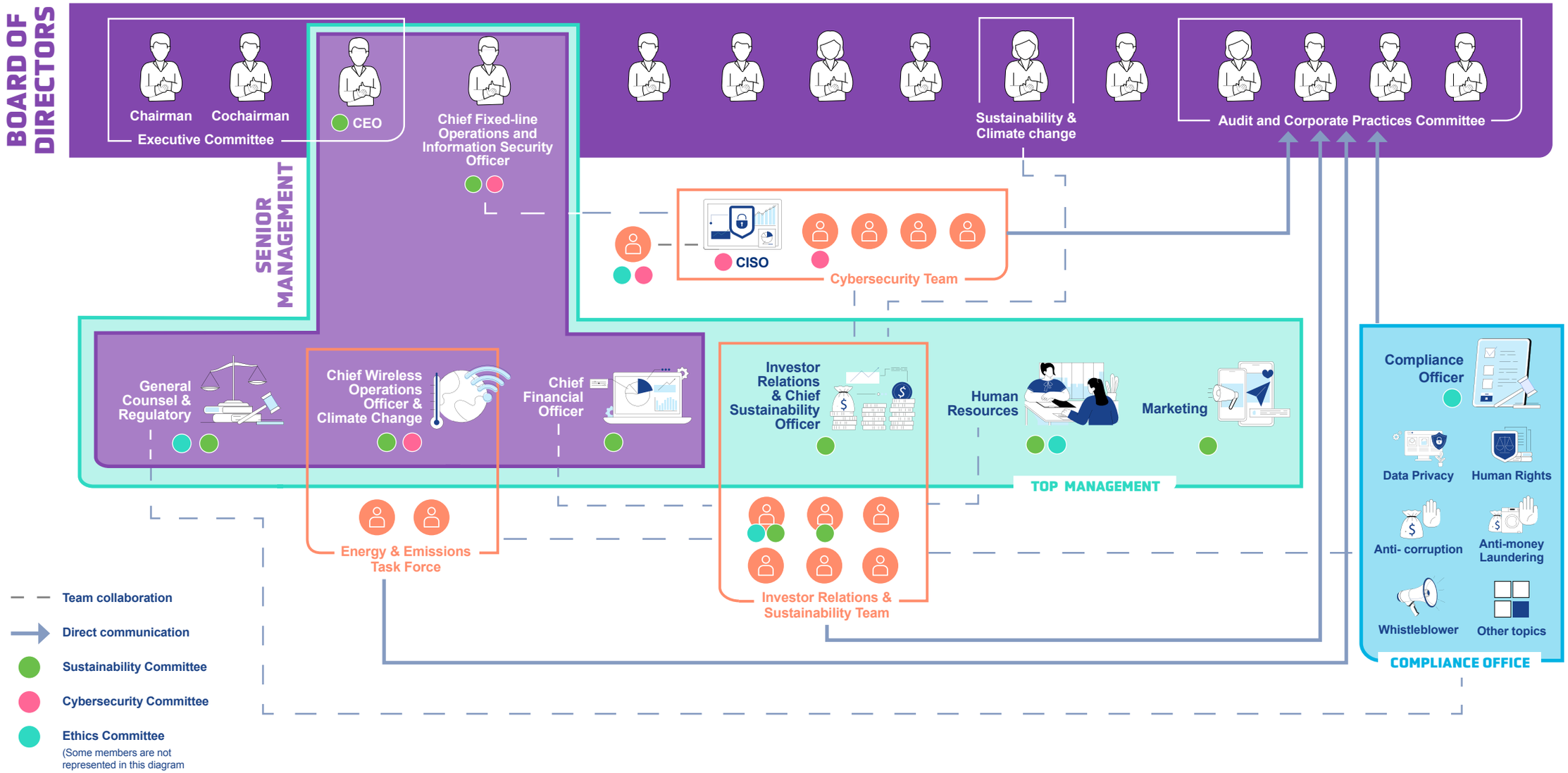
To ensure effective communication, collaboration, and alignment with the Board of Directors, we hold five regular Board meetings every year. If necessary, subsequent or independent sessions are organized upon request. América Móvil's Senior Management updates the Board on the company's financial and operating performance, including budget comparisons, forecasts, and significant variances with the aim of receiving informed recommendations that shape the strategy of our company.

Prior to every Board meeting, the Audit and Corporate Practices Committee meets with members of the Senior Management, including the Chief Financial Officer, General Counsel, Chief Compliance Officer, Chief Sustainability Officer, and Chief Information Security Officer. They present detailed reports of their corresponding areas to ensure the audit committee can effectively oversee the company's financial reporting, internal controls, compliance, sustainability, cybersecurity, climate change and risk management. The supporting material presented in these meetings is available for consultation for all members of the Audit and Corporate Practices Committee through a secure platform.

The following diagram explains the roles and responsibilities of Board members and Senior Management members regarding specific material issues such as: cybersecurity, compliance, sustainability, and climate change. Additionally, it shows how information flows between the Sustainability team, the Cybersecurity team, the Energy and Emissions Taskforce, and the Compliance Office with the Board of Directors.

AMÉRICA MÓVIL'S GOVERNANCE

[2-12, 2-14]



Expertise

The knowledge and experience of our Board members in finance, management, telecommunications industry, sustainability, climate related issues, and risk management have been instrumental in driving organizational success.

Occasionally, we seek to provide training on specific topics deemed necessary for strategic planning. For example, with respect to sustainability and climate related issues, a board member was part of a program conducted by Chapter Zero on Climate Governance Initiative on Climate Risks Governance, to ensure preparedness on topics including: the global context and economic implications of climate change in business, the role and responsibilities of the board in view of climate emergency, the challenges related of carbon emissions neutrality transition, TCFD methodology, sustainable finance and other reporting methodologies, as well as identification of Board´s needs and challenges to address climate change effectively.

Outcomes

Based on the discussions and recommendations of our Board members, our Senior Management designs strategic plans and initiatives that will be implemented by the organization. Additionally, relevant KPIs are defined to measure performance, as well as the budget and ambitions from both the operating and financial perspective, along with all EESG dimensions which includes climate related risks and opportunities.

Senior Management Oversight

Process & Roles

Senior Management members are responsible of communicating the strategic decisions taken by the board to the organization— at the corporate level and for all our subsidiaries— so it can execute accordingly. They are also responsible of driving financial, operating and EESG results in line with the budget, and tracking progress against company targets, ensuring workforce capabilities, and mitigating risks & tapping opportunities (including those related to climate).

It is noteworthy that members of the Senior Management are responsible for the progress of specific material issues, such as cybersecurity, compliance, sustainability, and climate change.

EESG Teams Oversight Process & Roles

Our EESG strategy is crafted in a coordinated manner at the corporate level and enacted at the subsidiary level by the following teams:

- The Compliance Office: ethics, data privacy, human rights, anti-corruption, anti-money laundering, among others.
- The Cybersecurity team: critical infrastructure and network security, data protection, IoT, accesses controls, secure passwords, malware / ransomware, among others.
- The Energy and Emissions Taskforce: emissions management, energy, circular economy, collaboration with value chain, among others.
- The Sustainability team: ethics, data privacy, human rights, data protection, emissions management, energy, circular economy, collaboration with value chain, among others.

All of which are responsible for defining strategic actions on EESG topics, setting company targets and tracking progress, implementing initiatives to achieve best practices and standards, by developing or amending policies and internal processes.

It is often the case that EESG initiatives require the involvement of people from various divisions within the company. For this reason, team-building amongst a diverse group of employees is critical. Frequently, employees need training or new skill sets and knowledge to effectively fulfill EESG tasks. The EESG teams mentioned above play an instrumental role in ensuring that all members of a given initiative are well-equipped to contribute to the company's sustainability goals.

EESG teams gather requirements and concerns from different stakeholders and follow Company versus industry benchmarks to identify and manage risks and opportunities.

Outcomes

The Senior Management and Top Management —which includes the Compliance Officer, Information Security Officer, Sustainability Officer, and Climate Change leader— advocate our EESG culture within the company. Their knowledge and understanding of EESG topics, and their commitment to achieve high standards is fundamental to accomplish our goals and targets.

CLIMATE METRICS AND TARGETS

Target	Associated Metrics	Further detail
52% reduction in absolute scope 1 and 2 emissions by 2030 from a 2019 base year.	• Management of Scope 1 emissions - Migration to low impact refrigerants - Diesel consumption for motor generator; migration to hybrid solutions • Management of Scope 2 emissions - Migration to Clean / Renewable energy consumption and self-generation - Energy consumption - Energy efficiency initiatives	p. 25, 28, 111-112 p. 23, 25, 32-33, 110-111 p. 23, 24, 27, 110 p. 23, 26, 110
14% reduction in absolute scope 3 emissions by 2030 from a 2019 base year.	• Measurement of Scope 3 emissions - Waste management	p. 29-31
Net-zero emissions by 2050.	• Emissions reduction gap to fulfill target by subsidiary	p. 33

Other metrics

- Operations with implemented EESG-linked incentive scheme for a portion of their employees, and related KPIs associated to such incentives.
- Number of assets vulnerable to physical risks associated with climate change.
- Annual number of natural disasters that hit our subsidiaries.
- Estimated annual cost associated with physical risks and natural disasters.

MANAGEMENT OF CLIMATE RIKS AND OPPORTUNITIES

Physical Climate Risk Assessment

In 2023, we commenced a deep dive assessment for hazard analysis related to four climate hazards: cyclones, flooding, wildfires, and temperature variation was undertaken for a total of more than 360 thousand assets of América Móvil and subsidiaries; being the most important within 15 Latin American countries. Flooding and wildfires being assessed for the first time.

