AMX SUSTAINABILITY
Enabling a Better World

América Móvil

Sustainability Report 2024







Contenidos

0. OUR APPROACH TO REPORTING 2
How to read this report? 3

1. Letter from the CEO 4

2. Enabling a Better World 6
Purpose, Mission, Vision, Values 7
Relationship with stakeholders 9
Materiality analysis 11
Risk management 16
Sustainability Governance 18
Sustainability strategy: Objectives, goals, and outcomes 21

3. Enabling a Better Planet 30
Environmental Management 31
Governance and decarbonization strategy 33
Emissions and Our Pathway to Net Zero 36
Energy 39
Circular economy and waste management 44
Water management 47
Biodiversity conservation 48

4. Enabling a Better Society 52
Digital Inclusion Strategy 53
Strategic Pillars: 54
Access 54
Development of Educational and Digital Skills 54
Responsible Use of Technology 54
Aprende con Claro: Bridging the Digital Divide 55
Bridging the Digital Divide 57
Connectivity 59
The strategy in action 60
Well-being and Employee Development 69
Volunteeer Network 69
Community Investment 70
Contingency plan and natural disaster protocols 70

5. Enabling a Better Workplace 74
Transforming the Talent Management Model 75
Human Capital Strategy 78
Fostering a Diverse Workforce 80
Talent Attraction, Development, and Management 83
Workplace Environment and Employee Engagement 86
ASUME 87
Organizational Structure, Compensation, and Remuneration 88
Labor Relations Management 90
Occupational Health and Safety 91
Digital Transformation 94

6. Enabling a Better Business Framework 97
Corporate Governance of América Móvil 98
Corporate Ethics and Compliance 103
Fines and Disputes 108
Information Security and Cybersecurity 109
Privacy Protection and Responsable use of Customer Data 112
Supply Chain 114
Digital Channels 121
Innovation and Development of Sustainable Products 124

7. Appendixes 133

External Verification Letter 221



Our approach to reporting

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

This Sustainability Report provides a comprehensive analysis of the organization's performance across environmental, social, governance, and economic dimensions for the period from **January 1st to December 31st, 2024.** Our objective is to transparently share our progress, challenges, and commitments, aligned with our strategy and supported by international reporting standards. The consolidated information in this report covers operations across 23 countries, grouped by region to facilitate analysis and comparison. The report includes data from our main subsidiaries and business units, ensuring a global view of our management practices and outcomes.

To structure this document, we followed the guidelines of various international frameworks that ensure the comparability, transparency, and relevance of the information disclosed. These include the principles of ***the Global Reporting Initiative (GRI),*** applying the Core option, and ***the Sustainability Accounting Standards Board (SASB)*** Standards specific to the telecommunications services industry. We also considered the recommendations of ***the Task Force on Climate-related Financial Disclosures (TCFD), the United Nations Sustainable Development Goals (SDGs), the principles of the United Nations Global Compact (UNGC),*** and the standards of sustainability funds and rating agencies, to ensure the quality and accuracy of external assurance.

The preparation of this report is based on the identification and prioritization of material topics, resulting from a collaborative assessment involving various areas of the organization and our stakeholders. Once the key topics are defined, the corresponding information is collected, validated, and analyzed to ensure reliability and consistency when compared to previous years.

*Some figures presented in this Sustainability Report may differ by one unit from those indicated in the independent assurance statement. These variations are solely due to rounding adjustments in decimal values and do not affect the integrity or consistency of the reported information.

To enhance transparency, this report has undergone a limited assurance process for certain indicators conducted by Galaz, Yamazaki, Ruiz Urquiza, S.C., an affiliate of a member firm of Deloitte Touche Tohmatsu Limited (Deloitte), a firm specialized in the assurance of non-financial information.*

The verification statement, which certifies that the information presented meets our high standards of quality and accuracy, is included at the end of this document.

How to read this report?

To facilitate understanding and effective use of this report, we have prepared a guide that helps identify our strategy, its alignment with the SDGs, flagship programs, and featured stories.

1. STRATEGIC PILLARS

The pillars of our sustainability strategy, which are aligned with our priority topics and corporate commitments.



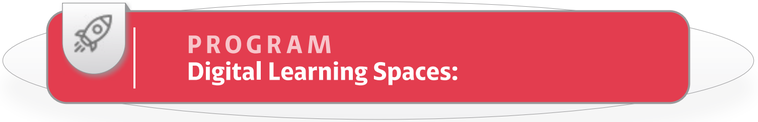
2. SDGS LINKED TO EACH CHAPTER

Sustainable Development Goals linked to the Sustainability Strategy and information presented throughout the chapter.



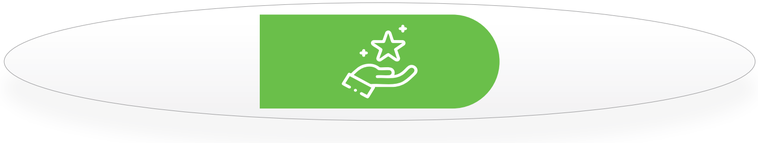
3. FLAGSHIP PROGRAMS

Key initiatives and projects that reflect our concrete commitment and progress in core sustainability areas.



4. FEATURED STORIES

Success stories linked to the material topics of the Sustainability Report.



Letter from the CEO

2024 was a year of significant challenges and transformations for América Móvil, during which we reaffirmed our adaptability, financial discipline, and long-term vision. We operated in a global economic environment marked by high volatility in financial markets, driven primarily by uncertainty surrounding U.S. monetary policy. Shifting expectations regarding interest rate cuts by the Federal Reserve led to sharp movements in U.S. Treasury yields, which ended the year near their highest levels. In Latin America, currencies depreciated significantly against the dollar, impacted by both external factors and local political events, such as the elections in Mexico. In this context, we maintained prudent financial management and efficient operations, which enabled us to preserve the company's stability.

One of the most significant milestones of the year was the consolidation of our operations in Chile. As of October 31, we began consolidating ClaroVTR, enabling us to accelerate the execution of an ambitious transformation plan focused on resource optimization and the modernization of our mobile and fixed networks. We expanded our coverage with 1,200 new sites, initiated the rollout of 5G, and began migrating customers to fiber optic services—both through our own network and through capacity agreements with third parties. Chile is now firmly positioned as a key market for América Móvil, with minimal financial impact on our capital structure.

In operational and financial terms, América Móvil delivered solid performance despite a challenging environment. By the end of December, **we surpassed 400 million accesses,** with 323 million mobile subscribers and 78 million fixed-line accesses. Total revenues increased by 3.3% at constant exchange rates, reaching MXN 869 billion, with service revenues growing 5.5% and EBITDA rising 4.7% to MXN 344 billion. Mobile service revenues grew 5.4%, driven by a 6.7% increase in postpaid and 3.3% in prepaid, the latter impacted by economic slowdowns in some of our main markets. Fixed service revenues also performed well, growing 5.6%, with notable increases of 7.9% in broadband and 10.8% in corporate networks. Pay TV revenues stabilized after several years of decline.

Our operating income reached MXN 180 billion, a 7.3% increase compared to the previous year. However, net income totaled MXN 28.3 billion, representing a 62.8% year-over-year decline, primarily due to a rise in comprehensive financing costs, which amounted to MXN 112.1 billion. More than half of this amount was related to foreign exchange losses resulting from the depreciation of the Mexican peso against the U.S. dollar.

Our net debt closed the year at MXN 485 billion (excluding leases), equivalent to 1.44 times EBITDA for the last twelve months, within the range established by our Board of Directors.

We invested MXN 130.8 billion in our networks. We launched 5G services in Colombia, Argentina, and Uruguay—bringing our next-generation network operations to 14 countries—and continued the deployment of fiber optics, reaching total coverage of 118 million homes with fiber-to-the-home (FTTH) across our region.

We distributed MXN 50.9 billion to our shareholders. We repurchased MXN 22.7 billion in shares, a 59% increase compared to the previous year, and paid a dividend of MXN 0.48 per share, 4.3% higher than the year before.

In terms of sustainability, I am pleased to share the following progress:

- In August, **MSCI ESG Ratings upgraded our rating from "BBB" to "A",** highlighting the progress made in our cybersecurity practices, data privacy policies, and improvements in corporate governance. This marks the third consecutive upgrade to our rating by MSCI over the past three years.

- On February 1, **we issued a new labeled bond under our Global Peso Note Program.** This was a ten-year sustainable bond with a 10.30% coupon rate, totaling MXN 20 billion. While local investors remained the predominant group, nearly one-third of the issuance was placed with international investors, reflecting global confidence in our strategy. The proceeds have been allocated to projects with environmental and social impact, including energy consumption reduction through network modernization, as well as coverage expansion initiatives. These projects have been verified with a look-back period of 18 months.

- **We published our Climate Transition Plan,** which outlines a clear roadmap toward decarbonizing our operations and adopting cleaner technologies. In 2024, we increased the share of renewable energy in our consumption to 42%, reduced our Scope 1 and 2 emissions by 11% compared to the previous year and by 29% relative to our base year. Despite strong growth in network traffic, we achieved a 74% reduction in our carbon intensity compared to the base year.

- **We launched the "Aprende con Claro" portal,** a key initiative aimed at closing the digital divide by providing free access to educational

content and technological tools. In 2024, our connectivity programs benefited over 1.4 million people across Latin America and involved more than 85,000 hours of employee volunteering.

- **We carried out a structural transformation of our human capital management model with an ESLG-focused approach,** strengthening coordination between the corporate office and our subsidiaries.

This allowed us to share best practices, promote a culture of continuous learning, and build a more cohesive and agile organization.

- **We published our first Corporate Governance Report, becoming the first Mexican company to release a report of this kind.** This document consolidates our governance model and reflects our commitment to ethics, diversity, sustainability, and risk management, in alignment with the highest international standards.

- **Finally, we conducted our first Double Materiality assessment.** With the support of Artificial Intelligence tools, we were able to more accurately identify the topics that have a significant impact both on our operations and on our stakeholders. The results confirmed the relevance of key areas such as our net-zero strategy, data privacy and security, energy management, and technological innovation. This assessment provides a solid foundation for continuing to shape our sustainability strategy, ensuring that our actions generate long-term value for the company, society, and the environment.

I would like to extend my deepest gratitude to all the employees of América Móvil, whose talent, commitment, and professionalism made each of our achievements in 2024 possible. Your ability to adapt, innovate, and work as a team has been essential in advancing our strategic objectives and responding effectively to the challenges of the external environment. To our investors, customers, and communities, I reaffirm our commitment to continue generating sustainable value, operating responsibly, and building a stronger, more efficient, and more inclusive company.

We look to the future with confidence, focused on positively transforming the lives of millions of people and helping create a better world through connectivity and technology.



Daniel Hajj Aboumrad
América Móvil's CEO

ENABLING A BETTER WORLD



RELATED SDGS 3 4 5 7 8 9 10 11 12 13 15 16 17

RELATED SDGS

Enabling a better world

GRI (2-22)

PURPOSE

At América Móvil, we believe that connectivity not only brings people together but also transforms lives, drives economic development, and fosters more inclusive societies. Our purpose is to empower communities through universal access to technology, breaking down digital barriers and opening up opportunities for millions of people. This conviction guides every aspect of our operation, from the expansion of state-of-the-art mobile networks to digital literacy programs and collaboration with key stakeholders to promote inclusive connectivity.

We operate with a long-term vision that places sustainability at the core of our business model. We are driving the digital transformation of strategic sectors through cutting-edge technologies and the integration of artificial intelligence (AI), which not only enhances operational efficiency but also enables innovative solutions to address environmental and social challenges. These tools allow us to optimize resource use, reduce emissions, and contribute to building more resilient and sustainable infrastructure.

Our commitment goes beyond technology, it is embedded in a corporate culture rooted in ethics, equal opportunity, efficiency, and people's well-being. Through strong governance, a strategic focus on energy efficiency, and a human-centered vision, we strive to ensure that every connection we enable has a positive impact on people's lives, on the development of the countries where we operate, and on the future of the planet.

Enabling a better world is not just an aspiration; it defines how we integrate innovation, sustainability, and responsibility into every decision we make. Because where there is connection, there is development.

And where there is purpose-driven development, there is sustainable transformation.



Mission, vision, values

GRI (2-23)

OUR MISSION

We provide best-in-class services and customer experience through the most advanced communication solutions, information technologies, and digital content, bringing people closer together, accelerating regional development, and promoting equal opportunities for all.

OUR VISION

To establish ourselves as a driver of change by delivering connectivity and high-tech services, while maintaining our leadership in the telecommunications industry and reaffirming our commitment to our stakeholders to make a better world possible.

OUR VALUES

1 CUSTOMER EXPERIENCE

We are committed to strengthening relationships with our customers, who are at the core of our business. We actively promote, listen to, and understand their needs in order to deliver solutions that provide the best service experience and ensure their full satisfaction.

2 INNOVATION

We foster an environment that embraces challenge and adaptability to change. We encourage open dialogue and the collective development of new ideas and solutions that enable us to continuously improve consciously taking risks and viewing mistakes as opportunities to learn.



3 PEOPLE /HUMAN DEVELOPMENT

We develop human potential and honor the dignity as individuals within a learning environment where respect, collaboration, strong performance, diversity, equality, and inclusion are essential. We promote personal growth through challenge, training, mentorship, and empowerment in decision-making.

4 SUSTAINABILITY

We are committed to being a catalyst for change that fosters inclusion, economic development, and well-being across the region—always striving for balance among the economic, social, and environmental dimensions of our operations. Accordingly, we are dedicated to continuous improvement in all areas to benefit our employees, customers, suppliers, shareholders, and other stakeholders.

5 INTEGRITY

We fully comply with the laws, regulations, and ethical principles that govern our activities. We are convinced that transparency and honesty build trust and security and we value alignment between what we say and what we do.

6 EFFICIENCY

We practice austerity in times of prosperity to remain resilient in times of crisis. We care for the company's assets as if they were our own and optimize our processes by managing costs and expenses in line with the highest quality standards in the industry.

7 COLLABORATION

We encourage everyone's participation to actively contribute to our goals, by sharing perspectives and valuing the ideas of others. We combine our talent, experience, and skills to achieve better outcomes together.

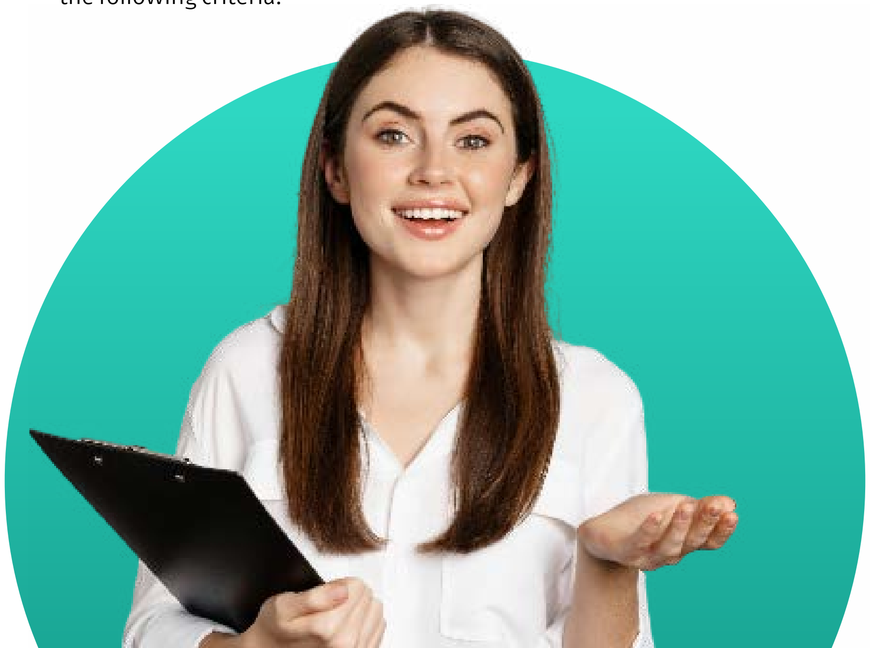
ENGAGEMENT WITH STAKEHOLDERS

GRI (2-29)

Strategic Dialogue to Create Shared Value

At **América Móvil,** we are committed to maintaining a close and transparent relationship with our stakeholders and the communities where we operate.

We foster open and ongoing dialogue that enables us to identify expectations, as well as shared opportunities and challenges, based on the following criteria:



CONSULTATION AND DIALOGUE:

We provide spaces for active listening that inform our materiality analysis and enable us to anticipate social, regulatory, or reputational risks.

TRANSPARENCY AND ACCESS TO INFORMATION:

We proactively share relevant data about our operations, performance, associated business risks, and policies to facilitate understanding of our business approach.

STRATEGIC COLLABORATION:

We establish partnerships with key stakeholders authorities, industry, civil society, and academia to develop shared solutions and mitigate systemic risks.

ONGOING COMMUNICATION:

We systematically collect and analyze feedback from our stakeholders to strengthen our strategy, manage emerging risks, and adjust our actions accordingly.

We have specific engagement guidelines, publicly available on our Sustainability 360 platform, **which provide clear direction for the effective and consistent management of our institutional and public relations across the region.** These guidelines are applied transversally throughout our operations and contribute to reducing exposure to regulatory, reputational, and social risks.

Each designated representative in the countries where we operate submits monthly reports to the corresponding corporate area using a standardized methodology. These reports include risk assessments related to key stakeholders, levels of vulnerability and urgency, as well as corresponding action plans to transfer, mitigate, or manage such risks. This structured system enables informed, timely decision-making, aligned with our corporate values.

All of our interactions are conducted in strict compliance with local legislation, our Code of Ethics, and the highest standards of responsible conduct. We actively promote the inclusion of diverse voices, respect for human rights, and transparency supported by formal mechanisms such as our Whistleblower Portal, which ensures integrity in our internal and external relationships.

In particular, the continuous improvement of our grievance and complaint mechanisms incorporates the perspectives of our key stakeholders, including employees, customers, communities, and suppliers. **Feedback gathered through various interactions informs internal review and redesign processes, ensuring that these mechanisms remain accessible, reliable, and culturally relevant to their intended users.**

For more information on our engagement with key audiences, please refer to the Stakeholder Engagement Guidelines. To learn more about our contact mechanisms, topics addressed, and the outcomes of our interactions, please consult the Key Stakeholder Engagement Table available on our microsite in the 360° section under the letter “S” of Stakeholders.

ENGAGEMENT WITH INDUSTRY ASSOCIATIONS AND BUSINESS CHAMBERS

GRI (2-28)

During the year, América Móvil allocated resources to activities related to the representation of its interests, including legislative monitoring and participation in trade associations and tax-exempt organizations.

These actions were conducted in full accordance with the principles outlined in **our Integrity and Compliance Program,** which expressly prohibits political contributions. The fees paid were exclusively related to our membership in business and industry chambers, such as *ANATEL (National Telecommunications Association)*, GSMA (Global System for Mobile Communications Association), and other sectoral organizations in the countries where we operate to foster dialogue and collaboration on matters of shared interest to the industry.

➔ To view details of our contributions to our associations and business chambers, please visit the “360° Sustainability” section on our Sustainability website.

➔ For a full list of the associations and business chambers Under the letter “C” of “Contributions and other Expenses” with which we maintain relationships, refer to our Sustainability website under the 360° Sustainability Section under the letter “A”.