Previous assessment was done at a country level for cyclones, heat waves, water availability, sea level rise, snowstorms, and tornados.

Assessment Methodology

For the study, the assets were georeferenced using a geographic information system, longitude, and latitude coordinates. In case, such detail was not available longitude and latitude values were attributed to such assets by using other geographic information associated such as postal codes.

- Cyclones & flooding
  The assets exposure to both cyclone and flooding events was evaluated under three scenarios:

  a) Base scenario: This scenario represents the historical analysis of the effect of these hazards, using the methodology for constructing the hazard index developed by the National Center for Disaster Prevention of Mexico (CENAPRED). Therefore, this scenario considered historical information on hazards, without accounting for climate change.

  b) RCP 6.0 scenario (+3.1 to 3.7 °C): Under this scenario, emissions peak around 2080 and then decline. Temperature projections under RCP 6.0 include continued global warming until 2100, during which CO2 levels rise to 670 ppm, causing global temperature to increase by 3.1 to 3.7 °C.

  c) RCP 8.5 scenario (+4.1 and 4.8ºC): This scenario is grounded in the changes in intensity and frequency of tropical cyclones attributed to climate change, as outlined in the study by Emanuel (2013), "Downscaling CMIP5 climate models shows increased tropical cyclone activity over the 21st century." The scenario approximates these changes by interpolating the values based on their respective radiative forcing.1 The expected global temperature increase falls between 4.1 and 4.8ºC.

- Wildfires
  The analysis was run with the wildfire module of Climada, an open-source model developed by ETH Zurich University. Such module is designed to model wildfire hazards by leveraging available historical data and generating synthetic fires. These fires are then aggregated into event years, forming the basis for an overarching probabilistic risk assessment. Ten thousand simulations were carried out, considering the last 5 years of forest fires in each country analyzed, taking as a base the period 2018 to 2022. To identify assets exposed to wildfires, they were geographically referenced and centroids of 2°×2° were considered to cross reference the fire zones with assets.

- Temperature variation
  For temperature variation, two different approaches were implemented:

  a) Identification of temperature anomalies up to date compared to the base period of 1951-1980 by georeferencing América Móvil's operations and using the NASA Goddard Institute for Space Studies database through the GISS Surface Temperature Analysis in its version 4 (GISTEMP v4), which is an estimate of the global change in surface temperature. To indicate how much each region at country level has warmed or cooled, data was obtained from geographically referenced 2°×2° box measurements and for all the boxes where América Móvil infrastructure was located, anomalies were averaged by country.

  b) b) Future temperature projections of the average surface air temperature, considering historical data from 1950 to 2014, and four climate Shared Socioeconomic Pathways (SSP) scenarios, which consider 4 levels of greenhouse gas emissions, corresponding to 4 specific temperature projections from 2020 to 2100. Giving specific focus to the SSP5-8.5 scenario temperatures in 2050 and 2100. Climate projection data is modeled from the global climate model compilations of the Coupled Model Intercomparison Projects (CMIP), overseen by the World Climate Research Program. The data presented are those of CMIP6, derived from the sixth phase of the CMIPs (taken from the IPCC Sixth Assessment Report).

Previous Assessment Methodology

The assessment was held considering the IPCC A2 scenario for the probability and severity assessment of the environmental and economic risks identified during the materiality analysis and bottom-to-up processes. To obtain the risk maps, spatial modeling of these predictions was used based on the IPCC A2 scenario, as it is the most widely used and accepted. These spatial models obtained from organizations such as IPCC, EPA, Mapelcroft and CGDev, among others, were normalized to the WGS84 standard (World Geodetic System 1984) using ArcGIS. The risk rating was assigned in a general way considering the territory and the percentage that the IPCC risk modeling covers within each country.

Transitional Risks Assessment

Top Management collaborated with a consulting firm in an intensive day session to identify and evaluate applicable transition risk for the Company. Since then, the identified risks have been reviewed in an annual basis and edited, when deemed necessary, to reflect the current Company perspective.

Assessment Methodology

In line with TCFD recommendations, the consulting firm made an investigation of possible transitional risks (including regulatory, technological, market and reputational) relevant for the industry, based on public papers and industry leaders' sustainability and climate change reports.

Consequently, the consulting firm organized a full-day workshop for Top Management, risk and sustainability members, as well as key operation staff. During the workshop the consulting firm guided the discussion considering their prior research and the particularities of the Company being set on the table. Having reached a consensus on type of risk, time frame considered, probability, relevance, organization context, and implications the sustainability team worked on documenting on paper all that was agreed upon.

Management

The climate change impact within the operations is spreadhead by the sustainability team and shared with the Sustainability Committee and the Audit and Corporate Practices Committee.

As an overall overview of the internal process, after receiving the third-party experts reports on Climate Change Exposure and/or risks and opportunities, as a result of previous assessments, the sustainability team reviews, analyzes, and breaks down the high-level data into subsidiary/ asset level to understand the particularities of each.

[1] Assets include but not limited to: 1. buildings and/or structures; 2. machinery, equipment, furniture and office equipment; 3. electronic equipment (computers and office equipment); 4. stocks or inventories of goods and/or finished product; 5. electronics; 6. fiber-optic cable; 7. external plant without fiber-optics; 8. submarine cable system; 9. goods in the process of construction and/or assembly; 10. vehicles; and 11. other assets.

[2] Argentina, Paraguay, Uruguay, Brazil, Colombia, Ecuador, Guatemala, Costa Rica, Honduras, El Salvador, Nicaragua, México, Perú, Puerto Rico, and Dominican Republic.

From the analysis, the sustainability team identifies key operations to interview to grasp more detail on their day-to-day experience handling local climate hazards, the operational and financial impact associated, as well as to identify learnings, best practices regarding mitigations and adaptative measures, and related opportunities.

At a subsidiary level, local teams, which may include operating, sustainability, and risk members, continuously update their Local Business Continuity Plans and protocols related to physical climate change risks and natural disasters. In conjunction, these procedures cover specific operational and communication guidelines to follow prior, during and after a natural contingency to mitigate possible impact to assets and infrastructure, ensure effective communication between internal teams and governmental institutions, restore services as quickly as possible, while safeguarding the safety of our employees and citizens. Also, they entail local teams managing risks and opportunities related to climate change.

Finally, all information gathered through the assessment, analysis and conversations with the subsidiaries is consolidated and presented to the Chief Sustainability Officer and Chief Wireless Operations Officer, who oversee all climate change related efforts, including the recommendation of next steps to get a more precise overview of the company's risk and opportunities related to climate change hazards. Consequently, highlights from this process are shared with the Sustainability Committee and the Audit and Corporate Practices Committee.

Best practices identified during the whole process are shared among subsidiaries to strengthen América Móvil's resilience to climate change events.

STRATEGY OF CLIMATE RIKS & OPPORTUNITIES

Physicals Climate Riks

Risk: Cyclone, hurricane, typhoon, floodings

Category: Acute Physical

Time horizon: short-term

Probability and Impact: Very likely, Low

Context: Extreme weather conditions, such as hurricanes, cyclones, tropical storms, as well as their increase in intensity over the years, can result in severe floodings. Therefore, América Móvil has analyzed different scenarios to understand the different possible impact associated to mentioned climate risks.

Implications: IImpact on our ability to provide services, 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. There is also an increase in cost by different reasons, such as: power supply interruption, repair or replacement of equipment, investment in new equipment for adapting facilities/infrastructure to new climate requirements, additional employee crews, among others.

Mitigation / Adaptation Actions: We actively manage physical risk exposure and receive recommendations from industry experts such as insurance companies, to mitigate risks which also result in a reduction in the overall cost. Our infrastructure is designed and built with high standards to endure extreme weather conditions at the core, and it is tested and given the proper maintenance in a regular basis to guarantee its endurance. Additionally, our operations have business continuity plans and disaster recovery plans according to their local needs to mitigate possible impact to assets and infrastructure, restore services as quickly as possible, ensure continuity of service, while safeguarding our employees' and citizens' safety, as well as customer satisfaction levels alike.

Beyond these plans, 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.

Risk: Heat waves, droughts, wildfires

Category: Acute Physical

Time horizon: short-term

Probability and Impact: Very likely, Low

Context: On average, across all countries within América Móvil infrastructure, temperatures have risen by more than one degree Celsius (1°C) compared to the base period of 1951-1980, and most countries have recorded historical highs of 2°C or more. As temperature continues to increase it is estimated that infrastructure will be exposed to the risk of wild fires, especially those near forest areas.

Implications: Alter the regular functioning of our equipment, service interruption, compromise well-being of our workforce, increase cost related to, power supply interruption, cooling systems, employee health care expenses, and investment in state-of-the-art equipment that meets new climate requirements, among others.

Mitigation / Adaptation Actions: Replacement of obsolete AC for newer and more efficient ones and rethinking the Company's dress code to consider the local temperature variation. Additionally, our operations have business continuity plans and disaster recovery plans according to their local needs to mitigate possible impact to assets and infrastructure, restore services as quickly as possible, ensure continuity of service, while safeguarding our employees' and citizens' safety, as well as customer satisfaction levels alike.

Beyond these plans, our ongoing work involves conducting vulnerability assessments related to physical events caused by climate change within regions where we operate. Such studies, enable us to identify the exposure to extreme weather events among the operations, in order to implement the appropriate mitigation strategies at asset level.