MATERIALITY ANALYSIS

GRI (3-1)

At **América Móvil**, we understand that identifying the most relevant sustainability topics is essential for creating long-term value. For this reason, we periodically (every two years) conduct a robust double materiality assessment, and in 2024, we carried out a comprehensive exercise aligned with the most recognized global reporting frameworks and rating agencies, including **IFRS, GRI, SASB, S&P CSA, MSCI, and CDP.** This analysis considers the significant impacts of our operations on society and the environment, as well as labor and governance factors that may influence the creation of financial value for the company.

We are gradually advancing in the adoption of **IFRS S1 and S2** to strengthen our sustainability disclosures, working across various departments to better understand related risks and opportunities. While we are still in the early stages, we are committed to continuous improvement and to preparing for the disclosure obligations expected by 2025, supported by expert and consultant feedback to help us progress in our sustainability management.

For more information, see Appendix A – Risks and Opportunities at the end of this chapter.

For further details on climate-related risks, refer to Appendix B – ESLG and Climate Governance Disclosures at the end of this chapter.

The reason behind the exercise

The primary objective of the analysis was to identify the most material topics for América Móvil from two complementary perspectives:

- **Impact materiality** focuses on the significant effects of our activities on society and the environment.

- **Financial materiality,** centered on Environmental, Social, Labor, and Governance (ESLG) risks and opportunities that may impact our financial position, strategic direction, and overall economic performance.

Applied Methodology

The process was carried out with the involvement of internal subject matter experts, as well as external specialists. The analysis also incorporated publicly available information, including mandatory regulations, voluntary initiatives, industry reports, and data related to customers, competitors, and suppliers, among others, ensuring the integrity and robustness of the information evaluated.



Analysis Stages

Internal Context Analysis:

1. The process began with a broad list of relevant topics defined by SASB for the Technology and Communications sector.
2. Input was considered from all of América Móvil's operations, with the greatest weighting assigned to Mexico, Claro Brazil, Claro Colombia, and A1 Group.
3. Internal documents, ESLG rankings (MSCI, S&P CSA), industry reports, and third-party evaluations (Mercer, CDP, GSMA) were reviewed.
4. A quantitative weighting was applied to prioritize topics based on their strategic relevance to the company.

External Context Analysis:

1. Artificial Intelligence was used to scan more than 2,000 external sources, including mandatory regulations, voluntary initiatives, industry reports, and media outlets.
2. Perspectives from key stakeholders were incorporated—regulators, customers, investors, peers, suppliers, media, and sector initiatives (such as GSMA ESG Metrics).
3. Each topic was assessed for its financial relevance and impact level through a double materiality lens.

Stakeholder Engagement:

1. Interviews were conducted with key executives at América Móvil.
2. Feedback from external stakeholders in representative geographies was weighted and considered.
3. Insights from A1 Group's double materiality assessment, aligned with European sustainability guidelines (CSRD) were integrated into the process.

Consolidation of Results:

1. A double-entry matrix was developed to visualize the priority of each topic from both an internal (company) and external perspective.
2. Topics were classified as **critical, priority, or relevant based** on their potential impact and financial risk.
3. The results were validated by América Móvil's senior management.



ANALYSIS RESULTS

GRI (3-2)

Materiality Matrix with the Evaluated Topics

Left upper quadrant:
Relevant to communicate efforts directly to each stakeholder.

Right upper quadrant:
It is essential that a robust strategy is developed and effectively communicated externally.

Left lower quadrant:
Issues in which adequate management communication must be maintained.

Right lower quadrant:
Maintain ongoing internal efforts and communicate them externally.

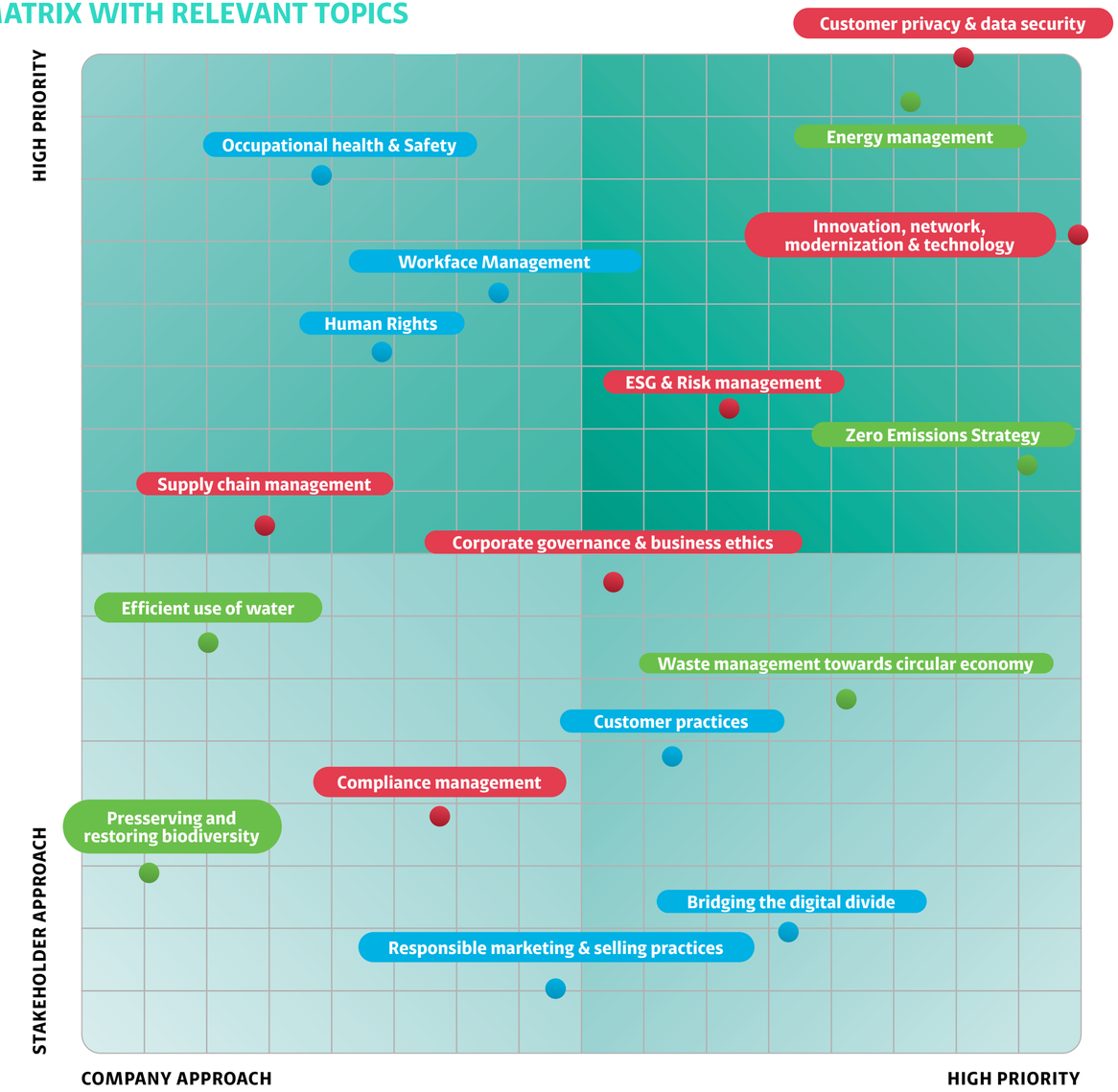
The most relevant topics identified, based on their impact and / or financial significance include:

➔ **Data Privacy and Security:** A critical topic with high reputational and regulatory exposure. It safeguards the integrity of critical systems and the privacy of data, mitigating operational, regulatory, and reputational risks. It is essential to maintaining the trust of customers, users, and investors.

➔ **Technological Innovation, Network, and Modernization:** Fundamental to maintaining competitiveness and driving growth. It enables technological advancement, digital transformation, and operational continuity, while supporting new business models and enhanced customer and user experiences. It also raises key ethical and strategic challenges for long-term value creation.

➔ **Energy Management and Net-Zero Strategy:** Directly linked to climate resilience and operational efficiency. It promotes energy efficiency and the transition to low-carbon operations, reducing both climate and operational risks. This topic supports the achievement of decarbonization goals and responsible environmental management.

MATRIX WITH RELEVANT TOPICS



The “Y” axis represents external stakeholders, and the “X” axis represents the internal relevance of the Company.

➔ **Corporate Governance and Business Ethics:** Central to investor trust and regulatory compliance. It strengthens confidence among key stakeholders and mitigates legal, ethical, and reputational risks. Strong and ethical governance ensures responsible decision-making, transparency, and long-term sustainability.

➔ **ESLG and Risk Management:** Enables anticipation and response to disruptive risks with financial and reputational impact. It ensures resilience, aligns governance with stakeholder expectations, and supports sustainable strategic decision-making.

➔ **Talent Management and Employee Well-being:** Key to attracting and retaining capabilities in a rapidly evolving digital environment. It ensures a productive, resilient workforce aligned with digital transformation and is essential to attracting, developing, and retaining talent in a highly competitive landscape.



COMPARISON OF MATERIAL TOPICS: EVOLUTION 2022 VS. 2024

The materiality update conducted in 2024 reflects a significant evolution compared to the previous assessment carried out in 2022. This update involved a thematic reorganization, clearer alignment with international frameworks, and a more strategic integration of topics across Environmental, Social, Labor, and Governance (ESLG) dimensions.

Several topics remained consistent but were addressed with renewed focus and greater depth, such as **Waste Management toward a Circular Economy, Net-Zero Strategy, Occupational Health and Safety, Privacy and Cybersecurity, Human Rights, Efficient Water Use, and Biodiversity Preservation and Restoration.** These topics were already present in 2022, although under different names or scopes.

In addition, **new material topics** were incorporated that were not included in the previous assessment, such as:

1 **ESLG and risk management**	5 **Corporate Governance and Business Ethics**
2 **Practices with Clients**	6 **Reduction of the Digital Divide**
3 **Social impact and volunteering**	7 **Regulatory Compliance Management**
4 **Responsible prices, among others**	8 **Inclusive products and services**



These themes reflect a growing awareness of **the importance of social inclusion, community development, transparency, and business resilience.**

At the same time, several topics from the 2022 assessment were consolidated or removed, either because they are now encompassed within broader thematic categories or because they are no longer considered a priority by stakeholders. Among the consolidated topics are among others. **Network Modernization, Innovation and Diversification Plans, Performance Evaluations, Equal Pay for Equal Work, Harassment-Free Work Environment, Freedom of Expression, and ESLG-Linked Compensation.**

This refinement helped prioritize issues with greater business impact and long-term sustainability relevance, fostering a more coherent and pragmatic dialogue aligned with today's global challenges.

In summary, this update enhances the strategic relevance of materiality, aligning it with a more complex, interconnected landscape marked by increasing social and regulatory expectations.

INTEGRATION WITH SUSTAINABILITY STRATEGY

The results of the double materiality assessment served as a key input for the update of the organization's sustainability strategy. Each material topic was directly linked to the strategic pillars of the ESLG vision, enabling clear alignment between sustainability priorities, stakeholder expectations, and the operational context.

Topics identified as highly relevant due to both their impact on people and the environment, as well as their potential influence on business performance were considered essential for anticipating emerging challenges and creating long-term opportunities.

These topics were integrated into the strategy based on their potential to strengthen resilience, drive innovation, and reinforce a responsible management approach.

You can find **the correlation between material topics and the objectives, targets, and approach of the strategy in the section SUSTAINABILITY STRATEGY: ENABLING A BETTER WORLD,** within this chapter.



RISK MANAGEMENT

GRI (2-12, 2-13, 2-14, 2-23, 3-3)

At América Móvil, risk management is a core component of our corporate governance model and sustainable performance.

The company recognizes that all business activity involves inherent risks; therefore, it has developed a risk management framework designed to anticipate, adapt to, and respond swiftly to changing environments safeguarding operational continuity, reputation, and long-term value creation.

RISK GOVERNANCE MODEL

Responsibility for risk management lies at all levels of leadership within the organization, including the Chief Executive Officer and each of the Operating and Functional Directors.

This distributed model ensures that risks are identified and managed at their source, with a comprehensive view aligned with the company's strategic objectives.

Risk management at América Móvil encompasses all operating units, functional areas, and geographies where the company operates, and includes both short- and medium-term operational risks as well as strategic risks that could compromise the achievement of the company's long-term corporate vision.



DUAL APPROACH AND RISK CATEGORIES

América Móvil applies a comprehensive approach to risk management:

- On one hand, ESLG related risks are identified and mitigated, those that could affect the company's social license to operate, regulatory compliance, and reputation.

- On the other, strategic risks are detected—those that could compromise the long-term viability of the business and its position in the market.

- Finally, financial risks are managed—those that could impact América Móvil's economic stability and investment capacity.

This approach considers multiple risk categories, including the following key areas:

- Cybersecurity and Information Security
- Legal, Regulatory, and Compliance Risks
- Infrastructure and Customer Service Risks
- Financial and Corruption Risks
- Anti-Money Laundering and Counter-Terrorism Financing
- Climate Change and Energy Transition Risks

Each risk category involves the implementation of controls, continuous monitoring, and periodic review of mitigation actions.

For more details on the main risks identified, please refer to **Appendix A – Risks and Opportunities**, available at the end of this chapter. For more information on climate-related risks, consult **Appendix B – ESLG and Climate Governance Disclosures**, also located at the end of this chapter.

RISK IDENTIFICATION AND REPORTING PROCESS

The double materiality assessment is a key element of the process, as it analyzes economic, social, and environmental impacts to determine their relevance in the management of risks and opportunities.

Management teams have ongoing responsibility for identifying, analyzing, and mitigating risks within their respective areas. Each department head must gather and consolidate key information on the most significant risks and report it to the Chief Executive Officer, thereby ensuring clear and timely traceability to support effective decision-making.

This approach allows the corporate strategy to adapt to emerging risks, enabling a faster response and reinforcing the organization's resilience.

BENEFITS OF THE RISK MANAGEMENT MODEL

América Móvil's risk architecture delivers tangible benefits that strengthen its organizational performance:

- **Enables recalibration of corporate strategy** based on risk analysis.
- **Reduces costs and operational** vulnerabilities through early detection and effective risk management.
- **Builds trust among shareholders, investors, and other stakeholders.**
- **Improves preparedness** for future risks and opportunities.
- **Fosters a culture of continuous learning** and enhanced business performance.

For more information, please refer to **Appendix A – Risks and Opportunities,** which details the risk categories and key factors monitored by the company, including those related to human rights, labor standards, the environment, and business ethics.



At América Móvil, risk management is a core component of our corporate strategy and a reflection of our commitment to sustainability, integrity, and business continuity.

SUSTAINABILITY

GOVERNANCE

GRI (2-9, 2-10, 2-12)

At América Móvil, sustainability is managed at the highest level of the organization as a strategic principle that guides decision-making and reinforces our commitment to long-term sustainable value creation.

To achieve this, the company has established a robust and functional governance structure aimed at integrating environmental, social, labor, and governance (ESLG) matters across all areas of the business.



STRATEGIC LEADERSHIP AND OVERSIGHT

The Corporate Sustainability Committee, chaired by the Chief Executive Officer and composed of members of senior management, is the body responsible for defining and overseeing the implementation of the sustainability strategy. This committee works in close coordination with **the Board of Directors, through the Audit and Corporate Practices Committee,** ensuring proper oversight, traceability, and alignment with the company's strategic objectives.

Its key responsibilities include:

- Overseeing the implementation of the sustainability strategy across all business units.
- Leading and updating the double materiality assessment, identifying the business's most relevant impacts as well as ESLG-related risks and opportunities.
- Establishing short- and long-term performance targets and indicators on environmental, labor, social, and corporate governance matters.
- Coordinating the work of Local Sustainability Committees, which promote the adoption of operational and environmental best practices at the regional level.
- Collaborating with the Energy and Emissions Task Force, which leads the company's decarbonization strategy.

The corporate climate change strategy, led by the Energy and Emissions Task Force, under the direction of the Chief Mobile Operations Officer, covers emissions management, energy consumption, fuel use, and value chain collaboration. Its implementation is coordinated through local working groups, promoting operational and environmental best practices.

Progress is periodically evaluated by the responsible committees, strengthening internal controls and driving continuous improvement.

This model ensures that sustainability is integrated transversally into daily operations, under principles of ethics, transparency, and innovation. Strategic decisions are further supported by specialized technical teams that design, implement, and monitor key initiatives in areas such as climate change, energy efficiency, health and safety, and social performance.

For more information on Governance and Sustainability Governance at América Móvil, please refer to our Corporate Governance Report, also avaliable on the sustainability microsite in the 360° Sustainability section under the letter 'G' for Governance.

To learn more about climate governance, consult the Appendix -B ESLG Governance and Climate Disclosure at the end of this chapter.



GLOBAL COMMITMENT AND TRANSPARENCY

In line with our adherence to international principles and agreements—such as **the United Nations Global Compact, the Paris Agreement, the Sustainable Development Goals (SDGs), and the UN Business Ambition for 1.5°C**, among others—América Móvil's sustainability governance is focused on managing climate-related risks, promoting a low-carbon economy, and ensuring responsible operations across all the markets in which we operate.

SECURED INFORMATION AND ACCOUNTABILITY

As part of our commitment to transparency, the key indicators related to our commitments—such as GHG emissions, energy consumption and its sources, waste management, health and safety, gender pay gaps, cybersecurity, and diversity—**are verified by independent third parties.**

This assurance process strengthens stakeholder trust and supports strict compliance with reporting frameworks such as **GRI, MSCI, S&P CSA, among others.**

At América Móvil, risk management is an essential component of our corporate strategy and a reflection of our commitment to sustainability, integrity, and business continuity.



GLOBAL COLLABORATIONS AND SUSTAINABILITY RECOGNITIONS

As part of our global commitment to climate action and sustainability, we actively engage with **the GSMA (Global System for Mobile Communications Association),** the industry organization that represents the interests of mobile operators and the broader mobile ecosystem worldwide. América Móvil participates in several GSMA working groups dedicated to advancing the sustainable transformation of the telecommunications sector. These groups foster collaboration among members to drive collective progress toward shared objectives, including the goal of achieving **net-zero emissions across the industry by 2050.**

The working groups in which we have participated include:

➔ **Climate Action Task Force:**

We contributed to the development of a sector-specific guidance for setting science-based targets (SBTs), aimed at companies in the Information and Communication Technology (ICT) sector. This guide supports the definition of decarbonization pathways across the industry.

➔ **Scope 3 Working Group:**

We contributed to the development of a sector-specific document that identifies the most relevant Scope 3 emission categories for the mobile industry. The document integrates various methodologies for quantifying these emissions and includes an analysis of their strengths and limitations.

➔ **Working Group on Circular Economy:**

We participate in identifying the key challenges associated with the transition from a linear to a circular economic model in the sector. This includes mapping strategic actors and their roles, promoting the exchange of ideas on how to initiate the transition, and developing surveys to better understand the current operational and regulatory context.



➔ **Biodiversity Working Group:**

Given the potential impact the industry may have on biodiversity across its value chain, we contributed to the development of sector-specific guidelines and considerations aimed at managing and mitigating these impacts.

➔ **ESG Reporting Working Group:**

We participated in the development of a harmonized set of environmental, social, and governance (ESG) metrics, in collaboration with mobile operators, standard-setting bodies, intergovernmental organizations, investors, and industry experts.

Through these platforms, we promote the exchange of best practices in climate action among operators, encourage telecommunications sector suppliers to report their emissions and set ambitious reduction targets, and strengthen thought leadership by generating knowledge on how mobile technologies can contribute to climate change mitigation and adaptation.

SUSTAINABILITY PERFORMANCE RECOGNIZED BY LEADING ESG INDICES AND RATINGS

In 2024, **MSCI ESG Ratings upgraded our rating from "BBB" to "A",** recognizing sustained progress in our cybersecurity practices, the robustness of our data privacy policies, and the strengthening of our corporate governance. This marks the third consecutive upgrade to our ESG rating by MSCI over the past three years.

Additionally, for the fifth consecutive year, we were included in the **DJSI MILA Pacific Alliance Index,** and we continue to be part of **the S&P/BMV Total ESG Mexico Index and the FTSE4Good Index,** reflecting our ongoing commitment to sustainability and strong environmental, social, and governance performance.

SUSTAINABILITY STRATEGY:

ENABLING A BETTER WORLD

GRI (2-25, 2-26)

As a result of the updated double materiality assessment, **América Móvil has integrated objectives into its strategy that address key issues such as emissions reduction, data privacy protection, and closing the digital divide.** These focus areas reflect our ability to respond to the impacts and opportunities identified in the assessment, strengthening our sustainability vision with a clear business-oriented approach.

By 2025, adjustments to these objectives are anticipated to prioritize other emerging topics, ensuring that our strategy remains aligned with evolving stakeholder expectations and risk dynamics.

Under the purpose **"Enabling a Better World,"** América Móvil structures its sustainability strategy around four core commitments:

1 MINIMIZING OUR ENVIRONMENTAL FOOTPRINT

➔ Through actions focused on energy efficiency, emissions reduction, and responsible waste management.

2 CARING FOR HUMAN TALENT

➔ As an integral part of the company, promoting **safe, diverse, and inclusive work environments.**

3 DRIVING ECONOMIC AND HUMAN DEVELOPMENT

➔ Through **connectivity and digital inclusion,** generating shared value in the communities where we operate.

4 HONORING THE TRUST OF OUR STAKEHOLDERS

➔ Complying with applicable legislation and guiding its actions within a strong ethical framework, upholding high standards of integrity and transparency.

OBJECTIVES AND GOALS

Commitments that Guide América Móvil's Contribution to a More Sustainable World

América Móvil aligns its sustainability strategy with the principles of the United Nations Global Compact (UNGC) and the Sustainable Development Goals (SDGs) through an integrated approach that enables the company to measure and improve its **environmental, social, labor, and governance (ESLG)** performance across all operations.

Through clear and measurable targets, the company reinforces accountability, promotes proactive risk management, and drives continuous improvement. Its strategic commitments are organized into four priority pillars that reflect its vision for sustainable impact:

- ➔ **Better Planet**
- ➔ **Better Workplace**
- ➔ **Better Society**
- ➔ **Better Business Framework**

The following section outlines the main objectives, progress achieved, and future targets.



BETTER PLANET

Reduce our environmental footprint and lead the transition to low-carbon operations.

OBJECTIVE	2024	COONTRIBUTION TO MATERIAL TOPIC	RELATED SDGS
Net-zero emissions by 2050 from a 2019 base year.	–	Zero emissions strategy	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE; 13 CLIMATE ACTION
Reduce by 52% our absolute scope 1 and 2 GHG emissions by 2030 from a 2019 base year.	**29% absolute scope 1 and 2 reduction vs 2019 baseline**	Zero emissions strategy	7 AFFORDABLE AND CLEAN ENERGY; 13 CLIMATE ACTION
Reduce by 14% our absolute scope 3* GHG emissions by 2030 from a 2019 base year.	**17% absolute scope 1 and 2 reduction vs 2019 baseline**	Zero emissions strategy	13 CLIMATE ACTION

*The Scope 3 investment category was excluded after the acquisition of Claro VTR, as these data correspond to the consolidated operation of the Company.

BETTER SOCIETY [1]

Promote digital inclusion, human rights, and equitable access to opportunities.

OBJECTIVE	2024	COONTRIBUTION TO MATERIAL TOPIC	RELATED SDGS
Zero tolerance for human rights violations in our operations and supply chain.	During the reporting period, no material **human rights violations**[2] were recorded in our operations or the supply chain.	• Human Rights • Supply chain sustainable management • Integrity and Compliance Program	8 DECENT WORK AND ECONOMIC GROWTH; 10 REDUCED INEQUALITIES; 16 PEACE, JUSTICE AND STRONG INSTITUTIONS; 17 PARTNERSHIPS FOR THE GOALS
Increase training in basic digital skills that allow users to communicate and access public, commercial, and financial services online.	We registered **189,074 users** in basic digital skills.	• Digital Gap Reduction • Social inclusion	4 QUALITY EDUCATION; 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
Increase training in digital skills to improve employment opportunities across different sectors, promoting entrepreneurship and the growth of small businesses.	We registered **46,220 users** in digital skills for employability and entrepreneurship.	• Digital Gap Reduction • Social inclusion	4 QUALITY EDUCATION; 5 GENDER EQUALITY; 8 DECENT WORK AND ECONOMIC GROWTH
Increase training on technical digital professions and higher-level skills.	We registered **218 users** for training in technical professions and advanced digital skills.	• Digital Gap Reduction • Social inclusion	4 QUALITY EDUCATION; 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
Increase training in digital skills and online safety for children and teenagers.	We registered **3,051 users** in training in digital skills and online safety for children and teens.	• Digital Gap Reduction • Social inclusion	4 QUALITY EDUCATION; 16 PEACE, JUSTICE AND STRONG INSTITUTIONS

1 As of 2024, all related-party social impact activities of América Móvil (unconsolidated) will be reported individually. This report only includes initiatives of America Movil and its subsidiaries. Likewise, the year 2024 marks the baseline for monitoring and evaluating our social programs, which focus on closing the digital gap

2 All complaints related to human rights violations submitted through our complaints portal that were found to breach our Integrity and Compliance Program resulted in the implementation of corresponding disciplinary actions.

BETTER WORKPLACE

Foster safe, inclusive, productive, and human development-oriented environments.

OBJECTIVE	2024	COONTRIBUTION TO MATERIAL TOPIC	RELATED SDGS
Zero fatalities in our workforce and contractors.[1]	**We experienced 7 fatalities in 2024.**	• Occupational health and safety • Workforce Management • Supply chain management	8 DECENT WORK AND ECONOMIC GROWTH
Certify 100% of our subsidiaries in Occupational Health and Safety (ISO45001) by 2025.	**23 operations have an ISO 45001** occupational health and safety certification.	• Occupational health and safety	3 GOOD HEALTH AND WELL-BEING; 8 DECENT WORK AND ECONOMIC GROWTH
Evaluate 100% of our senior managers[2] through 360° assessments every 3 years.	**In 2024, we have made 88.7% progress** towards completing the assessment of managerial levels.	• Workforce Management	8 DECENT WORK AND ECONOMIC GROWTH
Evaluate 98% of our workforce through performance assessments by 2030.[3]	**84%** of our workforce was evaluated through performance assessments.	• Workforce Management	8 DECENT WORK AND ECONOMIC GROWTH
Improve by 1% the employee climate survey outcome, with an engagement rate over 90% every two years.	**An increase of 1.87% compared to the previous measurement.**[4]	• Workforce Management	5 GENDER EQUALITY; 8 DECENT WORK AND ECONOMIC GROWTH

1 See detailed notes on fatalities and corrective actions in the “Health and Safety” section.

2 In 2024, the definition of the objective was adjusted, as the measurement primarily considers personnel with leadership functions at the managerial level.

3 Application of individual performance evaluations as part of the talent management and development process.

4 For more information on progress in the workplace climate, see the Enabling a Better Workplace Chapter, specifically the section on the Workplace Climate Survey.

BETTER BUSINESS FRAMEWORK

Ensure an ethical, transparent, and trust-focused culture of our stakeholders.

OBJECTIVE	2024	COONTRIBUTION TO MATERIAL TOPIC	RELATED SDGS
Zero tolerance for corrupt practices within the Company and supply chain.	During the reporting period, **no instances of corrupt practices** were identified in our operations.	• Gestión del cumplimiento normativo (compliance)	16
Evaluate 100% of our active business partners by 2025.	In 2024, **1,403 evaluations** were initiated using our due diligence protocol, of which **674 were completed.**	• Gestión de la cadena de suministro • Gestión ESG y de riesgos	12, 16
Certify 100% of our subsidiaries in information security management systems (ISO 27001) by 2025.	**98% of our Data Centers are ISO 27001 certified.**[1]	• Privacidad del cliente y ciberseguridad • Gestión ESG y de riesgos	9, 16
Train 100% of our active business partners in our Code of Ethics and Anti-corruption practices, and at least 50% trained in environmental footprint by 2025.*	**1,679 business partners** were trained in the Code of Ethics, **1,103 in Money Laundering Prevention, 1,307 in Anti-Corruption[2], 1,035 in Personal Data Protection, 1,040 in Information Security, and 1,150 in Business Sustainability.**	• Gobierno corporativo y ética • Gestión ESG y de riesgos	12, 16
Consistent increase in Net Promoter Score compared with previous years and exceeding competition in all brands and segments.	Net Promoter Score decreased by **4.5% compared to 2023.**[3]	• Experiencia del cliente	9
Increase to 3 female directors in the Board of Directors of América Móvil by 2025.[4]	3 female directors **(21% female representation in the Board of Directors).**	• Inclusión social • Gobierno corporativo y ética empresarial	5, 16

For more information on advancing our third-party due diligence process, see our chapter Enabling a Better Business Framework.

1 We register 98% of our certified data centers in ISO 27001
2 Figures include anti-corruption and money laundering courses. The Aliados Capacítate Carso platform is undergoing technological restructuring, which has temporarily limited the full availability of data.
3 For more information on the impact of this goal, see the chapter "Enabling a Better Business Framework" in the Customer Experience and Digital Channels section.
4 The goal of having three women on the Board of Directors by 2025 has already been achieved. Therefore, as of 2025, a new goal is established: to achieve 30% female representation on the Board by 2028. As of May 14, 2025, the Board of Directors of América Móvil comprises 15 members, of whom 27% are women, following the incorporation of a new director during that session.

CULTURE

OF SUSTAINABLE GROWTH

At América Móvil, we foster a culture of sustainable growth that combines concrete actions with the consolidation of training, transparency, and compliance. **Our Sustainability Microsite** continues to be an essential tool for disclosure and accountability, updated annually with relevant information on environmental, social, labor, and governance matters.

In 2024, enhancements were made to our **Compliance Portal,** most notably the launch of the integration process with platforms responsible for third-party registration, contracting, and payment. This integration ensures that the principles of our **Integrity and Compliance Program** are reflected in the regulatory documents that govern our business relationships.

We also incorporated automated functionalities to manage key policies such as **Gifts, Sponsorships, Donations, and Conflicts of Interest,** improving traceability, control, and operational efficiency.

Strengthening training on strategic topics remains a priority. In 2024, we launched the course **"Introduction to Corporate Sustainability"**, which reached **84.7%** of our workforce. In parallel, we held **the 5th edition of our Sustainability Week,** where more than **600 directors and managers** addressed key issues such as **ethics and transparency, cybersecurity, pay equity, occupational health and safety, and the digital divide.**

This event fostered the exchange of best practices and reinforced our commitment to responsible development.



SUSTAINABLE FINANCING

GRI (203-1, 305-5)

In line with its Sustainability Strategy and its commitment to linking financial objectives with environmental and social criteria, **América Móvil has strengthened its sustainable financing approach through the implementation of a Sustainable Finance Framework (2022).**

This framework enables the issuance of **green, social, and sustainability bonds,** ensuring that the funds raised are exclusively allocated to projects with a high positive impact in two of its strategic pillars: **caring for the planet and building a better society.**

In 2024, the company issued a **sustainability bond for MXN 20 billion,** with proceeds allocated to eligible projects in **energy efficiency and access to essential services.** The bond received independent assurance in accordance with the company's framework and international standards such as **the Green and Social Bond Principles (ICMA) and the Green Loan Principles (LMA).** The issuance was **rated AAA** by agencies such as **S&P, Fitch, and Moody's.**

This instrument has supported the financing of operations in **A1 Group Austria, Colombia, and Central America** during the period from **August 2022 to January 2024.**

Green projects focused on reducing environmental impact. Among them, the following stand out:

1. **The transition from legacy networks to fiber-to-the-home (FTTH),** a technology that increases energy efficiency and reduces greenhouse gas (GHG) emissions.

2. **The modernization of mobile networks to accelerate the adoption of 5G technology,** which improves energy efficiency per gigabyte transmitted.

3. **Investments in energy efficiency,** including the implementation of efficient cooling solutions, low-energy consumption equipment, and the optimization of energy use during off-peak hours.

Social projects aimed at reducing the digital divide through:

1. **Expanding mobile and fixed networks in rural and underserved communities**, particularly in Colombia and Central America.

2. **Programs to promote the adoption of digital technologies among vulnerable groups,** including women, people with disabilities, and Indigenous communities.

3. **Initiatives focused on digital skills training and employability,** designed to foster socioeconomic inclusion.

As a result of this sustainable financing, in 2023:

A reduction of 119,839 tons of tonnes CO^2e was achieved in operations across A1 Group and Colombia, based on a comparison of Scope 1 and 2 emissions from 2021 to 2023.

More than 10,766 people in previously unconnected communities gained access to digital services, contributing to social equity and inclusive economic development.

The implementation of this approach is aligned with **the United Nations Sustainable Development Goals (SDGs)** and adheres to international standards for sustainability management and reporting. It also strengthens **América Móvil's sustainability governance** by incorporating limited external assurance and a systematic approach to managing environmental and social risks.

This financing model reflects the company's commitment to **generating shared value,** demonstrating that financial performance and sustainability can and must advance in an integrated manner.



Enabling

A BETTER WORLD IN NUMBERS 2024

29%
Reduction of Scope 1 and 2 emissions compared to the base year.



84%
Workforce with performance evaluations.

77%
OF TOTAL TRANSACTIONS
Occupational health and safety certification ISO 45001 or equivalent.

84.7%
Participation of our employees in the course “Introduction to Business Sustainability.”

ZERO
Material human rights violations in our operations and supply chain.

185,776 USERS
Registered in programs for the strengthening of basic digital skills.

91%
Data Centers with ISO 27001 information security management certification.

APPENDIXES

- **Appendix A |** Risks and Opportunities
- **Appendix B |** ESLG Governance and Climate Disclosures
- **Appendix C |** Contribution to Sustainable Development Goals
- **Appendix D |** Contribution to the Principles of the United Nations Global Compact



ENABLING A BETTER PLANET



RELATED SDGS 7 9 11 12 13 15

RELATED SDGS



Enabling a Better Planet

ENVIRONMENTAL MANAGEMENT

América Móvil is committed to sustainability in all our operations, encompassing not only environmental management but also regulatory compliance, sustainable development, transparency, and accountability. This commitment is embodied in **our Environment Policy.**

The purpose of America Movil's **Environmental Policy** is to establish the principles and guidelines that govern our environmental practices. We are committed to creating a **regulatory framework** that directs our daily efforts towards **efficient and responsible environmental management.**

Beyond resource conservation, we seek to **promote environmental education and raise awareness of our ecological footprint** among all stakeholders, setting clear short-, medium-, and long-term objectives.



This policy is designed to ensure that both employees and third parties related to the company are aware of, understand, and apply the principles and values outlined in it, **thereby ensuring consistent and effective environmental management** across all our operations.

We actively contribute to the goals of the Paris Agreement and the United Nations' Sustainable Development Goals (SDGs). We continually evaluate other international environmental commitments to **contribute to climate change mitigation** through policies that encourage investment in **cleaner energy** sources and increased energy efficiency.

América Móvil also establishes general guidelines to conduct our decision -making processes, following efficient and resource -conservation practices. Through resource management and responsible supply of energy, chemicals, hazardous substances, **water, biodiversity, waste and circular economy, among others.** These guidelines are integrated into our environmental strategy, promoting actions that **minimize our environmental impact and encourage sustainability throughout our value chain.**

To strengthen our environmental governance and data-driven decision-making, **we have implemented *FRIDA*—our centralized corporate platform for environmental intelligence.** ***FRIDA*** consolidates and streamlines information across the Group's sustainability initiatives, enabling robust management of key environmental metrics such as energy efficiency, waste reduction, and decarbonization.

In addition, we monitor our environmental performance through **UL360, a carbon footprint measurement system implemented in 2024. Updated annually, this system integrates Key Performance Indicators (KPIs) aligned with international best practices.**

We reaffirm our strong commitment to accountability by publishing our Annual Sustainability Report and Climate Transition Plan, where we disclose our environmental performance and key progress indicators.

These results are independently assured to **ensure regulatory compliance and enhance transparency in the reporting of our environmental footprint.**

Under a risk prevention and business continuity approach, all employees and third parties involved in our operations are required to adhere to our **Environmental Policy and applicable local environmental regulations.**

This commitment includes promoting practices to reduce our **ecological footprint**, engaging with suppliers to ensure compliance with equivalent standards, and transparently disclosing environmental information, particularly key performance indicators. These actions help mitigate environmental impacts and foster a culture of shared responsibility across our value chain.

TO LEARN MORE ABOUT OUR ENVIRONMENTAL POLICY, PLEASE VISIT OUR SUSTAINABILITY WEBSITE IN THE SUSTAINABILITY 360° SECTION UNDER LE LETTER "E" FOR ENVIRONMENT

Our main operations, which generate 80% of our revenue,
hold environmental and/or energy management certifications.



Governance and decarbonization strategy

GOVERNANCE

GRI (2-9, 2-23)

The Board of Directors, through the Audit and Corporate Practices Committee, oversees the strategy, internal controls, compliance, and disclosures related to sustainability and climate change. These matters are regularly reported during committee sessions by the Head of Sustainability and **the Energy and Emissions Task Force.**

Led by **the Chief Mobile Operations Officer**, this group coordinates the operational and tactical actions required to meet our climate targets: **a 52% absolute reduction in Scope 1 and 2 emissions and a 14% absolute reduction in Scope 3 emissions by 2030, compared to 2019 levels, as approved by the Science Based Targets initiative (SBTi).**

The Energy and Emissions Task Force reports to the Sustainability Committee and operates at both the corporate and subsidiary levels. It focuses on identifying and leveraging opportunities to drive continuous improvement in the reduction of greenhouse gas (GHG) emissions. Its responsibilities include:

- **Draft and update** the Greenhouse Gas (GHG) reporting guidelines for use by subsidiaries.
- **Report annually on the Carbon Footprint** of the company and its subsidiaries.
- **Monitor** the Greenhouse Gas Emissions Inventory.
- Promote collaboration and **the exchange** of best practices among subsidiaries.
- Contribute to the development of **the Annual Sustainability Report.**
- **Support internal and external audits** of the GHG inventory and its KPIs.
- **Explore and implement** systems for tracking data related to the Carbon Footprint.
- **Oversee initiatives related to energy efficiency,** waste reduction, circular economy, fugitive emissions, and transportation.
- Conduct periodic calls at both corporate and local levels **to share updates, best practices, and knowledge across subsidiaries.**



To align efforts across all operations and advance our decarbonization objectives, the leader of the Energy and Emissions Task Force conducts quarterly meetings with the management teams of each subsidiary to review progress against their specific targets.

In parallel, the operational local team of the Energy and Emissions Task Force **holds regular sessions focused on key initiatives,** including energy procurement and decarbonization strategies.