Other Climate Related Riks

Risk: Limited access to Clean/ Renewable Energy

Category: Regulatory

Time horizon: short-term

Probability and Impact: Very likely, High

Context: Latin America countries legislation requires a minimum energy consumption to close a Power Purchase Agreement (PPA). Additionally, in some of these countries the governmental support for this type of technology shifts from one ruling period to another, therefore country supply of clean / renewable energy is not always guaranteed to meet local market demand.

Implications: Our radio access network represents most of our energy consumption. None the less, as the energy consumption to close this type of agreements is accounted per site we do not meet minimum energy consumption requirement to close a PPA. This may entail, more time-consuming to be able to close such agreements, when possible, or to find a willing and suited supplier which offers the clean / renewable energy at a competitive and appealing price.

On the other hand, with limited accessibility to clean/renewable energy sourcing some operations have started to explore self-generation measures, which might represent an initial significant investment and resources to understand new sector regulations and requirements, as well as to negotiate and reach agreements with local governments, when applicable.

Mitigation / Adaptation Actions: 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. For further detail go to **Climate Metrics and Targets** section.

In addition, we engage through industry associations in public policy debates concerning the global mitigation of climate change, encouraging the adoption of policies which are aimed at achieving increased investments in clean technology solutions.

Risk: Stricter regulations on circular economy

Category: Regulatory

Time horizon: medium-term

Probability and Impact: Likely, Medium

Context: We anticipate stricter regulations regarding resource efficiency and intensity, as well as product life cycle management. Additionally, not all markets are ready to fully comply with a circular economy, for which great efforts are to be done to restructure actual linear value chains to circular and interconnected ones.

Implications: Difficulty to find a supplier that meets legal requirements to handle equipment/waste according to new regulation; and the possibility that given suppliers does not handle as stipulated our equipment/ waste, which might lead to a unfavorable media/reputational event. The destination of human and monetary resources to strengthen our internal systems to guarantee audit and legal level requirements. Affect our financial performance, particularly if these changes are unexpected or have short transition periods.

Mitigation / Adaptation Actions: To prepare for potential regulatory shifts, we continuously monitor any changes while harmonizing best practices across subsidiaries to refurbish and reuse materials, as well as ensuring proper management once they reach their end-of-life stage. For further detail go to **Climate Metrics and Targets** *section.*

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.

Risk: Implementation of carbon tax and / or limit con Green House Gases (GHG) emissions

Category: Regulatory

Time horizon: short-term

Probability and Impact: Very likely, Low

Context: We are aware that carbon taxes have been implemented in some regions where we operate and anticipate potential increases in these restrictions or taxes, as some of these regions are also committing to net zero targets.

Implications: Significant investment in new and more efficient technology, reallocation of resources to accelerate our decarbonization strategy in some of our operations, and complex training requirements to attend new reporting metrics across countries.

Mitigation / Adaptation Actions: We actively monitor changes in tax policies within our operating regions. Additionally, anticipating and in line with international effort to contain climate change, América Móvil has a near-term Science Based Target (SBT) and committed to achieve Net Zero by 2050. For further detail go to **Climate Metrics and Targets** *section.*

Particularly, regarding remote base stations powered by diesel-powered generators, we actively work in connecting them to local grids when possible or migrate them to hybrid solutions.

We also 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.

Risk: Changing customer behavior / preferences

Category: Market

Time horizon: short-term

Probability and Impact: Very likely, Low

Context: In the coming years, América Móvil's largest consumer base will be the millennials and Generation Z, both for the purchase of devices and for services. Many studies have been done on the consumer preferences of both groups, and it has been concluded that they base their preferences and loyalty on their convictions, on the values in which they believe, and on how companies respond to those values. These include the efforts of social responsibility that a company makes and their impact in society.

Implications: Failure to make strong corporate citizenship efforts in the three spheres - environmental, social, and economic – and effectively communicate or progress with our key stakeholders can negatively affect the reputation of the company. Consequently, this may lead to a decrease in sales and profitability.

Mitigation / Adaptation Actions: América Móvil is deploying its Sustainability Strategy, which entails engaging with stakeholders to explain what the company has been doing in alignment to its SBT and the Sustainable Development Goals (SDGs), accordingly with their particular material interest. To do so, the sustainability team and the energy and emissions taskforce have been working together on developing and implementing the Company´s transition plan, and from their daily work they generate the different communication materials to share with stakeholders.

Also, refreshing the sustainability webpage section and keeping the material up to date is work of the sustainability team. The site allows stakeholders to access information from sustainability governance, strategy, goals, to additional messages/reports on EESG topics.

In parallel, we recognize that one of the most relevant promoters of the brand are the employees. Therefore, the internal communications team and the sustainability team worked on developing a series of materials to share the updated Sustainability purpose and culture within the company.

Climate Related Opportunities

Opportunity: Changing customer behavior / preferences

Category: Market

Time horizon: Short-term

Probability and Impact: Very likely, High

Context: América Móvil is standardizing practices across subsidiaries for refurbishing and reusing materials. Therefore, we extend the life of devices and other electronic equipment and we ensure that proper management is held once they are no longer in use. Also, 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. We promote a culture of recycling electronic waste within our communities and consistently develop communication and outreach campaigns.

In addition to these efforts, we are migrating to clean / renewable energy, and investing in new energy-saving technologies, as well as biodiversity programs.

On the social sphere, 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. Also, in some operations we also have free navigation and training programs to increase the use of a learning platform, to bridge the gap between those with limited resources for education by giving them access to knowledge that can help improve their lives.

Implications: By investing in environmental, social, and economic spheres and communicating it properly, we will be able to position the brand as a company that allocates resources to social and environmental responsibility

causes, meeting the expectations of the new generations of consumers, and maintaining our position as one of the most competitive, responsible, and attractive options in the market.

As a knock-on effect, prolonging the life cycle of network equipment – modems, landline telephone sets, routers, and set-top boxes among others – as well as, migrating to clean / renewable sources and investing on new efficient technology allows us to be economically more efficient. We firmly believe this culture will continue to grow stronger over time, enabling us to capitalize on these practices and further solidify our reputation as responsible corporate citizens.

Strategy to realize opportunity: The sustainability team continuously works on refreshing the sustainability webpage section considering investors and other stakeholder recommendations. The site encompasses sustainability information, from governance, strategy, goals, global engagement, to additional messages/reports on EESG topics.

In parallel, we acknowledge that one of the most relevant promoters of the brand are the employees. Therefore, the internal communications team and the sustainability team worked on developing a series of materials to share the updated Sustainability purpose and culture within the company. These included, an Introduction to Sustainability training program designed to familiarize all the workforce with the Company's sustainability strategy.

Opportunity: Migrating to clean / renewable energy sources

Category: Energy sourcing

Time horizon: Medium-term

Probability and Impact: Likely, High

Context: One of our primary sources of emissions stems from electricity consumption, which falls under the category of Scope 2 emissions. Recognizing this issue, and in alignment with our commitment towards sustainable practices, we see immense potential in adopting energy sources with lower emission factors. As well, as evaluating autogenerating projects.

Implications: Ensuring operational efficiency and presenting significant financial, reputational and resilience opportunities. Renewable energy sources are not only cleaner but also less expensive and more reliable compared to traditional methods.

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.

Strategy to realize opportunity: 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. For further detail go to **Climate Metrics and Targets** section.

In addition, we engage through industry associations in public policy debates concerning the global mitigation of climate change, encouraging the adoption of policies which are aimed at achieving increased investments in clean technology solutions.

Opportunity: Access to incentives and better capital conditions

Category: Financial

Time horizon: Shot-term

Probability and Impact: Very likely, High

Context: Numerous organizations and governments provide incentives for companies to transition towards cleaner energy production systems and suppliers. Additionally, we have observed an increasing trend in institutional investors focusing on environmentally responsible companies and projects.

Implications: América Móvil's will have access to capital under preferential conditions, allowing the Company a faster advancement towards improved EESG alignment and to demonstrate to our stakeholders that we remain dedicated to following best practices in sustainability efforts. It will additionally allow the Company to capitalize opportunities to Enable a Better World, in alignment with the **Sustainable Financing Framework.**

Strategy to realize opportunity: Since 2021, we have issued 4 different ESG financial mechanisms, the last three aligned to the Company's Sustainable Financing Framework. The first **Sustainable Financing Report** was published last year, and it contains details on the allocation of funds of previous issuances. América Móvil seeks to attract investors which are supportive of these objectives and continues to focus on enlarging our sustainable financing investor base.

Opportunity: Development and/or expansion of low emission goods and services

Category: Products and services

Time horizon: Short-term

Probability and Impact: Likely, High

Context: 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.

Implications:

Strategy to realize opportunity: We are setting corporate and local working groups to identify all the Group´s solutions, their potential emissions reduction impact and replicability through the Group, as well as the potential costs and financial impact for the Company in the different markets where we operate, as for the moment they've had more acceptance on the European Market.

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), Machine-to-Business (M2B), and Machine-to-Machine (M2M) 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.

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NEXT STEPS

We strive to gradually align to international sustainability standards, such as the General Requirements for Disclosure of Sustainability related (IFRS1) and Climate-related (IFRS 2) Disclosures. As we continue to analyze and collaborate with different members of the company to have a better and more detailed understanding of our risks & opportunities related to climate change. Also, we seek to improve year-over-year our level of disclosure by reaching out to industry experts, consultants, and insurance companies to receive feedback and recommendations.