These meetings serve as a platform for sharing best practices and fostering a culture of continuous learning across our subsidiaries.



Our Climate Targets

- ***52% reduction in absolute Scope 1 and 2 emissions.***
- ***14% reduction in absolute Scope 3 emissions by 2030.***

Decarbonization Strategy

GRI (2-25)

We are committed to operating with minimal environmental impact and contributing to the well-being of the communities in which we operate.



Our strategy to achieve our emissions reduction targets is outlined below:

OUR JOURNEY TO NET ZERO			
SCOPE 1	**STATIONARY COMBUSTION:** • Optimization fuel consumption in generators installed at radio base stations through grid connection, hybrid systems or migration to full renewable energy. • Implementing intelligent delay in starting generators.		**VEHICLE FLEET:** • Migrating to eco-friendly fuels such as bioethanol, when and where possible. • Evaluating migrating our owned fleet to electric-power vehicle fleet.
SCOPE 2	**ENERGY SOURCING:** • Migrating to renewable or cleaner energy in accordance with excisting regulations. • Seeking opportunities with our current energy providers to certify green electrical consumption though I-REC´s or similar certifications. • Exploring alternatives such as virtual PPAs (Power Purchase Agreements).	**ENERGY EFFICIENCY:** • Developing and executing a multi-annual plan to phase out legacy equipment. • Continuously modernizing outdated air conditioning equipment in our facilities. • Implementing temperature control measures. • Utilizing AI solutions to shut down radio access network equipment without affecting network quality. • Optimizing energy consumption by turning off electrical equipment in corporate buildings and shops during night periods.	**ENERGY MEASURMENT:** • Improving our energy measurement capabilities through the implementation of reporting systems or automation processes. • Continously improving our PUE (Power Usage Effectiveness) measurements in data centers.
SCOPE 3	**ENGAGEMENT WITH SUPPLIERS:** • Encouraging key suppliers to have a carbon footprint inventory and set short-and medium-term goals. • Assesing our 50 main vendors, according to their environmental strategy, encouraging them to set better GHG emmissions tracking systems and find engagement solutions.		

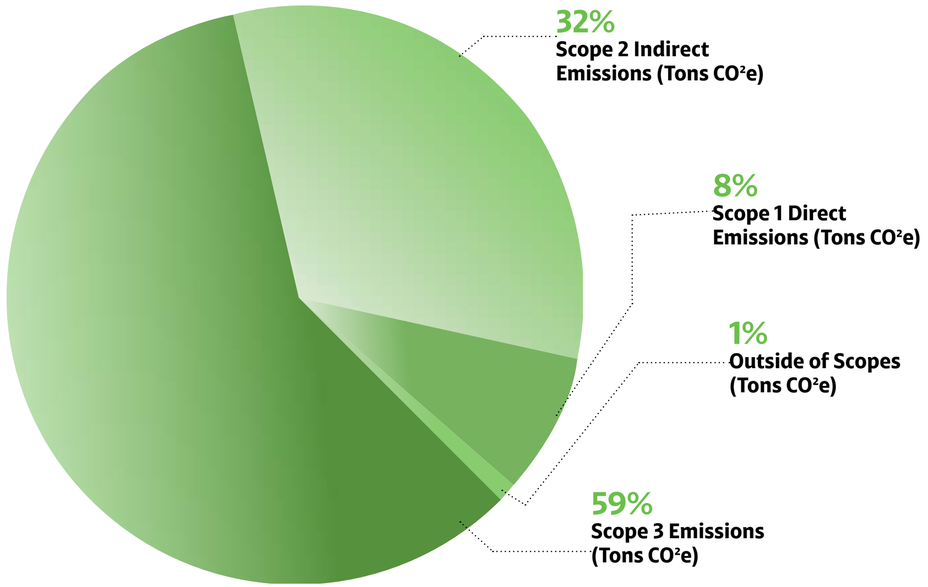
For more information, see the Climate Transition Plan.

Emissions and Our Pathway to Net Zero

GRI (305-1, 305-2, 305-3, 305-5)

In 2024, our operations generated **4.1 million tons of CO^2e, with 1.6 million tons corresponding to Scope 1 and 2 emissions.** This represents an **11% reduction** compared to the previous year and **a 29% decrease** relative to our base year.

FOOTPRINT COMPOSITION GRAPH



Scope 1 and 2 Emissions (Market based)	2019	2020	2021	2022	2023	2024
Scope 1 and 2 emissions	2,274,592	2,178,060	2,032,644	1,914,419	1,806,037	1,606,489
Traffic	5,670,692	8,495,226	9,575,032	11,935,561	13,620,074	15,399.19
TONS OF CO^2e PER TB	0.40	0.26	0.21	0.16	0.13	0.10

Despite significant operational growth, we have achieved a 74% reduction in carbon intensity compared to our base year.



The leadership of the Emissions and Energy Task Force has been key to achieving our goals by promoting technological solutions and strategic alliances that drive innovation, optimize processes, and support the adoption of technologies to effectively manage and reduce our environmental impact.

For success stories and best practices, refer to the Featured Story "The Decarbonization Strategy Through Our Operations" in this chapter.



Efficiency and sustainability enabled by digital solutions

The integration of América Móvil's digital solutions has become a strategic pillar for our business customers, empowering them to optimize operations, reduce environmental impact, and enhance their competitiveness in the markets where they operate.

As part of this portfolio, we offer cloud services ranging from Infrastructure as a Service (IaaS) to Software as a Service (SaaS) tailored to address the specific challenges of each organization.

Our offering includes both proprietary and third-party cloud solutions, supporting a smooth and sustainable transition to digital environments.

These solutions not only drive operational efficiency but also contribute to emissions reduction, fostering a more sustainable business model. Key benefits include:

1 OPTIMIZED ENERGY EFFICIENCY

Cloud data centers leverage advanced cooling technologies, intelligent energy management systems, and renewable energy sources. By migrating to the cloud, our customers benefit from these efficiencies, avoiding the high energy and water consumption typically associated with on-premises infrastructure.



In 2024, over **1.7 million customers** used our cloud services, contributing to reduced waste, lower energy consumption, and the more sustainable use of natural resources.

2 DIGITAL COLLABORATION AND REMOTE WORK

Our services enable secure remote access to data and applications, fostering online collaboration. This reduces the need for travel and transport, thereby lowering associated emissions and supporting a more sustainable work model.

3 HARDWARE REDUCTION AND SUSTAINABLE WASTE MANAGEMENT

Cloud-based solutions reduce reliance on physical infrastructure, lowering emissions associated with the production, operation, and disposal of IT equipment. This shift also supports more responsible and sustainable waste management practices.

4 SCALABILITY AND RESOURCE OPTIMIZATION

The ability to scale computing resources according to demand minimizes waste and optimizes energy consumption, directly contributing to the reduction of our carbon footprint.

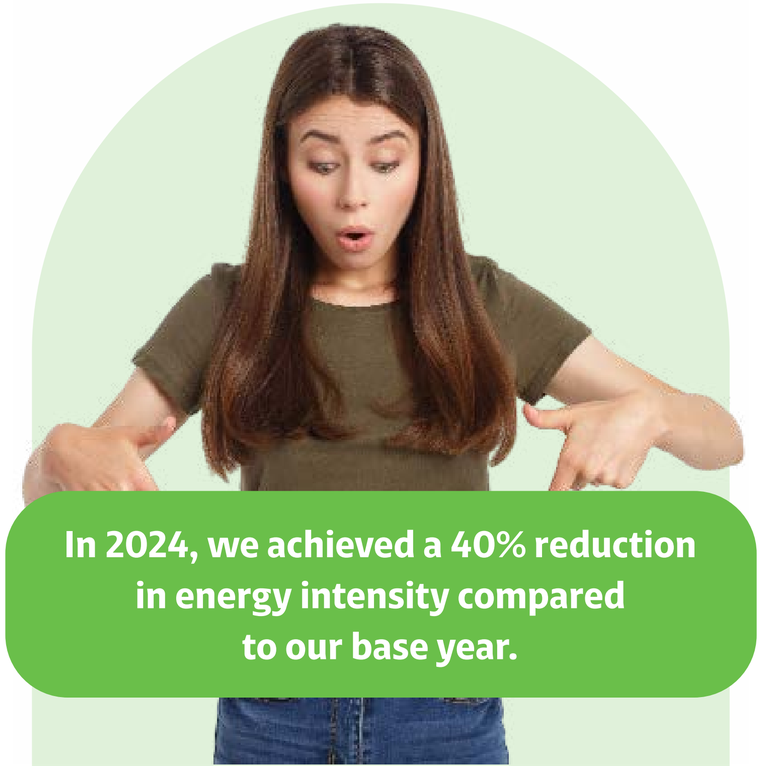
5 SHARED ENVIRONMENTAL RESPONSIBILITY

By adopting our cloud services, clients share responsibility for operational efficiency and environmental sustainability. Our strategically located data centers are designed to minimize energy consumption during data transmission.

Energy

GRI (302-1, 302-3, 302-4, 3-3)
SASB (TC-TL-130a.1.)

Our commitment to efficiency and innovation underpins América Móvil's energy strategy, which seeks to reduce our environmental footprint, enhance operational resilience, and deliver improved experiences for our customers. Our efforts are centered on two key pillars: Energy Supply and Energy Efficiency initiatives.



In 2024, we achieved a 40% reduction in energy intensity compared to our base year.

ENERGY SUPPLY

TOTAL ENERGY	2019	2020	2021	2022	2023	2024
ENERGY CONSUMPTION (MWH)	6,405,875	6,498,781	6,627,949	6,780,379	6,961,904	6,996,956
TRAFFIC IN TB	5,670,692	8,495,226	9,575,032	11,935,561	13,620,074	15,399,185
MWH PER TB	1.13	0.76	0.69	0.57	0.51	0.45

The Energy Supply strategy is built on two key pillars: **renewable energy procurement and self-generation.**

➔ **Cleaner energy procurement:** We continuously assess our energy consumption to identify opportunities for transitioning to cleaner, renewable sources.

➔ **Self-generation:** We are advancing projects that leverage solar and wind resources at strategic locations, promoting energy independence and generating cost efficiencies.

In 2024, 42% of the energy consumed across our operations was sourced from renewable energy.

Renewable energy consumption	2022	2023	2024
PERCENTAGE OF RENEWABLE ENERGY IN TOTAL CONSUMPTION	29%	37%	42%

We address the challenge of ensuring **the availability and affordability of renewable energy** through active participation in **public policy discussions,** including engagement with industry associations such as the **GSMA (Groupe Speciale Mobile Association).** By collaborating with other industry stakeholders, we advocate for policies that promote investment in clean energy and support a favorable regulatory environment to accelerate the transition to more sustainable practices in the telecommunications sector.

Energy efficiency

In 2023, **we launched FRIDA**, a centralized management platform for energy efficiency initiatives and environmental projects.

This tool functions as a single source of information to evaluate new projects, monitor implementation progress, and assess return on investment and environmental impact. **FRIDA** is accessible to the operations and Energy and Emissions teams across all subsidiaries, fostering collaboration and the adoption of **best practices in our operations spanning 23 countries.**

As of December 2024, **FRIDA** recorded a total of **359 initiatives:**

- **213 initiatives** under implementation (already authorized).
- **146 initiatives** in the analysis and/or authorization phase.

Key initiatives include:

- **Developing and executing** a multi-year plan to phase out legacy equipment.
- **Modernizing outdated** air conditioning systems across facilities.
- Implementing **temperature control** measures.
- **Leveraging AI solutions** to shut down cell site equipment without compromising network quality.
- **Optimizing energy use** by shutting down electronic equipment in corporate buildings and retail stores during off-hours.

For success stories related to this strategy, refer to the Featured Story "The Decarbonization Strategy Through Our Operations" included in this chapter.



Our operational decarbonization strategy

The transformation toward a low-emissions, efficiency-driven model is already a tangible reality across all of América Móvil operations. The efforts led by **Brazil, Peru, Colombia, A1 Group, and Telmex** demonstrate how our decarbonization strategy is being translated into concrete projects, technological innovation, and measurable results. These achievements reinforce our global leadership and position the company as a sustainability benchmark in the telecommunications sector.

Claro Brazil's Journey

Since 2016, Claro Brazil has developed a portfolio of **more than 100 distributed generation** plants—including solar, wind, biogas, and hydroelectric facilities—which currently **supply over 75% of its energy needs.** **The goal is to reach 80% by 2025.**

Key achievements include:

- **Operation of six clean energy plants** exclusively dedicated to Claro through Power Purchase Agreements (PPAs) with companies such as ENGIE and through self-generation. By 2024, **these plants have avoided approximately 400,000 tons of CO^2e emissions over their lifecycle,** demonstrating how local generation and strategic alliances are critical to reducing the carbon footprint without requiring additional investment.

- **Adoption of ethanol in the vehicle fleet,** with **more than 80% of "flex"** vehicles now powered by ethanol, significantly reducing greenhouse gas emissions.

- **Implementation of electronic and set-top boxes waste recycling processes, achieving close to 100% treatment** and circular economy practices since 2018.

- **Modernization of antennas and deployment of solar plants in rural and remote areas,** increasing energy autonomy and reducing reliance on fossil fuels in hard-to-reach regions.

These efforts have not only led to a **reduction of over 400,000 tons of CO^2e emissions** but have also reinforced the company's leadership in energy transition, sustainability, and operational efficiency. The Brazilian experience illustrates the importance of long-term partnerships, domestic renewable energy generation, and effective resource management in advancing toward ambitious carbon neutrality goals.



Driving Innovation at Claro Peru

In 2024, **Claro Peru** took a leading role by reducing diesel generator use by **over 556,000 liters, avoiding more than 2,400 tons of CO^2e emissions.** This achievement reflects a strategy grounded in technological innovation, infrastructure upgrades, and efficiency initiatives, including:

- Installation of **over 40 solar panels** at critical sites, replacing diesel generators and enabling **more than 100 stations** to operate entirely on solar energy. This initiative alone avoided **approximately 1,500 tons of CO^2e emissions in a single year.**

- **Upgrading refrigeration and air conditioning systems** with more efficient, lower-impact technologies, resulting in reduced energy consumption and direct emissions.

- **Network management improvements and resource optimization** across radio base stations and data centers, contributing to emission reductions and aligning efforts **to reach a 2,500 ton CO^2e reduction target by 2025.**

- **Innovation in project management and internal communication,** which has played a key role in maximizing the impact of investments in efficiency and renewable energy initiatives.

These efforts demonstrate that, through strategic planning, investment in technology, and strong internal engagement, the transition to a more sustainable operating model can be accelerated—delivering both environmental and socio-economic benefits that reinforce organizational resilience.



Claro Colombia's Transformation

In **Colombia**, the emissions reduction strategy has focused on optimization and operational efficiency, particularly at technical and rural sites. Key initiatives include:

- Deployment of **over 300 "Free Cooling"** systems since 2023, with **plans to reach 306 sites by 2025.**

- **Upgrading cooling equipment, optimizing network infrastructure, and modernizing technology** at base stations and critical sites, resulting in a reduction of **approximately 665 tons of CO^2e in 2024** and a significant decrease in energy consumption.

- **Gradual transition to renewable energy sources and the installation of solar panels in rural and remote areas,** enabling improved connectivity for isolated communities while minimizing environmental impact. These efforts reflect a strong commitment to both sustainability and social inclusion.

The Colombian experience demonstrates that well-managed, technology-driven initiatives can deliver tangible benefits for both operational performance and local communities.

The Advancement of A1 Group

GRI (305-5)

In 2024, A1 Group achieved a 58% reduction in Scope 1 and 2 emissions compared to 2019, with a projected 90% reduction by 2030.

This progress reflects a comprehensive management approach that includes:

- **Transition to more efficient and sustainable grid technologies,** with renewable energy already representing approximately 79% of total energy consumption.

- **Infrastructure modernization,** incorporating renewable energy systems, **electrification of the vehicle fleet,** and optimization of data centers and operations through advanced **digital solutions,** artificial intelligence, and automation.

- **Upgrading to energy-efficient,** lower - consumption equipment, in alignment with global climate action efforts and carbon neutrality goals.

These results demonstrate that, with a clear strategy, targeted technological investments, and strategic partnerships, large organizations can accelerate deep transformation processes that deliver both environmental and economic benefits.

A1 Group's experience serves as a benchmark for turning climate challenges into competitive and environmental advantages.

For more information, consult A1 Group's 2024 Results Report.

Telmex Optimization

GRI (305-5)

In Mexico, Telmex has implemented a comprehensive set of actions that reinforce its leadership in sustainability. In 2024, the company reduced its energy consumption by **more than 48,000 MWh and avoided over 99,000 tons of CO^2e emissions compared to the previous year.** These results were achieved through technological upgrades, clean energy supply agreements, and efficiency improvements in its data centers—such as Triara, which is certified under ISO 14001 and ISO 50001.

Telmex has also entered into power purchase agreements with suppliers such as Iberdrola, which operates 100% renewable energy plants, ensuring that the majority of its electricity is sourced from certified clean energy. Efforts are underway to further expand the share of renewables in its energy mix.

Additional initiatives include modernizing networks, transitioning to fiber optics, enhancing cooling system efficiency, and replacing outdated cooling equipment—all contributing to significant reductions in both carbon emissions and energy costs.

A key component of its strategy is the electrification of its vehicle fleet, supported by the installation of charging infrastructure, to reduce transportation-related emissions and promote sustainable mobility. **Together, these actions generate a dual impact: enhancing competitiveness while advancing environmental responsibility, fully aligned with Telmex's sustainability targets for 2025 and 2030.**



Circular economy and waste management

GRI (306-1, 306-2)

Our Environmental Policy emphasizes circular economy and waste management as key pillars in the transition to a low-carbon economy. We follow a comprehensive framework aligned with the principles of **Reject, Restore, Reduce, Reuse, Repair, Remanufacture, Redesign, Recycle, and Recover.** This approach informs our decision-making and actions, helping us minimize environmental impact across our entire value chain.

Our actions to promote a circular economy include:

SMART PRODUCT USE AND MANUFACTURE

We promote product design and processes that minimize the generation of non-reusable waste. Reducing reliance on single-use items and maximizing the incorporation of recycled materials —through close collaboration with our suppliers—are essential steps toward building a more sustainable and circular value chain.

EXTENDING PRODUCT AND COMPONENT LIFESPAN

We promote the reuse, repair, and renewal of the products we offer. Our customer service centers serve as collection points, enabling the return of devices and strengthening collaboration with our suppliers to extend product life cycles.

RESPONSIBLE MATERIAL MANAGEMENT

Through strategic partnerships and foundations, we support the organization of recycling events and foster synergies that facilitate waste collection. These initiatives serve as offsetting mechanisms for waste that has not been properly recycled or has undergone energy recovery or composting processes.



Circularity in action

A1 Group

GRI (306-4)
SASB (TC-TL-440a.1)

A1 Group has implemented strategic actions in circular economy and waste management. In 2024, **the packaging system at our logistics center in Austria was optimized by eliminating plastic filler materials.** The new packaging solution is tailored to the dimensions of devices such as mobile phones and modems, and delivery labels are now applied using wax-coated paper bags.

As a result, plastic use in outbound shipments has been fully eliminated.

Additionally, ***our refurbishment center in Bulgaria***, established in 2016, specializes in reconditioning customer-premises equipment (CPEs), including modems and media boxes. These devices are reconditioned for reuse extending their lifespan, reducing the demand for new hardware and contributing to resource efficiency.

Our subsidiaries provide mobile phone collection programs, enabling devices to be either **recycled or refurbished.** This initiative supports the extended use of raw materials and reinforces our commitment to resource circularity.

We have established a target to increase the proportion of recycled and **reconditioned devices to 20% by 2025,** reinforcing our commitment to circular economy practices.

In 2024, 28% of our devices were either recycled or reconditioned, reflecting tangible progress toward our circularity objectives.

Additionally, **99% of our packaging materials** are now recyclable, underscoring our commitment to the responsible management of resources throughout the product lifecycle.



Claro Perú

GRI (306-4)

Claro Perú has implemented impactful initiatives through its program **"Yo reciclo, yo soy Claro"**, which promotes the sustainable management of Waste Electrical and Electronic Equipment (WEEE) and fosters a culture of recycling. Since its launch in 2010, the program has grown significantly, engaging a broad network of institutions and strategic partners to support its implementation and amplify its reach.

In 2024, **the program undertook outstanding actions in collaboration with several partners.** For example, WEEE storage containers were established in environments such as *Banco Pichincha, Club Golf Los Inkas,* and *Grupo Laureate.* These collaborations facilitated the recycling of outdated devices and expanded our capacity to raise awareness about the importance of waste segregation. In total, **40.9 kg WEEE was collected** at *Banco Pichincha* and **175 kg** at *Los Inkas* Golf Club. Additionally, *the Laureate* Group, comprising the Peruvian University of Applied Sciences (UPC) and *the Universidad Privada del Norte (UPN)*, **installed 30 containers in various locations, resulting in 2,609.70 kg of recycled WEEE.**

The initiatives also included collaboration with *Farmacias Peruanas and Cementos Pacasmayo,* which installed containers in their facilities, allowing the collection of **214 kg and 292.40 kg of WEEE,** respectively. In addition, in August, an agreement was signed with *Pesquera Diamante,* culminating in the recycling of 860 kg of WEEE through the installation of six containers at its various locations.

The 2024 **Reciclafest** event was held in five cities across the country: Chiclayo, Cusco, Trujillo, Huaraz, and Arequipa.

This event promoted community engagement and facilitated the collection of 63,570 tons of WEEE, exceeding our internal goal by 118%.

Collaboration with the Ministry of the Environment and various municipalities was crucial to the success of this initiative, as well as the support of *Ambipar Environment Peru*, which was responsible for the logistics of waste collection and proper management.



Through our equipment return program, we have collected a total of 3,433,678 tons of Waste Electrical and Electronic Equipment (WEEE), achieving a recovery rate of 99%. This result underscores our strong commitment to circularity and the minimization of electronic waste.

Claro Colombia

GRI (306-4)

In Colombia, Claro has implemented a **Comprehensive Solid and Hazardous Waste Management Plan** aimed at ensuring the efficient, safe, and responsible handling of waste. This initiative aligns with our national commitment to promoting sound waste management practices across all operations.

In collaboration with *our partner PCSHEK Tecnología y Servicios*, we have developed innovative projects that enable the reuse and reconditioning of devices previously considered waste, transforming end-of-life equipment into new opportunities for circular value creation.

In 2024, we successfully **recycled approximately 7,000 equipment unitsand 53,000 accessories.** Additionally, through the reuse of 600 tons of plastic, we prevented the emission of **more than 2,000 tons of CO^2e, contributing to our climate and resource efficiency goals.**

Water management

GRI (303-1, 303-5)

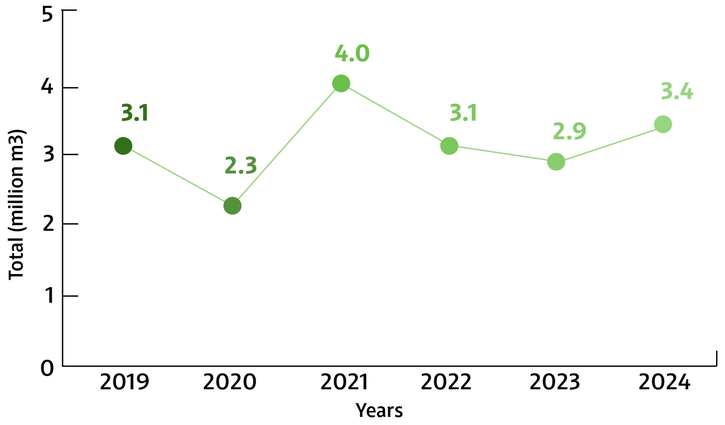
Our Environmental Policy underscores the critical importance of water as a fundamental resource. While our operations are not water-intensive compared to other industries, we strive to enhance the quality and accuracy of our data on water consumption and discharge, thereby strengthening our focus on the responsible management of this essential resource.

Our water footprint is primarily associated with usage in corporate offices. In the technical domain, some of our Data Centers are equipped with water-based cooling systems, where we utilize high-efficiency closed-loop systems designed to optimize water consumption.

So, while water use is not currently considered a material issue for our organization, we mantain a responsible approach to water resource management, promoting efficient and careful practices that reflect our commitment to the environment and the community.

For additional details on our water consumption and discharge performance, please refer to the Environmental Appendix.

2024 WATER CONSUMPTION



Figures have been updated to include Claro Chile, as well as the acquisition of VTR, which enables consistent and approved measurement over time.

The centralization of information in Claro Brasil has strengthened the monitoring of water resources, resulting in an increase in water consumption records and a significant improvement in the quality of the reported data.

This approach, supported by reliable information, reinforces América Móvil's commitment to sustainable water management, helping to minimize environmental impact and ensure rational use in all our operations.



Biodiversity conservation

GRI (304-2, 304-3)

América Móvil is committed to the **protection and restoration of nature,** a fundamental aspect of building climate resilience and sustaining human and planetary well-being. Through **our Environmental Policy,** we establish guidelines to foster synergies with governments, non-profit organizations, and communities, promoting conservation and sustainable development efforts that generate mutual benefits for all stakeholders.

For over two decades, América Móvil—through its alliance with *Fundación Telmex Telcel* and WWF, has played a key role in protecting biodiversity in Mexico. This long-standing collaboration has contributed to the protection of emblematic species and strategic ecosystems, generating meaningful environmental benefits and supporting the well-being of communities that rely on these natural resources.

We have integrated **mobile technologies** into our conservation initiatives, enhancing our ability to monitor species, map habitats, and implement data-driven strategies.

We recognize that the telecommunications industry's impact on biodiversity primarily arises within our value chain. Accordingly, we work to raise awareness among our business partners about the importance of complying with applicable biodiversity laws and regulations. We also promote practices that minimize environmental impacts during network installation and maintenance, with particular attention to protected areas and ecologically sensitive ecosystems.

Jaguar preservation program

GRI (304-2, 304-3)

A prominent example of our commitment to conservation is **the Jaguar Protection Program in Mexico.** These majestic felines, the largest carnivores in the American tropics, play a crucial ecological role in their ecosystems. For 17 years, we have collaborated with ***the Alianza Nacional para la Conservación del Jaguar, Alianza Fundación Telmex Telcel,* and WWF** to ensure the protection of these species.

This program encompasses several areas. We have conducted research on species distribution, population size, threats, and conservation measures at regional and national levels. **In the Calakmul region, we have carried out extensive field studies, monitoring more than 30 jaguars using satellite telemetry collars and camera traps.** These efforts have provided valuable insights into activity patterns, habitat use, prey availability, and the effects of road infrastructure on jaguar populations.

In 2024, the XVI Symposium ***"El Jaguar Mexicano"*** was held, **serving as a platform to evaluate and refine our conservation strategy while fostering collaboration among local communities, scientists, and conservationists.** As a result of our sustained efforts, jaguar and other wild mammal populations in the Calakmul region have shown growth since 2015 in the areas where we are active. Additionally, we have identified biological corridors and priority conservation zones, leading to the proposal for the designation of new protected areas encompassing **1.5 million hectares.** We have monitored population trends through **three national censuses carried out in 2010, 2018, and 2024.**

The most recent census estimated the jaguar population in Mexico at approximately 5,300 individuals—representing a **10% increased, compared to 2018 and 30% increase compared to 2010.** This positive trend reflects the impact of sustained conservation and protection efforts implemented across the country.

In 2024, the third National Jaguar Census was carried out, monitoring 22 sites across Mexico and covering a total area of 39,600 hectares. These sites were strategically located in key regions, including the state of Sonora along the Pacific coast, Nuevo León on the Gulf of Mexico, and the Yucatán Peninsula.

At each site, camera traps were installed to collect data on jaguar presence and activity. The average effective area per site was 191.73 km², nearly doubling the coverage achieved in previous census efforts and significantly enhancing the robustness of population estimates.

As a result of the 2024 census, it was determined that the estimated area of high-suitability habitat for the jaguar in Mexico spans approximately 262,601 km². Key regions include the southeastern states of Oaxaca, Chiapas, Campeche, Yucatán, and Quintana Roo, as well as the lowlands of the Sierra Madre Oriental, Sierra Madre Occidental, and the Balsas River basin areas identified as critical for the long-term conservation of the species.

All this is thanks to various conservation and protection efforts for the species throughout the country.

The project also underscores the importance of incorporating technology throughout its implementation. In addition to the use of camera traps, satellite telemetry collars have been deployed to enable real-time geolocation of individual jaguars.

This has been made possible through mobile connectivity provided by América Móvil via its subsidiary Telcel. These technologies have facilitated the identification and mapping of key movement corridors used by jaguars, thereby enhancing the design and effectiveness of conservation strategies aimed at protecting the species and its habitat.

Through these actions and collaborations, we contribute to the protection of the jaguar, while generating a positive impact on the conservation of other species, the development of local communities, and the preservation of ecological balance in the region.



Enabling a
A BETTER PLANET IN NUMBERS 2024

80%

Of our operations weighted by total revenue, have management certifications, environmental and/or energy.



74%

Of reduction of the intensity of carbon (compared to 2019 baseline).

40%

Reduction of our energy intensity (compared to our 2019 baseline).



42%

Of renewable energy over total consumption.

28%

Of our devices were Recycled or Refurbished at our specialized center in Bulgaria, reducing the demand for new equipment.

APPENDIXES

- **Appendix E |** Emissions Performance
- **Appendix F |** Energy and Fuel Performance
- **Appendix G |** Waste Performance
- **Appendix H |** Water Performance



ENABLING A BETTER SOCIETY



RELATED SDGS 3 4 5 8 10 17

RELATED SDGS



Enabling a Better Society

DIGITAL INCLUSION STRATEGY

GRI (3-3, 203-2)

In our era, the era of inclusion, the ability to educate ourselves, build skills, entertain, and inform ourselves is within everyone's reach. Today more than ever, we have the possibility to participate and influence our environment thanks to technology.

As part of our mission to promote global development, reduce inequalities, and support the Sustainable Development Goals (SDGs) to fulfill our purpose of creating a better society, we are committed to closing the digital gap and promoting digital inclusion.

Our strategy is based on three fundamental pillars: Inclusive Access, Development of Educational Capacities and Digital Skills, and Responsible Use of Technology.

Through various programs, we seek that more people, regardless of their geographic location, educational level, and technological ability, can access and benefit from the opportunities that technology offers, harnessing the transformative power of connectivity.

In 2024, we reached more than 8.5 million beneficiaries through our initiatives.



STRATEGIC PILLARS:

1. ACCESS
2. DEVELOPMENT OF EDUCATIONAL AND DIGITAL SKILLS
3. RESPONSIBLE USE OF TECHNOLOGY

MAIN PROGRAMS

(Developed in the chapter)

1. Digital Literacy
2. Digital Learning Spaces: Empowering Communities Through Technology
3. Connected Schools: Closing the Digital Gap in Education

Strategic Pillars



Access

- Connectivity: The expansion of connectivity is essential for closing the digital divide and enabling more people to participate in the digital economy.

- Accessibility and Technologies for All: Facilitate access to tools and technological solutions for vulnerable populations or people with disabilities. Implement specialized solutions or devices to improve accessibility and inclusion.

- Affordability: Ensure access to communication services and devices is affordable. Develop business models and adopt the latest technologies that generate efficiencies which can be transferred to users.



Development of Educational and Digital Skills

- **Promotion of Digital Skills:** Offer training programs to develop digital skills—from basic literacy to advanced technology.

- **Promote Training and Education to Drive Economic Development:** Provide access to quality educational content and training programs that promote the social, economic, and cultural development of our community.

- **Foster Innovation in Technologies, Communication, and Digital Applications:** Adopt new technologies and applications that enhance our company's competitiveness for the benefit of our users.



Responsible Use of Technology

- **Privacy and Security:** Develop policies and initiatives to protect user privacy and data.

- **Responsible Use of Technology:** We promote the ethical and responsible use of digital technologies, avoiding abuse and misuse. This includes awareness and education campaigns on the safe use of technology.

Digital Literacy

Digital literacy goes beyond technological use; it equips individuals to fully participate in and benefit from our digital world. It involves the capacity to proficiently navigate, analyze, and create content using a range of digital tools. In today's digital age, digital literacy is indispensable for everyone to fully exploit the advantages of the internet.

- It as a crucial catalyst for economic development, empowering individuals to engage in the digital economy, fostering innovation, and creating new job opportunities. This not only benefits individuals but also enhances the overall economic vitality of our communities.

- It empowers individuals to actively engage in democratic processes and fosters greater social awareness—amplifying voices, encouraging informed participation, and strengthening inclusive, connected communities.

- Plays a vital role in improving health outcomes by empowering individuals to access essential services like telemedicine, health education, and personal wellness apps—breaking down barriers to care and promoting more inclusive, informed, and proactive health management.

- It empowers people to stay meaningfully connected with their loved ones—no matter the distance—bridging geographical gaps and fostering a sense of belonging through digital inclusion.

- It promotes digital security awareness and educates users on responsible browsing practices—empowering them to protect their personal information, navigate the internet safely, and reduce the risk of cyber threats and online attacks.

We helped reduce cyber threats

and strengthened online safety through increased awareness and responsible digital practices



Aprende con Claro:

Bridging the Digital Divide



Bridging the Digital Divide

GRI (3-3)

América Móvil recognizes that education is fundamental to the comprehensive development of our region. It is a powerful tool for building a free, healthy, just, and prosperous society. Today, connectivity has become a key driver in democratizing access to information and educational content. Through our state-of-the-art networks, we enable learning opportunities for everyone—anytime, anywhere. That's why our flagship social development program is centered on online education, harnessing the power of technology to bridge the digital divide and foster inclusive growth across Latin America.

In 2024, Aprende con Claro was launched, a platform designed to promote digital inclusion across all sectors of the population and **help close the digital divide.** Through this initiative, we offer free, accessible educational content and training programs focused on the practical, responsible, and safe use of technology. Our goal is to empower individuals with the digital skills they need to thrive in an increasingly connected world.

Our vision is clear:
To provide an accessible platform where people of all ages can develop essential digital skills—an indispensable foundation for inclusion, empowerment, and opportunity in today's connected world.

We are committed to expanding **the reach of Aprende con Claro, working hand in hand with our local teams and the Claro Volunteers Network.** In some initiatives, we also form strategic alliances with local organizations to amplify our impact and promote the platform more effectively. A key focus of our efforts is reaching vulnerable populations through complementary programs that ensure equitable access to quality education. By doing so, we help combat marginalization and reduce inequality.

We firmly believe that this program has the power to transform lives and open doors to a more just, inclusive, and connected future.

➔ **Aprende con Claro offers free, unlimited access to high-quality educational content,** ensuring that everyone—regardless of their level of technological proficiency—can benefit from the opportunities of the digital age. By breaking down barriers to learning, the platform empowers individuals to grow, adapt, and thrive in an increasingly connected world.

➔ **The platform promotes digital literacy at all levels—from basic to advanced**—empowering users to navigate the digital world with confidence. In addition, we recommend a variety of educational tools that provide access to high-quality content across the learning spectrum: from early childhood education to higher education, and vocational training in diverse trades. **By supporting both academic and practical skill development, Aprende con Claro opens new opportunities for personal growth, employability, and lifelong learning.**

➔ **Aprende con Claro encourages the responsible and informed use of technology,** equipping users with best practices and practical recommendations for online safety. The platform helps individuals protect their personal information and navigate the digital world securely, fostering a culture of digital responsibility and awareness.

➔ The platform is available across all our operations in Latin America, reinforcing our commitment to regional digital inclusion. We are actively working to expand its adoption through targeted communication campaigns and the dedicated efforts of our Claro Volunteers Network, ensuring more people can benefit from its educational resources.



DIGITAL LEARNING SPACES:
Promoting Community Development Through Technology

Digital Learning Spaces **are public environments designed to empower underserved communities by providing safe, inclusive access to free high-speed connectivity and digital education.** These spaces are equipped with modern devices and technology, enabling individuals to explore the vast opportunities of the digital world.

We work in collaboration with public and private entities to ensure the sustainable and effective management of these spaces. Our goal is to serve as the first point of digital contact in these communities—offering the tools, knowledge, and support needed to foster development, inclusion, and prosperity in the digital age.

CONNECTED SCHOOLS:
Closing the Digital Gap in Education

Connected Schools is an initiative dedicated **to narrowing the digital divide in underserved communities by providing free high-speed internet connectivity to schools.** In partnership with local public and private entities, we identify and support schools with the greatest needs—benefiting not only students and teachers, but also the broader community.

Through this initiative, we also promote the use of the Aprende con Claro platform and actively engage in volunteer networks and collaborative partnerships that support community development. These efforts aim to enhance educational outcomes, foster social inclusion, and contribute to sustainable development across the region.