APPENDIX M: GRI

STATEMENT OF USE	América Móvil has reported the information cited in this GRI content index for the period January 1, 2023 to December 31, 2023 with reference to the GRI Standards.
GRI 1 USED	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	DISCLOSURE	LOCATION	REFERENCE
GRI 2: GENERAL DISCLOSURES 2021				
	2-1	Organizational details	2	Find more information about Location of headquarters on page 10 of our 2023 Annual Report/20-F: https://s22.q4cdn.com/604986553/files/doc_financials/2023/ar/as_filed.pdf
				Find more information about Location of operations on pages 12, 13, 14 and 17 of our 2023 Annual Report/20-F: https://s22.q4cdn.com/604986553/files/doc_financials/2023/ar/as_filed.pdf
				Find more information about Ownership and legal form on pages 10 and 53 of our 2023 Annual Report/20-F: https://s22.q4cdn.com/604986553/files/doc_financials/2023/ar/as_filed.pdf
	2-2	Entities included in the organization's sustainability reporting	2	Find more information about our entities on pages 12, 13 of our 2023 Annual Report/20-F: https://s22.q4cdn.com/604986553/files/doc_financials/2023/ar/as_filed.pdf
	2-3	Reporting period, frequency and contact point	2, 95	
	2-4	Restatements of information	2	
	2-5	External assurance	2, 182	
	2-6	Activities, value chain, and other business relationships	54, 59, 84, 91, 98, 120	You can find more information about Activities, brands, products, and services* on pages 10, 14, 15, 16 and 17 of our 2023 Annual Report/20-F: https://s22.q4cdn.com/604986553/files/doc_financials/2023/ar/as_filed.pdf *From our total revenues in 2023, 0.03% comes from adult content, showing a reduction of 50% YoY.
				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/2023/ar/as_filed.pdf
				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. In 2023 we implemented a Code of Ethics for Suppliers.

GRI STANDARD	DISCLOSURE	DISCLOSURE	LOCATION	REFERENCE
	2-7	Employees	59, 120	
	2-8	Workers who are not employees	59	
	2-9	Governance structure and composition	19, 71, 133, 134, 153	Find more information about Governance structure on pages 63 to 68 of our 2022 Annual Report/20-F: https://s22.q4cdn.com/604986553/files/doc_financials/2023/ar/as_filed.pdf
				Find more information about Composition of the highest governance body and its committees on pages 63 to 65 of our 2023 Annual Report/20-F: https://s22.q4cdn.com/604986553/files/doc_financials/2023/ar/as_filed.pdf
	2-10	Nomination and selection of the highest governance body		Find information about Nominating and selecting the highest governance body on pages 63 to 67 of our 2023 Annual Report/20-F: https://s22.q4cdn.com/604986553/files/doc_financials/2023/ar/as_filed.pdf
	2-11	Chair of the highest governance body	133	Find information about Chair of the highest governance body on pages 63 to 65 of our 2023 Annual Report/20-F: https://s22.q4cdn.com/604986553/files/doc_financials/2023/ar/as_filed.pdf
	2-12	Role of the highest governance body in overseeing the management of impacts	9, 10, 11, 19, 96, 133, 154	
	2-13	Delegation of responsibility for managing impacts	19, 71, 72, 87, 89, 134, 153	
	2-14	Role of the highest governance body in sustainability reporting	10, 154	
	2-15	Conflicts of interest	75, 78	
	2-16	Communication of critical concerns	75, 134	
	2-22	Statement on sustainable development strategy	3, 10	
	2-23	Policy commitments	9, 78, 84, 86	
	2-24	Embedding policy commitments	73	
	2-25	Processes to remediate negative impacts	75, 83, 86, 100	
	2-26	Mechanisms for seeking advice and raising concerns	72, 73, 75, 78, 89	
	2-27	Compliance with laws and regulations	73, 135	

GRI STANDARD	DISCLOSURE	DISCLOSURE	LOCATION	REFERENCE
	2-28	Membership associations	147	
	2-29	Approach to stakeholder engagement	98	
	2-30	Collective bargaining agreements	64	
GRI 3: MATERIAL TOPICS 2021				
	3-1	Process to determine material topics	2	
	3-2	List of material topics	11, 96	
GRI TOPIC STANDARDS				
GRI 201: ECONOMIC PERFORMANCE 2016				
	201-1	Direct economic value generated and distributed	54	
	201-2	Financial implications and other risks and opportunities due to climate change	100	
GRI 203: INDIRECT ECONOMIC IMPACTS 2016				
	203-1	Infrastructure investments and services supported	54	
	203-2	Significant indirect economic impact	50, 130	
GRI 204: PROCUREMENT PRACTICES 2016				
	204-1	Proportion of spending on local suppliers	85	
GRI 2015: ANTI-CORRUPTION 2016				
	205-2	Communication and training about anti-corruption policies and procedures	73	
GRI 206: ANTI-COMPETITIVE BEHAVIOR 2016				
	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	135	
GRI 207: TAX 2019				
	207-1	Approach to tax	90	
	207-4	Country-by-country reporting	169, 172	

GRI STANDARD	DISCLOSURE	DISCLOSURE	LOCATION	REFERENCE
GRI 302: ENERGY 2016				
	302-1	Energy consumption within the organization	24, 28, 110, 111	Find more information in the external auditor report page 182
	302-3	Energy intensity	110	
	302-4	Reduction of energy consumption	24	
GRI 304: BIODIVERSITY 2016				
	304-2	Significant impacts of activities, products, and services on biodiversity	38	
	304-3	Habitats protected or restored	38	
GRI 303: WATER AND EFFLUENTS 2018				
	303-3	Water withdrawal	114, 115	
	303-4	Water discharge	114, 116	
	303-5	Water consumption	31, 114	
GRI 305: EMISSIONS 2016				
	305-1	Direct (Scope 1) GHG emissions	32, 117, 118	Find more information in the external auditor report page 182
	305-2	Energy indirect (Scope 2) GHG emissions	32, 117, 118	Find more information in the external auditor report page 182
	305-3	Other indirect (Scope 3) GHG emissions	32, 117, 118, 119	
	305-4	GHG emissions intensity	32, 118	Find more information in the external auditor report page 182
	305-5	Reduction of GHG emissions	118	Find more information in the external auditor report page 182
GRI 306: WASTE 2020				
	306-2	Management of significant waste-related impacts	29, 112	
	306-4	Waste diverted from disposal	29, 112	Find more information in the external auditor report page 182
	306-5	Waste directed to disposal	29, 112	Find more information in the external auditor report page 182
GRI 401: EMPLOYMENT 2016				
	401-1	New employee hires and employee turnover	121, 122	
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	63	
	401-3	Parental leave	63	

GRI STANDARD	DISCLOSURE	DISCLOSURE	LOCATION	REFERENCE
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018				
	403-1	Occupational health and safety management system	65	Find more information in the external auditor report page 182
	403-5	Worker training on occupational health and safety	65	
	403-6	Promotion of worker health	65, 66, 67	
	403-9	Work-related injuries	126, 127, 128	
GRI 404: TRAINING AND EDUCATION 2016				
	404-1	Average hours of training per year per employee	60, 124, 125	
	404-2	Programs for upgrading employee skills and transition assistance programs	60	
	404-3	Percentage of employees receiving regular performance and career development reviews	62, 124	
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016				
	405-1	Diversity of governance bodies and employees	59, 64, 71, 120, 121, 122, 123, 133	Find more information in the external auditor report page 182
	405-2	Ratio of basic salary and remuneration of women to men	63, 123	Find more information in the external auditor report page 182
GRI 415: PUBLIC POLICY 2016				
	415-1	Political contributions	171	
GRI 418: CUSTOMER PRIVACY 2016				
	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	87, 151	Find more information in the external auditor report page 182 None incidents occured that resulted in sanctions or repercussions.
CYBERSECURITY INFORMATION				
		Countries Certified in Management Security System	137, 145	

APPENDIX N: SSL INDICATOR

	KPI	DEFINITIONS	BASELINE (2019)[1]		2021	2022	2023	2024	2025
E	1. Reduce absolute CO2 Emissions (Ton Co_2e)	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_2e"	Target	2.00%	4.00%	7.30%	12.40%	19.00%
				Annual Result	14.80%	19.01%	21.00%		
				Threshold	2.00%	2.00%	3.50%	5.50%	7.50%
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	21		
				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	3		
				Threshold	1	1	2	2	3

[1] We adjusted the 2019 baseline in alignment with the GHG Protocol, to make information comparable considering the following situations:

- Tracfone was sold in 2021, Claro Panamá was sold in 2022, and we entered into a Joint-Venture with VTR and Claro Chile, so we excluded its data from the 2019 baseline.
- 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)."

All our emissions calculations are aligned under to the Green House Gas (GHG) Protocol.

APPENDIX 0: GSMA ESG METRICS FOR MOBILE INDUSTRY

TOPIC	SUB-TOPIC	KPI NAME	GSMA CODE	GSMA CODE	AMÉRICA MOVIL RESPONSE / RESULTS
ENVIRONMENT	Emissions	Science-based targets	GSMA-ENV-01	Disclose whether you have set, or committed to set, GHG emissions targets that are in line with the goals of the Paris Agreement to limit global warming to well below 2 C above pre industrial levels and pur-sue efforts to limit warming to 1.5 C and to achieve net zero emissions before 2050. (yes/no)	Yes
		Scope 1, 2 and 3 Emissions	GSMA-ENV-02	Absolute Scope 1 and 2 emissions (tonnes CO_2e)	1,726,865
				Absolute Scope 1 and 2 emissions (tonnes CO_2e) per 1GB data	0.0001
				Percentage change in absolute Scope 1 and 2 emissions since last reporting period	- 21% compared to base year 2019
				Absolute Scope 3 emissions (tonnes CO_2e)	3,051,150
				Absolute Scope 3 emissions (tonnes CO_2e) per 1GB data	0.0001
				Percentage change in absolute Scope 3 emissions since last reporting period	- 23% compared to base year 2019
	Energy	Energy Consumption	GSMA-ENV-03	Total energy consumed (MWh)	6,671,755
				Total energy consumed (MWh) per 1GB of data	0.0005
				Total Network energy consumed (MWh)	The Company reports in acordance with GRI 405-2; as of the date of this report AMX is working on this specific allocation.
				Total Network energy consumed (MWh) per 1PB of data	
				Percentage grid renewable	
				Percentage grid non renewable	
				Percentage off grid renewable	
				Percentage off grid non renewable	

TOPIC	SUB-TOPIC	KPI NAME	GSMA CODE	GSMA CODE	AMÉRICA MOVIL RESPONSE / RESULTS
ENVIRONMENT	Waste Reduction	Materials Repaired or Reused	GSMA-ENV-04	Percentage of Network equipment repaired or reused, by units	The Company reports in acordance with GRI 306; as of the date of this report AMX is working on this specific allocation.
				Percentage of Network equipment repaired or reused, by purchase price	
				Percentage of Handset and CPE repaired or reused, by units	
				Percentage of Handset and CPE repaired or reused, by purchase price	
	Waste Reduction	Waste Generated	GSMA-ENV-05	Total waste generated (tonnes) per 1GB of data	
				Network waste (tonnes) per 1PB of data	
				Handsets and other Customer premises equipment (CPE) waste (tonnes) per 1PB of data	
				All other waste (tonnes) per 1PB of data	
ENVIRONMENT	Waste Reduction	Materials Recycled	GSMA-ENV-06	Percentage of Network waste (from 1.5b) recycled (units)	
				Percentage of purchase price of recycled Network waste	
				Percentage of Handsets and CPE waste (from 1.5c) recycled (units)	
				Percentage of purchase price of recycled Handsets and CPE waste	
				Percentage of all other waste (from 1.5d) recycled (units)	
				Percentage of purchase price of all other recycled waste	
DIGITAL INCLUSION	Network Coverage	Population Covered by Mobile Network	GSMA-INC-01	Percentage of population covered by operator's mobile network. Breakdown by: 3G, 4G, 5G	Go to page 48
	Affordability	Device and Subscription Affordability	GSMA-INC-02	Cost of the most affordable data-enabled phone, as percentage of monthly GDP per capita	6.32%
				Average cost of 1GB of data, as percentage of monthly GDP per capita	0.06%
	Digital Skills	Digital Skills Programmes	GSMA-INC-03	Number of people (excluding employees) that have completed a digital skills training programme, divided by total subscribers	0.19%

TOPIC	SUB-TOPIC	KPI NAME	GSMA CODE	GSMA CODE	AMÉRICA MOVIL RESPONSE / RESULTS
DIGITAL INTEGRITY	**Data Protection**	Customer Data Incidents	GSMA-INT-01	Number of data breaches, per million subscribers	Total number of digital security breaches or incidents classified as serious: 0
				Percentage of data breaches involving personally identifiable information (PII)	0%
				Number of customers affected, per million subscribers	0
				Number of regulatory actions for data protection violations (e.g. marketing related complaints, data breaches, etc), per million ubscribers	0
	Digital Rights	Digital Rights Policy	GSMA-INT-02	Is there a policy specifically covering Digital rights protection and transparency, Privacy, Freedom of expression, Government mandates to shut down or restrict access, and/or Government requests for data? (yes/no)	Yes
	Online Safety	Online Safety Measures	GSMA-INT-03	Do you have controls or programmes in place to improve online safety for children and other vulnerable groups? (yes/no)	Yes
SUPPLY CHAIN	**Sustainable Supply Chain**	Sustainable Procurement Policy	GSMA-SUP-01	Do you have a Sustainable Procurement Policy in place? (yes/no)	Yes
				If yes, how many of the following elements does it cover?	
				Organizational governance: decision making processes and structures	Yes
				Human rights	Yes
				Labor practices	Yes
				Environment	Yes
				Fair operating practices	Yes
				Consumer issues	No
				Community involvement and development	No
		Supplier Assessments	GSMA-SUP-02	Percentage of suppliers screened against the Sustainable Procurement Policy using company defined and documented assessment procedure, within the previous two years	1,915 evaluations initiated with our Due Diligence Protocol in 2023 with 548 being concluded.
				Percentage of suppliers assessed against the Policy through site visits, within the previous 2 years	0%

APPENDIX P: TAX CONTRIBUTIONS

(207-4)

EFFECTIVE TAX RATE

In 2023, América Móvil accrued MX 34,544 million in corporate income taxes on a consolidated basis. This amount corresponds to an effective tax rate of 29.95% on our worldwide earnings. In 2022, AMX accrued corporate taxes amounted to MX 46,044 million which represented an effective tax rate of 34.29%. 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

TAXES PAID BY COUNTRY 2022

COUNTRY	2022 REVENUES (MXP)	ACCOUNTING PROFITS (LOSSES) BEFORE INCOME TAX FOR THE FISCAL YEAR	2022 PAID TAXES (MXP)	2022 ACCRUED TAX (MXP)	NUMBER OF EMPLOYEES
Argentina	66,583,745,782	-2,454,799,868	2,714,888,471	144,196,826	3,938
Austria	58,536,259,387	17,656,196,107	2,644,015,385	3,071,435,708	7,165
B Virgin Isl	0				0
Barbados	0				0
Belarus	9,792,632,372	-2,381,187,124	1,825,216,307	915,759,640	2,351
Bosnia Herz	0	-1,283,997	78,928	0	0
Brazil	175,547,211,100	28,441,379,128	1,762,684,642	1,536,766,198	34,946
Bulgaria	14,315,224,234	-2,622,998,734	634,202,489	335,391,015	3,603
Canada	0				0
Chile	18,580,456,653				2,651
Colombia	70,959,530,959	10,528,532,608	4,007,262,872	1,834,727,782	9,716
Costa Rica	4,634,696,314	-1,382,373,948	0	0	834
Croatia	415,148,842	-967,712,808	2,100,190,453	1,830,740,126	1,776
Cyprus		-1,411,418,266	263,000,669	19,076,142	
Czech Rep	209,971	-133,783	807,277	271,109	0

TAXES PAID BY COUNTRY 2022

COUNTRY	2022 REVENUES (MXP)	ACCOUNTING PROFITS (LOSSES) BEFORE INCOME TAX FOR THE FISCAL YEAR	2022 PAID TAXES (MXP)	2022 ACCRUED TAX (MXP)	NUMBER OF EMPLOYEES
Dominican Rep	21,357,830,195	8,342,850,026	1,898,451,387	1,815,406,752	7,832
Ecuador	20,799,288,906	4,699,833,384	999,387,977	997,657,664	3,105
El Salvador	8,997,457,715	1,670,700,403	429,616,607	379,510,699	2,089
Germany	76,359,348	-121,413,369	323,671	603,569	29
Guatemala	21,050,333,090	25,747,564,277	1,056,619,461	897,286,664	3,774
Honduras	6,161,463,104	1,358,605,244	272,585,610	272,585,610	1,054
Hungary	0	-1,750,774	178,319	121,597	0
Italy	169,828	-648,563	370,076	0	0
Luxembourg	525,791	1,241,005,024	0	0	0
Macedonia	3,082,110,354	-305,491,178	2,646,089,070	2,646,089,070	771
Mexico	329,019,760,683	253,737,871,613	36,080,908,991	34,300,013,786	80,610
Netherlands	7,371,852,904	15,860,244,297	4,112,845,105	3,985,832,166	4
Nicaragua	6,200,730,992	1,083,971,449	521,654,097	521,651,668	1,851
Panama	1,399,444,909	-443,216,095	0	0	550
Paraguay	2,782,667,773	-619,118,410	779,492	381,933	460
Peru	36,489,490,138	25,172,762	2,025,292,482	1,992,901,530	4,406
Poland	0	-317,639	1,528	1,528	0
Puerto Rico	24,155,875,186	-2,419,054,620	0	0	2,491
Romania	0	-1,648,662	959,061	479,531	0
Serbia	7,362,853,617	-698,132,491	393,927,616	514,429,067	1,544
Slovak Republic	1,868,108	-884,657	100,262	100,262	0
Slovenia	4,647,506,305	-33,254,090	49,218,320	17,585,689	642
Spain	388,736,292	6,441,056	1,845,383	1,616,603	11

TAXES PAID BY COUNTRY 2022

COUNTRY	2022 REVENUES (MXP)	ACCOUNTING PROFITS (LOSSES) BEFORE INCOME TAX FOR THE FISCAL YEAR	2022 PAID TAXES (MXP)	2022 ACCRUED TAX (MXP)	NUMBER OF EMPLOYEES
Sw itzerland	132,567,972	13,274,386	1,294,064	29,699	29
Turkey	0	-3,246,562	1,960,112	1,074,523	0
United Kingdom	292,996	-116,803	0	0	0
United States	8,436,607,407	2,445,329,645	698,244,366	750,144,187	620
Uruguay	1,672,629,616	-74,886,624	180,610	0	273
TOTAL	**930,953,538,842**	**356,913,882,345**	**67,145,181,164**	**58,783,868,344**	**179,125**

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	2023 (USD)
Lobbying, representation of interests or similar[1]	231,928
Local, regional, or domestic political campaigns / organizations / candidates	0
Business chambers or tax-exempt groups (For example, think tanks)	3,170,140
Others (for example, expenses related to electoral measures or referendums)	0
Total Contributions	**3,402,068**
% of Total Revenues	**0.007%**

[1] 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.