Connectivity

GRI (203-2)

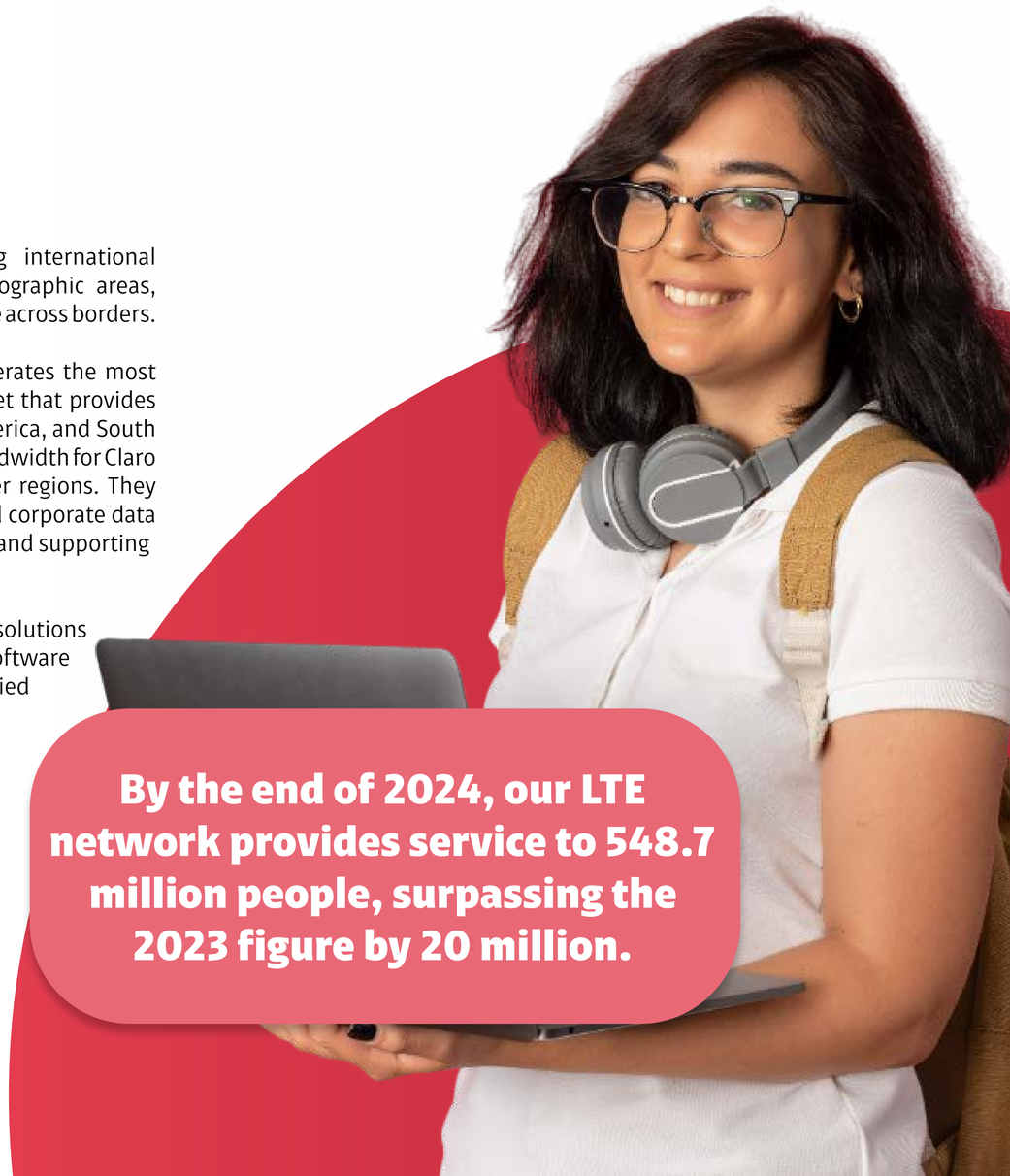
At América Móvil, we are building the region's most advanced connectivity infrastructure to ensure that everyone can access better opportunities. Our network spans fiber optic systems connecting homes and businesses, submarine cables linking countries and continents, and state-of-the-art data centers and cloud services that meet the highest international standards. We also operate an extensive network of towers, antennas, and radio bases powering Latin America's leading 5G network, along with satellites that extend coverage to even the most remote areas.

As of December 31, 2024, our telecommunications infrastructure included:

- **Cell sites:** 116,000 sites with 2G, 3G, 4G, and/or 5G technologies across Latin America and Europe. We have been expanding coverage and improving quality and speed through a series of urban cells and indoor solutions.
- **Fiber optic network:** Over 1.4 million km. Our network reached approximately 118 million homes with FTTH (Fiber to the Home).
- **Submarine cable systems:** With over 200,000 km of submarine cable infrastructure, América Móvil ensures robust international connectivity across the region. This includes the AMX-1 submarine cable, which stretches 18,300 km and connects the United States with Central and South America through 13 landing points. Additionally, the South Pacific Submarine Cable spans 7,300 km along the Pacific coast of Latin America, linking Guatemala, Ecuador, Peru, and Chile through five landing points.
- Both systems play a vital role in delivering international connectivity to all our subsidiaries within these geographic areas, supporting seamless communication and data exchange across borders.
- **Satellites: Five. Star One S.A. ("Star One")** operates the most extensive satellite system in Latin America, with a fleet that provides coverage across the United States, Mexico, Central America, and South America. These satellites are essential for delivering bandwidth for Claro TV's Direct-to-Home (DTH) services in Brazil and other regions. They also support cellular backhaul, video transmission, and corporate data networks, playing a key role in expanding connectivity and supporting communication infrastructure throughout the region.
- **Data centers:** 41. We manage a range of cloud solutions including Infrastructure as a Service ("IaaS"), Software as a Service ("SaaS"), security solutions, and unified communications.

In 2024, we invested 7.1 billion dollars to expand our network coverage, strengthening the quality, reach, and efficiency of our services across all markets

Our 5G network is now available in 14 of our 23 operations, delivering faster speeds and enhanced data transmission. We continue to expand 5G deployment across the rest of our footprint to further improve the customer experience and support the growing demand for advanced digital services.



By the end of 2024, our LTE network provides service to 548.7 million people, surpassing the 2023 figure by 20 million.

The strategy in action

Our initiatives are designed to empower communities, bridge the digital divide, and promote sustainable development. We align our efforts with the needs and expectations of our stakeholders by actively engaging with employees, customers, suppliers, community members, and regulatory bodies. Through regular consultations, surveys, and collaborative forums, we gather valuable insights that inform our decision-making and help us continuously improve our programs.

Aligned with our strategic priorities, here are **the key social impact highlights of 2024:**

Access

A CONNECTIVITY

CLARO COLOMBIA:

Claro Colombia's Connected Schools program works in partnership with the National Ministry of Education, focusing on educational institutions and collaborating with private companies to provide computers and STEM education.

In 2024 alone, the program benefited 83,000 students and over 367,000 since its inception across 340 schools, supported substantially by 227 Claro Colombia volunteers.



Claro Colombia connects rural areas with populations under 1,000 to mobile 4G internet, creating opportunities to boost local businesses and traditional enterprises, while promoting education, training, and the development of digital startups.

By the end of 2024, we had connected more than 972 communities.

INTERNET FOR ALL IN HONDURAS:

Claro Honduras provides free internet access to health centers, community centers, and public educational facilities.

In 2024, 17 new centers were connected 13% more than in 2023 serving 5,300 people this year and up to 124, 640 since program inception.

CLARO PARAGUAY:

Claro Paraguay's program aims to provide internet connectivity to various public institutions as part of a social commitment following spectrum band actions in 2024.

In 2023, **101 community centers,** including schools, education offices, and oversight bodies, were connected. Internet access was provided to 50 assistance centers, including police stations, fire departments, **911 centers, identification offices, and 2 health units.**

This initiative has significantly improved access to digital resources and services, fostering better education, safety, and healthcare in the community.

CLARO PERU COVERAGE EXPANSION:

This program focuses on deploying infrastructure and implementing technological upgrades across multiple locations, with a primary goal of expanding connectivity—especially in underserved areas. It reinvests spectrum revenue into telecommunications services to help close the digital gap.

By enabling rural connectivity, the program enhances residents' quality of life by providing reliable internet access, opening doors to education, economic opportunities, and social inclusion.

In 2024, we expanded to 144 locations, 67% more than in 2023, benefiting 733,538 people, including 88,622 from rural areas.

CLARO ARGENTINA:

Claro Argentina launched the "Coverage in Remote Areas" initiative to provide voice and data services (3G and 4G) in communities along remote routes, such as Km 202 and Km 155 of the Desert Route.

By deploying infrastructure and technological upgrades, the program seeks to expand connectivity and improve living conditions by offering internet access where mobile services are unavailable.

In 2024, the initiative successfully brought coverage to numerous communities, enhancing digital inclusion and supporting overall well-being and development.

CLARO BRASIL

The Educonexão program connects schools with broadband internet points and paid TV, while also offering training for teachers in municipal education networks to enhance digital classroom practices.

As of 2024, Educonexão is in a reevaluation phase to ensure ongoing contribution, after its activity from 2011 to 2022: **it served 19 states, 61 cities, connected 2,059 schools, and trained 2,933 teachers.** During this period, it received recognition from authorities and was awarded for its contribution to education.

Claro Brazil also operates a Hotspot program: To significantly improve connectivity in underserved areas, São Paulo has installed Wi-Fi access points in community centers, providing free internet to local students and residents.

Since 2024, over 10,000 free Wi-Fi hotspots have been installed, serving more than 5 million users monthly.



B ACCESSIBILITY AND TECHNOLOGY AVAILABLE

In 2024, América Móvil invested over $25 million USD in digital literacy and adoption programs, benefiting more than 1.9 million people across Latin America, supported by our Volunteer Network that dedicated over 85,154 hours.

CLARO COLOMBIA:

The Claro Colombia Technology Rooms initiative provides computers and free internet access to social organizations, helping to close both social and digital gaps. By promoting access to virtual and free educational platforms, the program strengthens digital skills and empowers communities. In 2023, this initiative transformed the lives of over 7,200 people by offering access to digital learning tools, connectivity, and IT equipment—creating new opportunities for education, inclusion, and personal growth.

In 2024, the program benefited 18,000 people, reinforcing our commitment to inclusion and digital empowerment.

Currently, we have 16 technology rooms in Bogotá, Soacha, Montería, Barichara, Cali, Villa de Leyva, Caquetá, and Cartagena.

CLARO PARAGUAY:

Claro Paraguay hosts the Telecenters program, which provides not only free internet access but also digital education and environmental awareness through dedicated digital rooms. Since its inception in 2016, the program has significantly expanded its reach, reaching more than 71,000 people.

In 2024, we reached 8,519 beneficiaries, a 73% increase compared to 2023, demonstrating the growing impact and effectiveness of the program in closing the digital gap and promoting environmental education.

DIGITAL LEARNING SPACES IN PARAGUAY

This initiative involves providing Wi-Fi connectivity to institutions such as schools, ministries, and health centers.

Both initiatives not only strengthen digital inclusion but also generate social and business value, contributing to the development of critical digital infrastructure while reinforcing Claro's commitment to social well-being and sustainability.

In 2024, 153 Wi-Fi access points were installed in schools, hospitals, police stations, and fire departments, reaching 8,519 people.

A1 AUSTRIA

The A1 Digital Campus in Austria offers free, diverse, and innovative workshops for children, youth, parents, and educators.

In 2024, it reached 131,637 participants through 7,119 training sessions.

These workshops help all ages immerse themselves in the digital world and use it responsibly; **3.67% of attendees in 2024 were over 60 years old.**

CLARO PERU:

YAPAYKUY PROGRAM:
This action involves training **40 employees** to serve as inclusive guide advisors at four Customer Service Centers. These advisors provide specialized assistance to visitors with hearing disabilities, ensuring they receive inclusive and accessible service.

In 2024, they served over 2,000 clients.



C AFFORDABILITY

CLARO ECUADOR:

Claro Ecuador continues to drive digital inclusion by offering accessible internet, mobile, and fixed-line services tailored to the needs of vulnerable populations. **Through specialized social plans—"Plan para Personas Mayores," "Beneficio por Discapacidad," and "Plan Social"—**Claro provides discounted rates and enhanced benefits, making essential digital services more affordable and inclusive. These plans help older adults, individuals with disabilities, and low-income families stay connected, access vital online resources, and participate more fully in the digital world.

In 2024 alone, this initiative positively impacted over 560,000 people, reinforcing Claro's commitment to bridging the digital divide and fostering a more connected and equitable society.

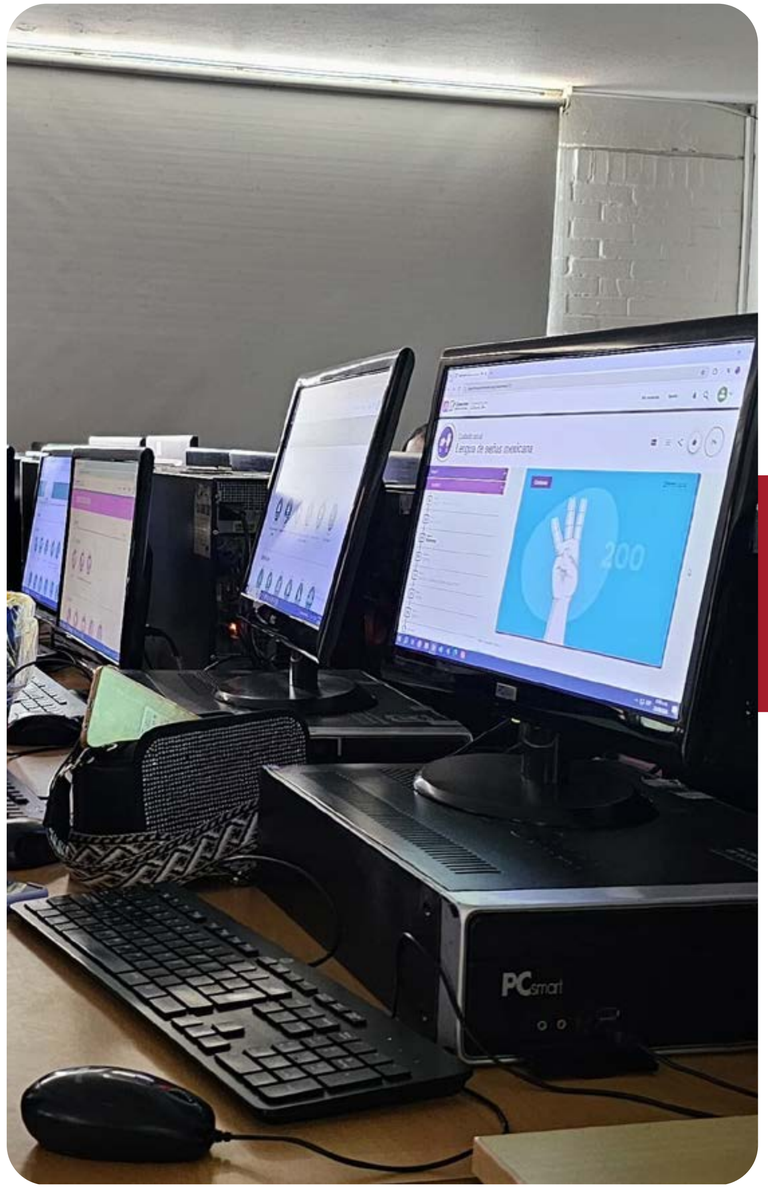
MEXICO:

The Affordable Devices Initiative by Telcel is a powerful step toward bridging the digital divide in Mexico. By offering low-cost smartphones and tablets, this program empowers low-income families with the tools they need to connect, learn, and thrive in the digital age.

In partnership with leading device manufacturers, Telcel ensures these affordable, high-quality devices are tailored to the real needs of underserved communities. With nationwide availability through Telcel's vast retail and online network, digital inclusion is no longer a privilege—it's becoming a reality for everyone.

In 2024, Telcel sold over 1,711,176 affordable devices nationwide.

This includes 1,234,935 units priced under $50 USD and 476,241 units priced no greater than $73 USD.



According to GSMA methodology, **the selling price of the most affordable smartphone as a percentage of the monthly per capita GDP is approximately 9.32%, and the price of 1GB of data as a percentage of the same is approximately 0.89%.**

These figures highlight Telcel's significant efforts to ensure digital access is affordable for low-income families in Mexico.

Development of Educational Capacities and Digital Skills

D PROVIDING KNOWLEDGE AND SKILLS IN DIGITAL COMPETENCIES

América Móvil's digital literacy programs reached over 504,000 individuals in 2024, helping them use these devices effectively

SOCIAL PROGRAMS FOR INTERNET ADOPTION	BENEFICIARIES	
Programs	2024	2023
ACCESS TO INTERNET	1,982,836	1,297,239
DIGITAL ADOPTION	303,330	53,902
EDUCATION	243,157	861,961
TOTAL	2,529,323	2,213,102

A1 MACEDONIA:

A1 Academy in Macedonia offers a comprehensive educational program with courses on skills needed to thrive in the digital world. **The Click Safely** program educates children about internet safety and personal data protection.

In 2024, it reached 1,667 participants through 45 training sessions.

CLARO COSTA RICA:

The Digital Villages program aims to close the digital gap by improving STEM (Science, Technology, Engineering, and Mathematics) education in rural areas and vulnerable communities. Since its inception, **it has benefited over 25,000 children and youth**

In 2024, the program reached 1,200 children, offering robotics workshops, internet safety talks, and building activities with blocks.

It also provided training for students, teachers, and parents on safe internet and social media use, fostering logical thinking and creativity.



CLARO CHILE:

Digitalízate+ is transforming lives by empowering women aged 60 and older with essential digital skills. Through 80 hours of hands-on training, participants receive a personal notebook and explore key topics such as computing basics, internet use, and the practical benefits of AI in communication, entertainment, and health.

But this program goes beyond technology—it fosters empowerment, female leadership, and a strong sense of community. With a focus on teamwork, integration, and companionship, **the innitiative aligns with our mission to connect people and enhance their quality of life, ensuring that no one is left behind in the digital age.**

MEXICO:

AMÉRICA MÓVIL MEXICO:

América Móvil launched the Digital Lab program in partnership with Ericsson, under a Memorandum of Understanding aimed at advancing environmental sustainability and digital inclusion across the region.



"I want to share my joy for having the opportunity to take this excellent course, which helped me update some skills with these valuable tools, not only materially but also in personal development."

Digital Lab is part of Connect to Learn, Ericsson's global education initiative. Its successful implementation in Mexico has been made possible thanks to the strong collaboration between América Móvil and Ericsson, along with the valuable support of strategic partners.

This joint effort has enabled the program to reach underserved communities with meaningful, high-impact educational experiences. Digital Lab is a face-to-face educational program that delivers hands-on, engaging training in STEM—Science, Technology, Engineering, and Mathematics—to children around the age of 12.

The program started with 70 students participating in practical workshops on programming and video game development and aims to be replicated consistently across several subsidiaries during the following year.

Digital Lab is a face-to-face educational program that delivers hands-on, engaging training in STEM—Science, Technology, Engineering, and Mathematics—to children around the age of 12. Led by trained volunteers, the program fosters curiosity, builds digital skills, and inspires young minds to become future innovators and leaders.More than a technology workshop, Digital Lab is a gateway to opportunity. It promotes digital confidence, inclusion, and creativity, aligning with the shared values of América Móvil and Ericsson in building a more equitable and connected society.

Thanks to this collaborative approach, Mexico became the first country to host the program. Building on this success, América Móvil aims to expand Digital Lab across its subsidiaries in Latin America, bringing the benefits of digital education to even more communities and helping to close the digital divide throughout the region.

E PROMOTE TRAINING AND EDUCATION

A1 BULGARIA:

In A1 Bulgaria, IONLINE is a digital comic that follows the life of a teenager navigating the online world. This initiative is part of A1's campaign to improve digital literacy among youth.

In 2024, it reached 13,057 participants through 5 training sessions.

A1 SLOVENIA:

Online Brainiacs in A1 Slovenia offers primary school students a free educational experience about the hidden traps of the internet. The program teaches basic knowledge and skills to use digital media and technology effectively, safely, and responsibly.

In 2024, it reached 5,033 participants through 189 training sessions.

ECUADOR:

Claro for Education is a transformative program dedicated to reducing the digital divide and creating meaningful growth opportunities across Ecuador. Through a strong volunteer network and strategic partnerships with public and private institutions, academia, and social organizations, Claro delivers in-person educational training sessions that reached over 17,000 youth and adults in 2024. **These sessions empower participants with essential digital skills, opening doors to education, employment, and innovation.**

A standout initiative within the program is **Innováticas,** which focuses on promoting gender equality and increasing women's participation in technology careers. Through targeted training, mentoring, and networking opportunities, Innováticas equips women with the tools they need to grow personally and professionally—contributing to a more inclusive and diverse tech ecosystem.

In collaboration with **Ecuador's Ministry of Telecommunications,** Claro also expanded access to digital education through more than 900 Digital Centers, where over 24,000 training certificates were issued in 2024 alone. These centers serve as vital hubs for learning, inclusion, and digital empowerment. Together, these efforts reflect Claro's commitment to building a more connected, equitable, and digitally literate society.



CLARO BRAZIL:

The Educonexão program in Claro Brazil offers training for teachers in municipal education networks to use technology in the classroom, in addition to connecting schools with broadband internet points and paid TV.

In 2024, the program entered a reevaluation phase to continue its recognized performance, active from 2011 to 2022, **it served 19 states and 61 cities, connected 2,059 schools, and trained 2,933 teachers.**

During the same period, the program received recognition from authorities and was awarded as an outstanding education initiative.

Educonexão has been essential in improving the quality of education in Brazil by providing teachers with the tools and knowledge needed to integrate technology into their teaching methods, ensuring schools are well connected.

F FOSTER INNOVATION IN TECHNOLOGIES, COMMUNICATION, AND DIGITAL APPLICATIONS

CLARO COLOMBIA:

Copa Claro por Colombia is a powerful initiative that bridges the digital divide by combining the transformative power of sports with digital literacy and life skills education.

Through this innovative program, participants not only gain access to digital tools and training, but also develop essential values such as respect, solidarity, tolerance, honesty, responsibility, justice, peaceful conflict resolution, and substance use prevention. **The initiative encourages the use of open, virtual, and free digital resources, fostering both personal growth and digital empowerment.**

In 2024 alone, Copa Claro por Colombia reached 2,840 children, and since its inception, it has positively impacted over 16,000 individuals—creating a lasting legacy of inclusion, education, and opportunity.

Responsible use of technology

G PRIVACY AND SECURITY

CLARO CHILE:

Claro Chile is advancing digital inclusion through its innovative Digital Education initiative, which reached 1,200 new participants in 2024 and a total of 17,600 people since its launch in 2023.

The program features two key components tailored to different age groups:

- **"Life Today is Also Digital"** empowers seniors with the knowledge and confidence to navigate the online world safely. Delivered through in-person talks by renowned academics and broadcast on regional TV channels, the program covers essential topics such as internet safety, fake news, and phishing — ensuring older adults are informed and protected in the digital space.

- **"Digital Citizenship for Emotional Wellbeing"** targets teenagers, addressing critical digital risks like cyberbullying and sexting. Held at the Bicentennial High School of Zapallar, this initiative equips both students and teachers with the tools to foster a safer, more respectful digital environment.

Together, these programs reflect Claro Chile's commitment to building a digitally literate society that is inclusive, informed, and emotionally resilient.

EUROPE:

The A1 Group has introduced a forward-thinking *"Responsible Brand Framework"* to unify and guide its efforts in promoting a safer, more responsible digital environment across all its markets.

Each quarter, the group focuses on a key issue—such as safe internet use, online behavior, excessive screen time, and fake content—ensuring a consistent and impactful approach to digital responsibility.

As part of this initiative, **A1 launched the "Take 5 Seconds"** social media campaign across all its operating countries. The campaign encourages users to pause and reflect before engaging online, reinforcing A1's commitment to fostering a safer and more thoughtful internet experience for everyone.

In Belarus, the campaign extended beyond digital platforms, reaching 1,369 participants through 14 in-person training sessions in 2024—demonstrating the group's dedication to real-world impact and community engagement.

CLARO COSTA RICA:

Claro Costa Rica's E-Mentors program, developed through a public-private partnership with Fundación Paniamor, offers online safety workshops for minors. Claro volunteers give talks at schools and Digital Villages.

In 2024, the program reached more than 300 children, educating them about safe online practices and helping them navigate the digital world responsibly and securely.

This initiative plays a crucial role in promoting digital safety and awareness among minors, ensuring they have the knowledge and tools to protect themselves online.



H RESPONSIBLE USE OF TECHNOLOGY

A1 CROATIA:

The #BetterOnline platform promotes a safer and more positive internet experience. It highlights both the benefits and risks of technology, aiming to preserve users' health, wellbeing, and connections. **In 2024, it engaged 14,199 participants across 7,309 training sessions.**

Croatia also launched the **"Better Online"** video game to raise awareness and teach children about online safety and ethics in a gamified way.

The game will also be rolled out to other A1 countries in 2025.

A1 SERBIA:

The #BetterOnline platform aims to make the internet a safer, more positive space by sharing knowledge about the advantages and dangers of technology, helping users develop new skills for the digital age.

In 2024, it trained 4,420 participants across 842 sessions.

In Croatia and Serbia, A1 launched the "School of Responsible Influence", a program to educate influencers in collaboration with the Safe Internet Center (CSI). These initiatives serve as exemplary practices for other countries.



CLARO CHILE:

Claro Chile is leading the way in digital education for children with **"Wi and Fi Adventures"—**the country's only animated series designed to promote safe and responsible digital habits.

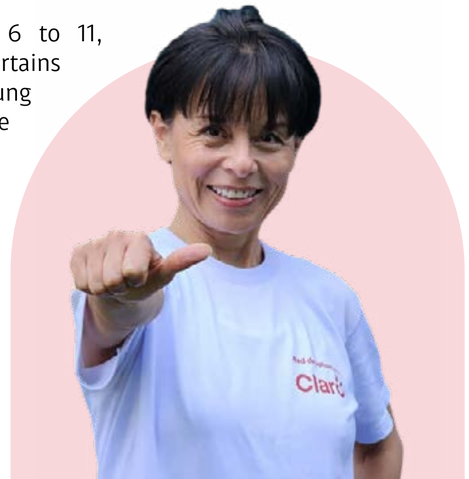
The series follows two curious brothers, **Wi and Fi,** as they journey through the digital universe, helping young viewers understand both the risks and opportunities of technology in a fun and relatable way.

In an exciting 2024 development, Claro Chile launched a Virtual Reality (VR) version of the series, bringing the digital world to life through immersive learning. A free-access VR booth was installed at the Teletón Institute in Santiago, equipped with ergonomic seating and VR headsets, allowing young patients to explore the series' universe through interactive play while learning about digital safety.

To expand the program's reach, **Claro Chile** also donated VR headsets to three additional Teletón institutes across the country, ensuring more children can benefit from this innovative and inclusive educational experience.

To date, over 1,012 children have been directly reached by this initiative, with more viewers benefiting indirectly from the series.

Aimed at children aged 6 to 11, the series not only entertains but also educates young viewers on responsible technology use, protecting their digital footprint, safeguarding personal data, and preventing cyberbullying.



These programs are designed to foster entrepreneurship and generate job opportunities by leveraging digital platforms. By equipping individuals with the tools, training, and access needed to participate in the digital economy, they help unlock new pathways for income generation, innovation, and sustainable growth—especially for underserved communities.

Emprende Conectad@ is a transformative initiative by Claro Chile aimed at empowering women heads of household from vulnerable socio-economic backgrounds by equipping them with digital tools and skills to strengthen their businesses and entrepreneurial ventures.

In 2024, the program focused on the Puente Alto community in the Metropolitan Region, where participants received a notebook, **completed 80 hours of training, and earned SENCE certification upon graduation.** For the first time, the curriculum included *Artificial Intelligence* concepts, helping demystify technology and showcasing its potential in areas like cost management, sales, social media, and business operations.

Developed in collaboration with UN Women, the program also featured modules on empowerment and female leadership, fostering confidence and community among participants. Key outcomes included improved digital literacy, increased sales, expanded customer reach, and the creation of a supportive network of women entrepreneurs.

In 2024, the program impacted 80 individuals, and since its inception in 2023, it has benefited 140.



CLARO COLOMBIA:

Claro Colombia's Inclusion Route program is breaking down barriers to formal employment for vulnerable populations by offering comprehensive training, personalized support, and long-term opportunities for growth.

At the heart of this initiative is SOÑADORES, a pioneering project that champions inclusive employment for individuals with intellectual disabilities. The Inclusion Route also extends its reach to single mothers, youth, victims of conflict, migrants, returnees, and binational individuals, fostering a diverse and empowered workforce through collaboration with partner companies.

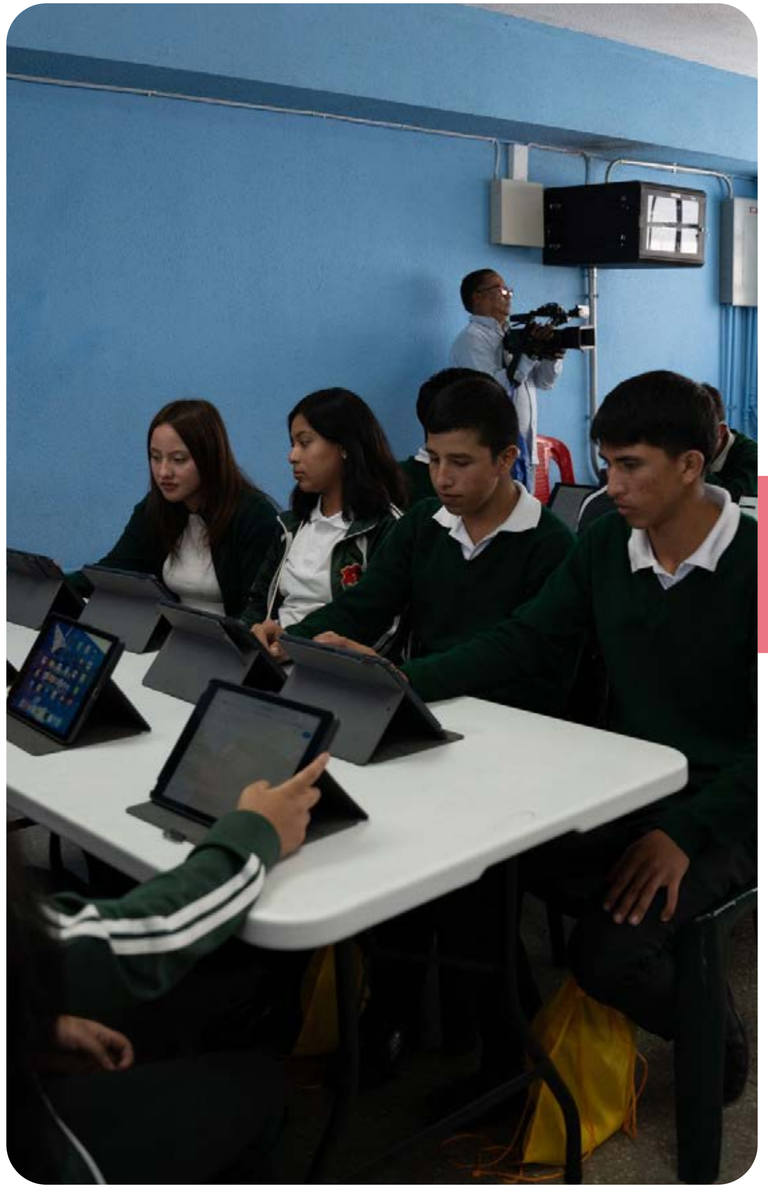
By working closely with international organizations, employment agencies, and suppliers, the program has successfully created over 1,400 job opportunities, demonstrating Claro Colombia's commitment to building a more inclusive and equitable labor market.

In 2024 alone, it reached 288 individuals, bringing the total beneficiaries since 2019 to 1,685.

CLARO BRAZIL:

Claro Brazil's "Youth Employability" program is a structured initiative designed to train, support, and integrate young people—especially those from socioeconomically vulnerable backgrounds—into the labor market.

The program focuses on developing technical, behavioral, and social skills, while actively creating job opportunities that promote equity and workforce diversity.

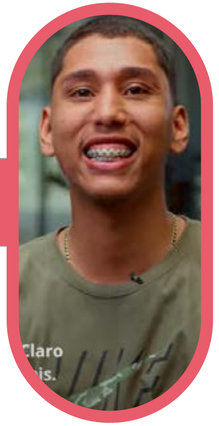


By identifying, attracting, and retaining young talent, the initiative not only helps reduce youth unemployment in Brazil but also contributes to future innovation and sustainable growth within the company.

Aligned with ESG principles, the program reinforces Claro Brazil's commitment to positive social impact and inclusive development. It empowers youth from diverse social and cultural backgrounds, helping them build meaningful caeers and strengthening the company's connection to Brazilian society.

In 2024, the initiative successfully **employed 3,421 youth, reaching a total of 11,021** since the program's launch in 2021.

TESTIMONIAL AVAILABLE HERE - WINNER HAPPY



Well-being and Employee Development

The Key to Making a Better Society

GRI (203-2)

VOLUNTEER NETWORK

The Volunteer Network program brings together employees and their families who generously and voluntarily contribute their time, skills, and knowledge to support the most vulnerable sectors of society.

Through their active participation in Social Welfare programs, ***ASUME, and the Volunteer Network,*** these individuals help drive initiatives focused on the comprehensive development of both communities and employees. Each activity is designed not only to uplift those in need but also to foster a deeper sense of solidarity, empathy, and social responsibility among participants.

This collective effort reflects América Móvil's strong commitment to social responsibility, creating a ripple effect of positive change that strengthens the communities we serve and the bonds within our organization.

To learn more about Employee Well-being, Development, and ASUME, please refer to the chapter **"Enabling a Better Workplace"** within this report.

COMMUNITY INVESTMENT

GRI (203-1)

In 2024, **América Móvil allocated $63.3 million USD** to support impact projects through cash and in-kind donations, volunteering during work hours, and administrative support.

This investment represents a **29% increase** compared to the previous year, underscoring our growing commitment to social responsibility. These initiatives, carried out in collaboration with public and private partners, are designed to maximize community benefits and drive meaningful change.

As a result, we reached and positively impacted **over 4.1 million people—a remarkable 164% increase** from the previous year—demonstrating the power of strategic partnerships and sustained investment in creating inclusive, connected communities.



In 2024, social welfare programs and the Volunteer Network in Mexico invested over $141,000 USD to empower communities through education and support.

With the dedication of 26,000 volunteers, these initiatives reached more than 680,000 participants, providing them with essential skills and knowledge to improve their lives. This collective effort reflects a strong commitment to social development and community empowerment across the country.

ECONOMIC CONTRIBUTION

GRI (201-1)

América Móvil continues to be a key driver of economic development across the countries where we operate.

Through strategic investments, job creation, tax contributions, and support for local suppliers, we actively strengthen national and regional economies. **In 2024, we generated an economic value of $42.886 billion USD, compared to $48.303 billion USD in 2023. Our retained economic value for the year was $1.628 billion USD, down from $4.782 billion USD the previous year.**

This year-over-year difference is primarily attributed to exchange rate fluctuations, which impacted both revenue and operating costs. Despite these challenges, our commitment to economic resilience and long-term value creation remains strong.

DIRECT ECONOMIC VALUE GENERATED[1]

Economic Contribution	Direct Economic Value Generated (Millions of USD)
2022	**$43,499**
2023	**$48,303**
2024	**$42,886**

1 In our recent GRI 201-1 Direct Economic Value Generated and Distributed report, it's essential to provide context regarding the figures presented in the table. Our net income came in at 28.3 billion pesos in the year and was 62.8% lower year-on- year on account of higher comprehensive financing costs. These totaled 112.1 billion pesos, more than half of which was associated with foreign exchange losses."

FOR MORE INFORMATION ABOUT OUR FINANCIAL PERFORMANCE CLICK HERE.

CONTINGENCY PLAN AND NATURAL DISASTER PROTOCOLS

Protecting people, operations, and communities is at the heart of our disaster preparedness and response efforts. Our contingency plans and natural disaster protocols are designed to ensure business continuity, safeguard employees, and deliver timely support to the communities we serve. In 2024, these measures were activated in response to several impactful events, demonstrating our readiness and resilience.

Details on specific events and our business continuity strategies can be found in **Appendix B: Governance and Climate Disclosure.** This section highlights the concrete actions taken to maintain service and provide relief during times of crisis.

Support for affected communities includes the provision of emergency communication services, essential supplies, and financial assistance. Below are examples of how our teams responded to various events throughout 2024:

Case Studies

HURRICANE RESPONSE IN MEXICO:

In 2024, the implementation of a robust business plan ensured the rapid restoration of telecommunications services through preventive and corrective maintenance, rapid response teams, and infrastructure redundancy.

EARTHQUAKE PREPAREDNESS IN CHILE:

América Móvil conducted earthquake preparedness drills in Chile, engaging employees and local communities. These drills ensured that everyone was well prepared to respond effectively in the event of an earthquake.

CLARO BRAZIL HAS CARRIED OUT A NOTABLE RELIEF EFFORT FOLLOWING SEVERE FLOODING IN THE COUNTRY

In response to the emergency, **Claro mobilized rapid response teams to the affected areas, offering free communication services to residents and coordinating closely with local authorities to support relief efforts.**

Through its national corporate volunteer program, **more than 207,000 essential items**—including food, water, clothing, and pet supplies—were collected and distributed to those in need.

In partnership with Instituto Claro, an **additional $200,000 USD** was donated to the Citizen Action project, enabling the delivery of **1,670 food baskets and 571 mattresses to flood-affected families.** This initiative not only provided critical aid but also fostered a spirit of solidarity and mutual support during a time of crisis.



IN 2024, A1 GROUP ACTIVATED ITS OPERATIONAL RISK MANAGEMENT PROTOCOLS TO ENSURE UNINTERRUPTED TELECOMMUNICATIONS SERVICES DURING THE SEVERE FLOODS IN AUSTRIA.

Thanks to long-term planning and the strategic design of critical infrastructure, the network demonstrated high system stability and resilience, enabling a swift recovery. Robust operational and security structures maintained service quality, while climate risk assessments confirmed minimal exposure to short- and medium-term threats.

To further mitigate potential disruptions, adaptation measures—such as thermal shielding and flood protection—were continuously evaluated to reduce financial and operational impact.

In the aftermath of the floods, A1 Group reinforced its commitment to affected communities by making an in-kind donation valued at $200,000 USD and mobilizing 400 volunteers, who contributed 10,000 hours of service to support relief efforts.



Enabiling
A BETTER SOCIETY IN NUMBERS 2024

+85,154
HOURS
Volunteer hours dedicated to promoting literacy programs.

+ USD 25
MILLION
Total investment in literacy and digital adoption programs.

+8.5
MILLON
BENEFICIARIES
Through our initiatives

USD 63.3
MILLON
Total investment in cash and in-kind donations to social impact projects

116,000
CELL SITES
With 2G, 3G, 4G, and/or 5G technologies in Latin America and Europe.

5,796
Volunteers participating in various initiatives.

APPENDIXES

- **Appendix I |** Connectivity
- **Appendix J |** Economic Contribution



ENABLING A BETTER WORKPLACE



RELATED SDGS 4 5 8 9 17

RELATED SDGS

Enabling a Better Workplace

TRANSFORMING THE TALENT MANAGEMENT MODEL

GRI (3-3)

In 2024, we implemented a structural transformation of our human capital management model, aligning with our corporate strategy to foster a people-centered organizational culture. This evolution places people at the center, aiming to enhance the development, well-being, and contribution of our workforce within a healthy and safe work environment that fosters equality, dignity, and individual respect. At *América Móvil*, we recognize that the human factor is a fundamental component of our overall business performance.

This transformation laid the foundation for strengthening, unifying, and clarifying the policies, guidelines, and frameworks that guide human resources across our subsidiaries. We have established clear, consistent principles aligned with international standards to ensure a harmonized approach throughout the Group.

Our corporate model is designed to ensure equal opportunities across all dimensions of talent management. It sets out standard practices in core areas such as recruitment, hiring, compensation, performance evaluation, training, career development, and internal mobility—ensuring all employees, regardless of geography, have equitable access to professional growth and development tools.