APPENDIX Q: TAX ORGANIZATIONAL STRUCTURE

[207-4]

AT DECEMBER 31ST 2022

DENOMINATION OR COMPANY NAME OF THE ENTITIES RESIDENT IN THE TAX JURISDICTION	RESIDENCE TAX JURISDICTION	MAIN ECONOMIC ACTIVITIES
A1 Digital Deutschland GmbH	Germany	Provision of services to independent third parties
Jetstream Germany GmbH	Germany	Infrastructure leasing
Amx Argentina, S.A.	Argentina	Provision of services to independent third parties
Arrendadora Movil Argentina, S.A.	Argentina	Inactive
Ertach, S.A.	Argentina	Other. Digital content distribution
Ideas Musicales, S.A.	Argentina	Other. Distribution of digital content
Metrored Holdings, S.A.	Argentina	Holding of shares or other instruments
Mixplay, S.A.	Argentina	Other. Provision of services
OPM Argentina S.A.	Argentina	Other. Equipment leasing.
Telmex Argentina, S.A.	Argentina	Rendering of services to non-related parties
Ertach S.A. y Telecom Argentina S.A.	Argentina	Rendering of services to non-related parties
A1 Digital International GmbH	Austria	Rendering of services to unrelated parties
A1 Telekom Austria AG	Austria	Rendering of services to non-related parties
A1now TV GmbH	Austria	Inactive
Cable Runner GmbH	Austria	Construction and maintenance of telephone networks
Cable Runner Austria Gmbh & Co KG	Austria	Resale and lease of infrastructure
Kroatien Beteiligungsverwaltung GmbH	Austria	Holding of shares or other instruments
Mk Logistik GmbH	Austria	Administrative, management or support services,
Mobilkom Belarus Beteiligungsverwaltung GmbH	Austria	Holding company of shares or other instruments
Mobilkom Beteiligungs GmbH	Austria	Holding company of shares or other instruments
Mobilkom Bulgarien Beteiligungsverwaltung GmbH	Austria	Holding company of shares or other instruments
Mobilkom Cee Beteiligungsverwaltungs GmbH	Austria	Holding company for shares or other instruments
Mobilkom Mazedonien Beteiligungsverwaltungs GmbH	Austria	Holding company for shares or other instruments
Paybox Bank AG	Austria	Regulated financial services

AT DECEMBER 31ST 2022

DENOMINATION OR COMPANY NAME OF THE ENTITIES RESIDENT IN THE TAX JURISDICTION	RESIDENCE TAX JURISDICTION	MAIN ECONOMIC ACTIVITIES
Paybox Service GmbH	Austria	Provision of services to non-related 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 non-related parties
Invenium Data Insights GmbH	Austria	Provision of services to non-related parties
A1 Towers Austria GmbH	Austria	Other. Equipment leasing
A1 Towers Holding Gmbh	Austria	Holding of shares or other instruments
Claro Barbados, Inc.	Barbados	Inactive
Unitary Enterprise A1	Belarus	Rendering of services to non-related parties
Unitary Enterprise Solar Invest	Belarus	Rendering of services to non-related parties
Unitary Enterprise Ta-Engineering.	Belarus	Construction and maintenance of telephone networks
A1 ICT Services	Belarus	Rendering of services to unrelated parties
A1 Content, Belarus	Belarus	Other. Content
Jetstream BH D.O.O. Bosnia -Herzegovina	Bosnia and Herzegovina	Infrastructure leasing
Americel, S.A.	Brazil	Provision of services to non-related parties
Brasil Center Comunicações Ltda.	Brazil	Provision of services to non-related parties
Claro Telecom Participações, S.A.	Brazil	Holding of shares or other instruments
Claro, S.A.	Brazil	Rendering of services to non-related parties
Eg Participações S.A.	Brazil	Holding company of shares or other instruments
Embratel Tvsat Telecomunicações Ltda.	Brazil	Rendering of services to non-related parties
Hitss Do Brasil Serviços Tecnologicos Ltda.	Brazil	Other. Provision of services
Claro Nxt Telecomunicações de Longa Distancia, Ltda	Brazil	Provision of services to non-related parties
Claro Nxt Telecomunicações, Ltda	Brazil	Provision of services to non-related parties
Reyc Comércio e Participações Ltda.	Brazil	Other. Rendering of services

AT DECEMBER 31ST 2022

DENOMINATION OR COMPANY NAME OF THE ENTITIES RESIDENT IN THE TAX JURISDICTION	RESIDENCE TAX JURISDICTION	MAIN ECONOMIC ACTIVITIES
Sunbird Participações, Ltda	Brazil	Rendering of services to non-related parties
Sunbird Telecomunicações, Ltda	Brazil	Rendering of services to non-related parties
Telmex Do Brasil Ltda.	Brazil	Rendering of services to non-related parties
Telmex Solutions Telecomunicações Ltda.	Brazil	Rendering of services to non-related parties
Claro Pay S.A.	Brazil	Other. Rendering of services
Claro Nxt Participções, Ltda	Brazil	Holding of shares or other instruments
A1 Bulgaria EAD	Bulgary	Rendering of services to non-related parties
Cabletel Prima AD	Bulgary	Rendering of services to non-related parties
Aprimis EOOD	Bulgary	Rendering of services to non-related parties
A1 Towers Bulgaria EOOD	Bulgary	Other. Equipment leasing
CES Technology Solutions LTD.	Canada	Inactive
Claro Chile, S.A.	Chile	Provision of services to non-related parties
Claro Comunicaciones, S.A.	Chile	Provision of services to non-related parties
Claro Holding, S.A.	Chile	Holding of shares or other instruments
Telecomunicaciones Inalámbricas, S.A.	Chile	Inactive
Sites Chile S.A.	Chile	Inactive
SB Telecom Ltd.	Slovenia	Holding of shares or other instruments
Comunicación Celular, S.A.	Colombia	Provision of services to non-related parties
Hitss Colombia, S.A.S.	Colombia	Other. Provision of IT services
Ideas Musicales de Colombia, S.A.S.	Colombia	Provision of services to non-related parties
Infracel, S.A. E.S.P.	Colombia	Provision of services to non-related parties
Operadora de Pagos Móviles de Colombia, S.A.S.	Colombia	Inactive
Amov Colombia, S.A. de C.V.	Mexico	Holding of shares or other instruments
Claro CR Telecomunicaciones, S.A.	Costa Rica	Provision of services to non-related parties
Sites Telecomunicaciones Costa Rica, S.A.	Costa Rica	Inactive
A1 Hrvatska D.O.O.	Croatia	Provision of services to non-related parties

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DENOMINATION OR COMPANY NAME OF THE ENTITIES RESIDENT IN THE TAX JURISDICTION	RESIDENCE TAX JURISDICTION	MAIN ECONOMIC ACTIVITIES
A1 Towers D.O.O.	Croatia	Other. Lease of equipment
Consorcio Ecuatoriano de Telecomunicaciones, S.A.	Ecuador	Provision of services to unrelated parties
Hitss Ecuador, S.A.	Ecuador	Other. Provision of IT services
Sites Ecuador S.A.	Ecuador	Inactive
Amovecuador, S.A.	Mexico	Holding of shares or other instruments
Sites el Salvador, S.A. de C.V.	El Salvador	Inactive
Compañía de Telecomunicaciones de El Salvador, S.A. de C.V.	El Salvador	Provision of services to non-related parties
CTE Telecom Personal, S.A. de C.V.	El Salvador	Provision of services to non-related parties
Publitel, S.A. de C.V.	El Salvador	Inactive
Servicios Laborales, S.A. de C.V.	El Salvador	Administrative, management or support services
Telecom Publicar Directorios, S.A. de C.V.	El Salvador	Provision of services to non-related parties
Telecomoda, S.A. de C.V.	El Salvador	Provision of services to unrelated parties
Jetstream Slovakia S.R.O.	Slovakia	Leasing of infrastructure
A1 Slovenija D.D.	Slovenia	Provision of services to unrelated parties
TS RPL d.d.	Slovenia	Provision of services to unrelated parties
Studio Proteus D.O.O.	Slovenia	Other. Content and ISP
Claro Enterprise Solutions S.L.U.	Spain	Provision of services to unrelated parties
Airfone Holdings LLC	United States	Holding of shares or other instruments
Claro Enterprise Solutions, LLC	United States	Rendering of services to non-related parties
Claro Video, LLC	United States	Provision of services to non-related parties
Fintel Holdings, LLC.	United States	Inactive
Hitss, Inc.	United States	Rendering of services to non-related parties
Imusica, LLC.	United States	Other
Internet Holding, LLC.	United States	Holding of shares or other instruments
LATAM Telecommunications, LLC.	United States	Holding company of shares or other instruments
McCaw International (Brazil), LLC	United States	Holding company of shares or other instruments

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DENOMINATION OR COMPANY NAME OF THE ENTITIES RESIDENT IN THE TAX JURISDICTION	RESIDENCE TAX JURISDICTION	MAIN ECONOMIC ACTIVITIES
Ora Media, LLC.	United States	Other. Production of digital content
Rivoli Reinsurance Company	United States	Insurance
Takehollywood, Inc.	United States	Other. Digital content production
Technology and Internet Holding Co.	United States	Holding company of shares or other instruments
Telmex Holdings, Inc	United States	Holding company of shares or other instruments
Telmex Ventures USA, Inc.	United States	Holding company of shares or other instruments
Telvista, Inc.	United States	Provision of services to non-related parties
Amx Treasury, LLC.	United States	Inactive
LATAM Holdings, LLC	United States	Holding company of shares or other instruments
Safelink Wireless, Inc.	United States	Provision of services to non-related parties
TF Platforms, INC.	United States	Inactive
TF Property Holdings, LLC.	United States	Other
TF Wireless Products, LLC.	United States	Other
Tracfone Wireless, Inc.	United States	Provision of services to non-related parties
Cablenet, S.A.	Guatemala	Provision of services to non-related parties
Claro Guatemala, S.A.	Guatemala	Provision of services to non-related parties
Sites Guatemala, S.A.	Guatemala	Inactive
Operadora Laboral, S.A. de C.V.	Guatemala	Administrative, management or support services
Telecomunicaciones de Guatemala, S.A.	Guatemala	Provision of services to unrelated 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 non-related parties
Servicios de Comunicaciones de Honduras, S.A. de C.V.	Honduras	Provision of services to unrelated parties
Sites Honduras, S.A. de C.V.	Honduras	Inactive
Telecosmos de Honduras, S.A. de C.V.	Honduras	Inactive
Jetstream Hungary Kft.	Hungary	Infrastructure leasing
Asdrubal Finance Ltd	British Virgin Islands	Inactive

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DENOMINATION OR COMPANY NAME OF THE ENTITIES RESIDENT IN THE TAX JURISDICTION	RESIDENCE TAX JURISDICTION	MAIN ECONOMIC ACTIVITIES
Ingenial Limited	British Virgin Islands	Inactive
Telglobe Financial Holdings, Corp.	British Virgin Islands	Inactive
Jetstream Italy S.r.l.	Italy	Infrastructure leasing
AMX Holdings S.à.r.l	Luxemburg	Holding company of shares or other instruments
AMX Brazil Holdings S.à r.l.	Luxemburg	Holding company of shares or other instruments
AMX International Mobile S.à.r.l.	Luxemburg	Holding company of shares or other instruments
A1 Makedonija DOOELSkopje	Macedonia	Rendering of services to non-related parties
Telemedia Dooel Skopje	Macedonia	Rendering of services to non-related parties
A1 Tower DOOEL Skopje	Macedonia	Rendering of services to non-related parties
Leanworx DOOEL	Macedonia	Other. Leasing of equipment
360 HQ, S.A. de C.V.	Mexico	Administrative, management or support services
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. Leasing of properties
AM Latin America, S.A. de C.V.	Mexico	Holding of shares or other instruments
Amatech, S.A. de C.V.	Mexico	Other. Telemarketing services
América Móvil, S.A.B. de C.V.	Mexico	Holding company of shares or other instruments, Intra-group financing
Amov Canada, S.A. de C.V.	Mexico	Holding company of shares or other instruments
Amov I, S.A. de C.V.	Mexico	Holding company of shares or other instruments
Amov IV, S.A. de C.V.	Mexico	Holding company of shares or other instruments
Amx Contenido, S.A. de C.V.	Mexico	Other. Digital Content
Amx Ecuador, S.A. de C.V.	Mexico	Holding company of shares or other instruments
Amx Honduras, S.A. de C.V.	Mexico	Holding company of shares or other instruments
Amx Nicaragua, S.A. de C.V.	Mexico	Holding company of shares or other instruments
Amx Tenedora, S.A. de C.V.	Mexico	Holding company of shares or other instruments
Amx USA Holding, S.A. de C.V.	Mexico	Holding company for shares or other instruments

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DENOMINATION OR COMPANY NAME OF THE ENTITIES RESIDENT IN THE TAX JURISDICTION	RESIDENCE TAX JURISDICTION	MAIN ECONOMIC ACTIVITIES
Amx Wellington Gardens, S.A. de C.V.	Mexico	Holding company of shares or other instruments
Anuncios en Directorios, S.A. de C.V.	Mexico	Other. Advertising services
CGTEL, S.A.P.I. de C.V.	Mexico	Holding company of shares or other instruments
Claro TV, S.A. de C.V.	Mexico	Provision of services to non-related parties
Comertel Argos, S.A. de C.V.	Mexico	Administrative, management or support services
Compañía de Teléfonos y Bienes Raíces, S.A. de C.V.	Mexico	Provision of services to non-related parties
Controladora de Servicios de Comunicaciones TMX, S.A. de C.V.	Mexico	Holding company of shares or other instruments
Controladora de Servicios en Telecomunicaciones, S.A. de C.V.	Mexico	Other. Equipment leasing
Duono, S.A. de C.V.	Mexico	Other. Lease of frequencies
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	Holding company of shares or other instruments
Empresas y Controles en Comunicaciones, S.A. de C.V.	Mexico	Holding company of shares or other instruments
Enitel De Nicaragua, S.A. de C.V.	Mexico	Holding company of shares or other instruments
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	Holding of shares or other instruments
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	Inactive
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
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

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DENOMINATION OR COMPANY NAME OF THE ENTITIES RESIDENT IN THE TAX JURISDICTION	RESIDENCE TAX JURISDICTION	MAIN ECONOMIC ACTIVITIES
Procesadora de Pagos Móviles, S.A. de C.V.	Mexico	Holding of shares or other instruments
Radiomóvil DIPSA, S.A. de C.V.	Mexico	Provision of services to unrelated parties
Red Nacional Última Milla, S.A. de C.V.	Mexico	Provision of services to non-related parties
Red Última Milla del Noroeste, S.A. de C.V.	Mexico	Provision of services to non-related parties
Redes de Información y Educación del Siglo XXI, S.A. de C.V.	Mexico	Holding company of shares or other instruments
Scitum, S.A. de C.V.	Mexico	Rendering of services to non-related parties, Other. Security services
Sercotel, S.A. de C.V.	Mexico	Holding company of shares or other instruments, Internal financing of the group
Servicios de Telecomunicaciones Última Milla, S.A. de C.V.	Mexico	Holding company of shares or other instruments
Soporte de Servicios Integrados LATAM, S.A. de C.V.	Mexico	Administrative, management or support services
Tecmarketing, S.A. de C.V.	Mexico	Other. Telemarketing services
Teintl, S.A. de C.V.	Mexico	Holding company
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 unrelated parties
Teléfonos del Noroeste, S.A. de C.V.	Mexico	Rendering of services to unrelated parties
Tenedora Telpri, S.A. de C.V.	Mexico	Holding company of shares or other instruments
Triara.com, S.A. de C.V.	Mexico	Rendering of services to non-related parties
Uninet, S.A. de C.V.	Mexico	Rendering of services to non-related parties
Widcombe, S.A. de C.V.	Mexico	Holding company of shares or other instruments
Tenedora de Torres ECU, S.A. de C.V.	Mexico	Inactive
Administradora de Activos Transfer, S.A.PI. De CV	Mexico	Inactive
Consorcio Red Uno, S.A. de C.V.	Mexico	Rendering of services to unrelated parties, Network services
Construcciones y Canalizaciones, S.A. de C.V.	Mexico	Other. Network construction and maintenance services
E35, S.A. de C.V.	Mexico	Other. Digital Content
LATAM Servicios Integrales, S.A. de C.V.	Mexico	Administrative, management or support services
Torres Latinoamérica, S.A. de C.V.	Mexico	Holding of shares or other instruments
Prestaciones Profesionales Empresariales, S.A. de C.V.	Mexico	Administrative, management or support services

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DENOMINATION OR COMPANY NAME OF THE ENTITIES RESIDENT IN THE TAX JURISDICTION	RESIDENCE TAX JURISDICTION	MAIN ECONOMIC ACTIVITIES
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
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 unrelated parties
V-SYS, S.A. de C.V.	Mexico	Provision of services to non-related parties
Cablenet, S.A.	Nicaragua	Provision of services to non-related parties
Empresa Nicaragüense de Telecomunicaciones, S.A.	Nicaragua	Provision of services to non-related parties
Estaciones Terrenas de Satélite, S.A.	Nicaragua	Provision of services to non-related parties
Informática y Tecnología de Nicaragua, S.A.	Nicaragua	Inactive
Ingeniería de Teléfonos y Comunicaciones, S.A.	Nicaragua	Inactive
Mensajero Electrónico, S.A.	Nicaragua	Inactive
Sites de Nicaragua	Nicaragua	Inactive
América Móvil B.V.	Netherlands	Holding of shares or other instruments
Amov Finance B.V.	Netherlands	Group internal financing
Guatemala Cellular Holdings, B.V.	Netherlands	Holding company of shares or other instruments
Olympic Plaza Holdings N.V.	Netherlands	Group internal financing
Claro Panamá, S.A.	Panamá	Provision of services to non-related parties
Sites Telecomunicaciones Panamá, S.A.	Panamá	Inactive
Estesa Holding Corp.	Panamá	Holding company of shares or other instruments
Claro Wireless, S.A.	Panamá	Provision of services to non-related parties
Amx Paraguay, S.A.	Paraguay	Provision of services to non-related parties
Operadora de Pagos Móviles Paraguay, S.A.	Paraguay	Other. Mobile payment platform
Sitios Telecomunicaciones Paraguay, SA	Paraguay	Inactive
América Móvil Perú, S.A.C.	Perú	Provision of services to unrelated parties
Amx Torres Perú, S.A.C.	Perú	Inactive

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DENOMINATION OR COMPANY NAME OF THE ENTITIES RESIDENT IN THE TAX JURISDICTION	RESIDENCE TAX JURISDICTION	MAIN ECONOMIC ACTIVITIES
Hitss Perú, S.A.C.	Perú	Other. Provision of IT services
Olo del Perú S.A.C.	Perú	Provision of services to non-related parties
TVS Wireless S.A.C.	Perú	Provision of services to non-related parties
Jetstream Poland Spolka Z Ograniczona Odopowiedzialnoscia	Polonia	Infrastructure leasing
Coquinet Corporation	Puerto Rico	Provision of services to non-related parties
Puerto Rico Telephone Company, Inc.	Puerto Rico	Provision of services to non-related parties
Telecomunicaciones de Puerto Rico, Inc.	Puerto Rico	Holding of shares or other instruments
Sites Puerto Rico LLC	Puerto Rico	Inactive
Jetstream England Limited	Reino Unido	Infrastructure leasing
Ta CZ Site S.R.O.	República Checa	Lease of infrastructure
Amov International Teleservices, S.A.S.	República Dominicana	Rendering of services to non-related parties
Compañía Dominicana de Telefonos, S.A.	República Dominicana	Provision of services to non-related parties
Operaciones de Procesamiento de Información y Telefonía, S.A.S.	República Dominicana	Administrative, management or support services
Jetstream Ro SRL	Rumania	Lease of infrastructure
A1 Srbija d.o.o.	Serbia	Provision of services to non-related parties
A1 Towers Infrastructure d.o.o.	Serbia	Provision of services to non-related parties
Akenes, S.A.	Suiza	Provision of services to non-related parties
Jetstream Switzerland GmbH	Suiza	Infrastructure leasing
Jetstream Tr Telekomünikasyon Hizmetleri Ve Ticaret Limited Sirketi	Turquía	Infrastructure leasing
Am Wireless Uruguay, S.A.	Uruguay	Rendering of services to unrelated parties
Flymay, S.A.	Uruguay	Inactive
Telstar, S.A.	Uruguay	Rendering of services to unrelated parties
Sitios Telecomunicaciones Uruguay S.A.	Uruguay	Inactive

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América Móvil, S.A.B de C.V.

Limited assurance report for selected sustainability information included in the 2023 Sustainability Report for the year ended December 31, 2023

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 the Management of 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 2023 Sustainability Report for the year ended December 31, 2023.

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 2023 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 *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.

Our Firm applies the *International Standard on Quality Management 1 (ISQM 1)* and 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, 2023, 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 ISAE (3000) Revised, 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 the following procedures:
  - Inspection;
  - Observation;
  - Confirmation;
  - Recalculations.

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- Comparison of the contents presented by the Management with what is established in the section of *criteria* of this report.

The procedures performed in a limited assurance engagement vary in nature and opportunity 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.

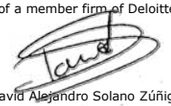
Limited Assurance Conclusion

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, 2023, 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.
Affiliate of a member firm of Deloitte Touche Tohmatsu Limited



C.P.C. David Alejandro Solano Zúñiga
Mexico City, Mexico
May 30, 2024

Appendix A

The following include the non-financial *GRI* metrics in scope of the limited assurance engagement determined by América Móvil's Management.

GRI Indicators	Metric
302-1 - Energy consumption within the organization	**Mexico:** • Gasoline: **370,162 MWh** • LP gas: **2,767 MWh** • Natural gas: **18,389 MWh** • Diesel: **63,369 MWh** • Electric power: **2,329,173 MWh** **Brazil:** • Gasoline: **59,293 MWh** • Diesel: **35,578 MWh** • Ethanol: **24,587 MWh** • Electric power: **1,535,194 MWh** **Colombia:** • Gasoline: **6,457 MWh** • Diesel: **117,506 MWh** • Electric power: **591,081 MWh** **Southern Cone:** • Gasoline: **799 MWh** • Biodiesel: **321 MWh** • Natural gas: **251 MWh** • Diesel: **15,701 MWh** • Electric power: **299,972 MWh** **Andean Region:** • Gasoline: **6,270 MWh** • Diesel: **22,665 MWh** • Electric power: **351,918 MWh** **Central America:** • Gasoline: **15,612 MWh** • Diesel: **77,513 MWh** • Butane: **5 MWh** • Electric power: **416,708 MWh** **Caribbean:** • Gasoline: **24,798 MWh** • Diesel: **91,297 MWh** • LP gas: **456 MWh** • Electric power: **272,684 MWh** **Europe:** • Stationary fuel: **19,754 MWh** • Mobile fuel: **65,785 MWh** • Electric power: **875,025 MWh** Total energy from fuels: **1,039,333 MWh** Total energy from electricity: **6,671,755 MWh**

GRI Indicators	Metric
305-1 - Direct (Scope 1) GHG emissions	Emissions of **328,621 tCO2e** from fuel consumption. • Mexico: **129,986 tCO2e** • Brazil: **39,095 tCO2e** • Colombia: **52,247 tCO2e** • Southern Cone: **6,490 tCO2e** • Andean Region: **14,196 tCO2e** • Central America: **27,848 tCO2e** • Caribbean: **37,795 tCO2e** • Europe: **20,964 tCO2e**
305-2 – Energy indirect (Scope 2) GHG emissions	Emissions of **1,398,244 tCO2e** from energy consumption. • Mexico: **851,811 tCO2e** • Brazil*: **65,669 tCO2e** • Colombia: **18,146 tCO2e** • Southern Cone*: **69,734 tCO2e** • Andean Region*: **45,423 tCO2e** • Central America: **81,974 tCO2e** • Caribbean*: **168,481 tCO2e** • Europe: **97,006 tCO2e** *For Brazil, the Dominican Republic, Ecuador, Peru, and Argentina, the baseline was recalculated with market-based factors from the International Energy Agency. For Puerto Rico, the baseline was recalculated with E-grid factors.
305-5 – Reduction of GHG emissions* * The limited assurance only considers the reduction of GHG emissions from Scope 1 and Scope 2	• Reduction amounting to **459,017 tCO2e** emissions. • **21%** reduction compared to the base year (2019*). *The base year is not included in the scope of the limited assurance.
306-4 - Waste diverted from disposal* *The limited assurance does not consider the waste generated by employees' administrative activities.	**Mexico:** • Recycling: **3,760 ton** • Reuse: **10 ton** **Brazil:** • Recycling: **2,871 ton** • Reuse: **8 ton** • Energy recovery: **227 ton** **Colombia:** • Recycling: **1,602 ton** **Southern Cone:** • Recycling: **823 ton** **Andean Region:** • Recycling: **449 ton** **Central America:** • Recycling: **1,292 ton** **Caribbean:** • Recycling: **2,225 ton** **Europe:** • Recycling: **2,870 ton** • Energy recovery: **908 ton**

GRI Indicators	Metric
306-5 - Waste directed to disposal* *The assurance does not consider the waste generated by employees' administrative activities.	**Mexico:** • Landfill: **378 ton** **Colombia:** • Landfill: **616 ton** **Southern Cone:** • Landfill: **3,136 ton** **Andean Region:** • Landfill: **105 ton** **Europe:** • Landfill: **764 ton**
403-1 - Occupational health and safety management system* *The scope of this indicator was limited to subsidiaries that have ISO 45001 certification.	**21** subsidiaries have ISO 45001 certification
405-1 - Diversity of governance bodies and employees* *The scope of this indicator was limited to the percentage of women in the Board of Directors.	**3** women are members of the Board of Directors, representing **21%**
405-2 – Ratio of basic salary and remuneration of women to men* *The scope of this indicator was limited to operations of Claro (Brazil), Claro (Colombia) and Telcel (Mexico).	**Claro (Brazil):** • Ratio of monthly base salary of women to men in executive positions of **0.65** • Ratio of monthly base basic salary of women to men in management positions of **1.04** • Ratio of monthly base salary and remuneration of women to men in non-management positions of **0.68** • Ratio of annual base salary plus incentives of women to men in executive positions of **0.63** • Ratio of annual base salary plus incentives of women to men in management positions of **1.06** • Ratio of annual base salary plus incentives of women to men in non-management positions of **0.71** **Claro (Colombia):** • Ratio of monthly base salary of women to men in executive positions of **0.64** • Ratio of monthly base basic salary of women to men in management positions of **0.89** • Ratio of monthly base salary and remuneration of women to men in non-management positions of **0.79** • Ratio of annual base salary plus incentives of women to men in executive positions of **0.61** • Ratio of annual base salary plus incentives of women to men in management positions of **0.91** • Ratio of annual base salary plus incentives of women to men in non-management positions of **0.87**

GRI Indicators	Metric
	Telcel (Mexico): • Ratio of monthly base salary of women to men in executive positions of **0.78** • Ratio of monthly base basic salary of women to men in management positions of **0.97** • Ratio of monthly base salary and remuneration of women to men in non-management positions of **0.88** • Ratio of annual base salary plus incentives of women to men in executive positions of **0.76** • Ratio of annual base salary plus incentives of women to men in management positions of **0.99** Ratio of annual base salary plus incentives of women to men in non-management positions of **0.88**
418-1 – Substantiated complaints concerning breaches of customer privacy and losses of customer data* *The scope of this indicator was limited to the number of cybersecurity incidents.	• **0** information security incidents registered during 2023 • **0** sanctions or repercussions received from regulatory bodies regarding client privacy data violations.

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SUSTAINABILITY REPORT 2023

AMX SUSTAINABILITY

Enabling a Better World