This approach reinforces América Móvil's vision of building a fair, competitive, and inclusive workplace, aligned with our purpose of making a better work environment possible for all.



STRATEGIC MANAGEMENT BASED ON ANALYTICAL INSIGHTS

As part of this transition, an organizational and functional restructuring was carried out with the objective of:

- ➔ Identifying opportunities for improvement and addressing operational deviations.
- ➔ Establishing control mechanisms to ensure efficiency in talent management
- ➔ Optimizing strategic decision-making, balancing business sustainability with employee well-being

In parallel, we made progress in standardizing key concepts and indicators across all operations. This harmonization will facilitate performance monitoring, help identify strategic priorities and generate tangible value through the effective management of human capital.

A COLLABORATIVE MODEL WITH TECHNICAL SPECIALIZATION:

Through our organizational model, we promote collaboration between the corporate team and each of our various subsidiaries, **"A Corporate Governance Framework for Consistent Management".**

As a result of this effort, we developed **the Corporate Human Resources Policy Manual,** which sets out the principles and guidelines applicable throughout the entire employee lifecycle. This 360° framework, aligned with our corporate strategy, ensures a consistent, fair, and transparent approach to talent management across all operations.

The Manual includes, among others, the following key policies:

Ethics, compliance, and organizational structure
- Code of Ethics
- Corporate Labor Policy
- Organizational Control Policy
- Labor and Trade Union Relations Policy

Labor rights and working conditions
- Labor Rights Policy
- Occupational Health and Safety Policy
- Comprehensive Well-being Policy
- Organizational Climate Policy

Talent Attraction, Evaluation, and Development
- Talent Attraction and Evaluation Policy
- Job Profile Policy
- Training and Development Policy
- Potential Assessment Policy

Performance, Compensation, and Recognition
- Compensation Policy
- Performance Review Policy

Strategy, indicators, and sustainability
- Corporate Human Resources Strategy
- Organizational Indicators Policy
- Social Sustainability Policy



GRI (2-26)

This policy framework ensures the consistent application of standards across all operations, promotes equity in the workplace, and aligns management with our strategic objectives. The framework is continuously updated to reflect regional contexts in which we operate and América Móvil's evolving strategy, thereby contributing to sustainable, transparent, and people-centered organizational development.

América Móvil's Corporate Labor Policy sets forth the guidelines that ensure fair, equitable, and sustainable working conditions across all Group operations. Its approach is grounded in respect for human and labor rights, in accordance with the laws of each country, and in the active promotion of pay equity, non-discrimination, dignified compensation, and comprehensive employee well-being.

This policy applies transversally, regardless of hierarchical level or type of employment, and includes, where applicable, outsourced personnel under our direct operational responsibility. It is designed in alignment with the United Nations Global Compact Principles and international labor standards.

To ensure its implementation, we have established monitoring mechanisms such as internal audits, periodic reviews, confidential reporting channels, and continuous feedback processes. These tools enable us to identify improvement areas and strengthen both individual and organizational performance. The policy is a cornerstone of our ongoing commitment to fostering a safe, respectful, and professionally enriching workplace.

FOR MORE INFORMATION, SEE OUR CORPORATE LABOR POLICY ON OUR SUSTAINABILITY SITE



Human capital strategy

At América Móvil, human talent is a strategic pillar for achieving business objectives and delivering exceptional service.

At América Móvil, human talent is a fundamental pillar for achieving our strategic business objectives and delivering excellent service to our customers. Human capital management is developed as an integrated corporate strategy aimed at attracting, developing, and retaining the people who drive the sustainable growth of our organization.

Our strategy is people-centered, promoting employee development, well-being, and performance within a fair, inclusive, and competitive work environment. This approach reflects not only the company's internal commitments but also aligns with international best practices in labor and sustainability.

This approach strengthens our organizational culture and enhances the Group's competitiveness, while positioning América Móvil as a responsible and sustainable employer in every country where we operate.



STRATEGY GUIDING PRINCIPLES

The strategy is structured around the following priority commitments:

Transparent and Equitable Compensation
We apply structured methodologies to ensure pay equity, guaranteeing that every individual receive fair compensation aligned with their role, responsibilities, and competencies.

Diversity and Equity:
We promote a discrimination-free environment with full respect for human rights. This includes reinforcing the prohibition of child and forced labor, as well as upholding the right to freedom of association and collective bargaining.

Health, Safety, and Risk Prevention
We implement management systems aligned with international standards to protect **the physical and mental integrity** of our employees, prioritizing a culture of prevention.

Evaluation and Continuous Improvement
We continuously monitor the impact of our human capital policies and programs, allowing for their adaptation to the evolving needs of both the business and our people.

HUMAN CAPITAL MODEL

Our strategy is implemented through a Corporate Human Capital Model designed to align talent management with our business vision and the dynamic external environment. This model recognizes employees as the central drivers of organizational transformation and seeks to create the conditions necessary for each individual to reach their full potential.



This model is grounded in the principles of ethics, integrity, and respect, as set forth in the company's Code of Ethics and Integrity and Compliance Program. All talent management actions are aligned with these values, ensuring fair, transparent practices that support sustainable development.

We will continue to evolve our human capital strategy with a long-term vision, focused on strengthening an innovative, diverse, and sustainable work environment—one in which every individual can grow, contribute, and drive transformation.

The model is based on four strategic pillars:

Organizational Structure and Compensation

➔ Efficient organizational structures are designed in alignment with corporate strategy.

➔ Pay equity is ensured for roles with equivalent responsibilities, reinforcing internal fairness and external competitiveness.

Personnel Management and Labor Compliance

➔ Talent management is conducted transparently and efficiently, in alignment with the labor regulations of each country.

➔ Ethical and legal standards are upheld in all processes related to hiring, management, and offboarding.

Development and Training

➔ Continuous learning is encouraged through both in-person and digital training programs focused on technical and soft skills.

➔ Innovative methodologies are integrated to strengthen employees' competencies and employability.

Social Well-being

➔ Programs addressing physical, mental, emotional, and social well-being are implemented to promote work–life balance.

➔ An ongoing personal development program is offered through the ASUME (Association for Human Advancement) initiative, aimed at fostering human growth and improving quality of life.

➔ This model is grounded in the principles of ethics, integrity, and respect, as established in the company's Code of Ethics and Integrity and Compliance Program. All talent management actions are aligned with these values, ensuring fair, transparent, and sustainability-driven practices.

Fostering a diverse workforce

GRI (2-7, 2-8)

As of the end of 2024, América Móvil employed **178,691 people (equivalent to 177,435 full-time positions, FTE) across 23 countries.** Talent management at the company is guided by a strategic vision that upholds equal opportunity without distinction and ensures fair and sustainable working conditions, in alignment with international frameworks and labor best practices.

DIVERSITY AND EQUITY

Diversity is a core pillar of our organizational culture. The company includes individuals from over **50 nationalities,** reflecting a professional environment that values **different cultures, gender, generations, and abilities.**



Women represent 38% of our global workforce and hold 32% of all managerial positions, including junior, senior, managerial, and executive levels.

Notably, they occupy 28% of top leadership positions and 21% of executive roles

56%

OF REVENUE-GENERATING POSITIONS
Are held by women.

18%

OF ROLES ARE HELD BY WOMEN
(SCIENCE, TECHNOLOGY, ENGINEERING, AND MATHEMATICS)

Figure we continue to strengthen as part of our commitment to gender equity in strategic sectors.

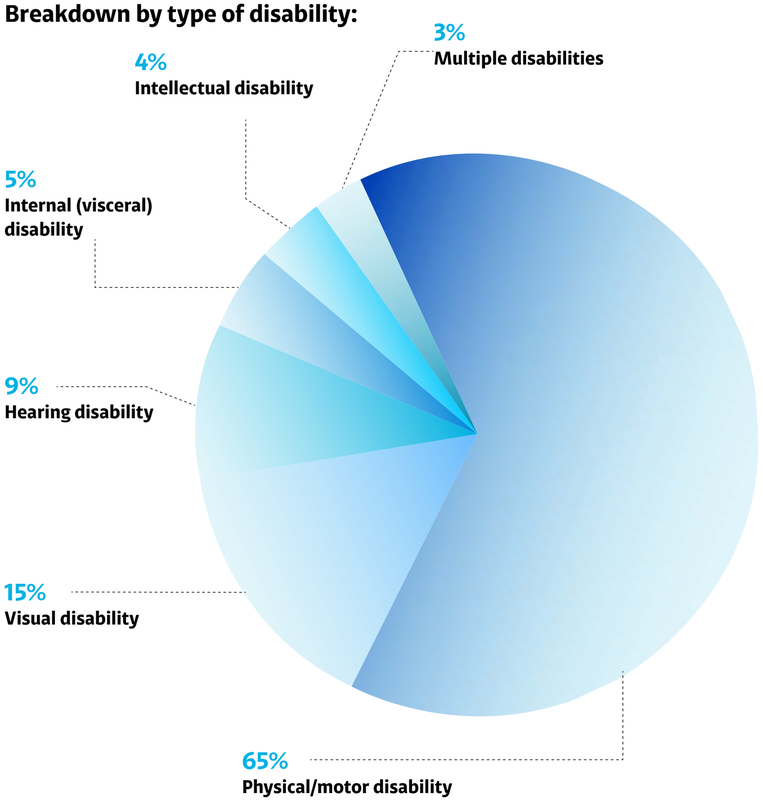


INCLUSION OF PEOPLE WITH DISABILITIES

GRI (405-1)

As part of our inclusion strategy, América Móvil actively promotes the integration of people with disabilities, who currently represent **1.3% of our global workforce.**

Breakdown by type of disability:



This approach aims to eliminate physical, social, and digital barriers, contributing to a more accessible and inclusive work environment.



GENERATIONAL BALANCE AND TENURE

Talent management also considers generational diversity as a strategic asset. As of year-end:

The average age of employees was 39 years (37 for women and 40 for men).

AVERAGE TENURE REFLECTS A HIGH LEVEL OF RETENTION AND COMMITMENT:

WOMEN:
9.14 YEARS

MEN:
10.74 YEARS

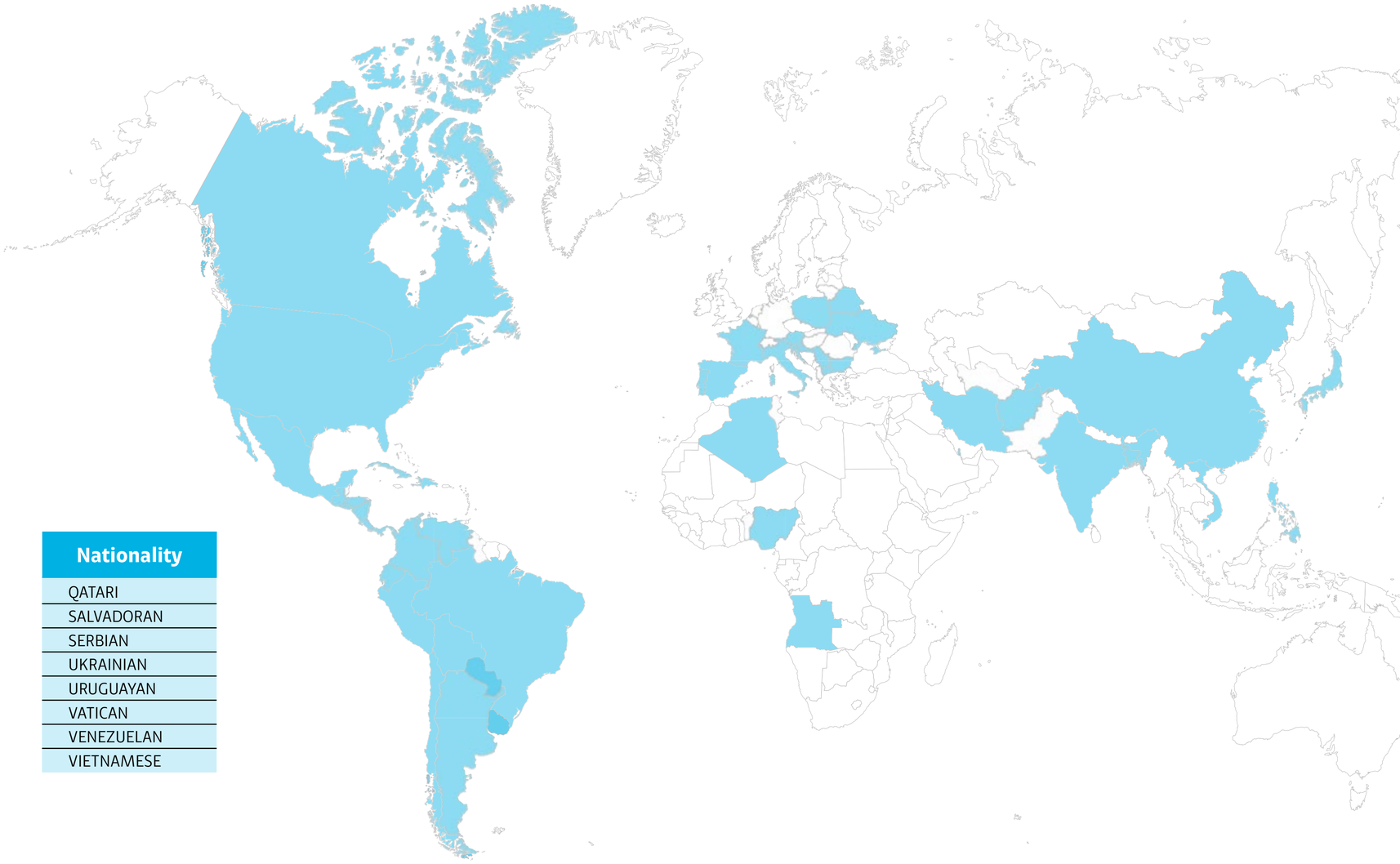
These figures underscore our on-going efforts to offer meaningful career paths and long-term development programs.

At América Móvil, we recognize and respect the dignity of every individual as a core value, fostering a fair and inclusive workplace where all people are valued for who they are, regardless of age, background, gender, disability, or any other condition. The diversity of experiences, backgrounds, and perspectives not only enriches our corporate culture but also strengthens our ability to innovate, adapt, and generate sustainable solutions in an ever-evolving world.

NATIONALITY DIVERSITY

At América Móvil, diversity is a core value that enriches our organizational culture and strengthens our global capabilities. In 2024, the company employed a **total of 177,435 individuals from over 50 nationalities,** reflecting our international presence and our commitment to inclusion at all levels of the organization.

This diversity enhances our ability to operate in multicultural contexts, drive innovation, and respond swiftly to the dynamics of the markets where we operate.



GEOGRAPHIC DIVERSITY OF OUR WORKFORCE

Nationality
ANDORRAN
ANGOLAN
ALGERIAN
ARGENTINEAN
AUSTRIAN
BENGALI
BELARUSIAN
BOLIVIAN
BRAZILIAN
BULGARIAN
CANADIAN
CHILEAN
CHINESE
COLOMBIAN

Nationality
COSTA RICAN
CROATIAN
CUBAN
DOMINICAN
ECUADORIAN
SLOVENIAN
SPANISH
AMERICAN (FROM THE U.S.A.)
FILIPINO
FRENCH
GUATEMALAN
HAITIAN
HONDURAN
INDIAN

Nationality
IRANIAN
ISRAELI
ITALIAN
JAPANESE
MACEDONIAN
MEXICAN
NICARAGUAN
NIGERIAN
PAKISTANI
PANAMANIAN
PARAGUAYAN
PERUVIAN
POLISH
PORTUGUESE

Nationality
QATARI
SALVADORAN
SERBIAN
UKRAINIAN
URUGUAYAN
VATICAN
VENEZUELAN
VIETNAMESE

Talent attraction, development, and management

GRI (401-1)

At América Móvil, our human capital strategy is built on a comprehensive talent management approach that encompasses the stages of attraction, selection, development, and retention. This unified vision enables us to align the capabilities of our workforce with the company's values and strategic business objectives, ensuring a competitive, equitable, and sustainable work environment.

TALENT ATTRACTION AND RECRUITMENT

In 2024, América Móvil made 32,981 new hires

45%
WERE WOMEN

45%
WERE UNDER THE AGE OF 30

These figures reflect our ongoing commitment to fostering diversity of thought and generational balance from the moment of entry into the organization.

TRAINING AND PROFESSIONAL DEVELOPMENT

GRI (404-1, 404-2)

We promote a culture of continuous learning through robust, adaptable training programs that support the professional growth of our employees across all regions where we operate.

In 2024, over **14,000 courses** were delivered, totaling **3.9 million hours** of training in key areas such as **digital transformation, leadership development, cultural awareness, *upskilling and reskilling*, occupational health and safety, teamwork, internal mentorship, onboarding, and reintegration programs.**

Each local operation tailored its training offerings to meet the specific needs identified within their respective companies. This includes programs for temporary, part-time, and contract staff, particularly in commercial, technical, operational, safety, and onboarding functions.



INTERNAL MOBILITY

GRI (404-1, 404-2)

Promoting internal talent is a strategic priority for América Móvil. In 2024, **39% of leadership roles** were filled through **internal promotions,** reflecting the effectiveness of our structured training and development programs. These outcomes were made possible by a USD 15 million investment in training, which enabled us to reach 86% of our workforce, with an average of 54 training hours per employee over the year.

Among the most notable initiatives were **internal coaching and mentorship programs, with 639 courses delivered and more than 1.1 million hours of training provided.** These initiatives, structured under formal methodologies, fostered both individual and collective development, strengthening leadership, communication, and organizational performance competencies. Implemented in countries such as **Argentina, Mexico, Colombia, the Dominican Republic, and Brazil,** these programs were evaluated using key performance indicators including participant **satisfaction and improvements in 360° assessments.**

In parallel, we promoted cross-functional collaboration and knowledge sharing through internal networks. Initiatives such as **“Professional Networking,” “Communities of Practice,” “Cross-functional Events,” and “Internal Networks”** were launched in countries including **Argentina, Ecuador, and the Dominican Republic, totaling over 15,000 hours of training.** These platforms have played a key role in strengthening our culture of innovation, connecting strategic areas, and reinforcing a sense of belonging.

To further support our organizational culture, **604 courses were delivered totaling 912,538 training hours with essential content including our Code of Ethics, Anti-Corruption, Anti-Money Laundering, Data Privacy, and Introduction to Corporate Sustainability.**

For more information on our training progress in these areas, please refer to the chapter Enabling a Better Business Environment in this Sustainability Report.

The promotion of internal talent *is a strategic priority for América Móvil.*



LEADERSHIP AND PERSONAL DEVELOPMENT

GRI (404-1, 404-2)

Leadership development is one of the cornerstones of our training strategy. Throughout the year, **over 1,000 courses were delivered, representing more than 700,000 hours of training across** all organizational levels. Among the most prominent programs were **Emotionally Intelligent Leadership, Situational Leadership, Collaborative Leadership, Middle Management, and Leadership Pathway,** each implemented and monitored with differentiated approaches based on country and organizational level.

One key initiative was **the Personal Development Plan (PDP)** in Mexico, designed for high-potential leaders. This annual program replicated in approximately **74% of the Group's companies,** encourages self-directed professional development, supported by internal leaders who serve as mentors. The initiative fosters a leadership culture grounded in leading by example, trust, and shared responsibility.

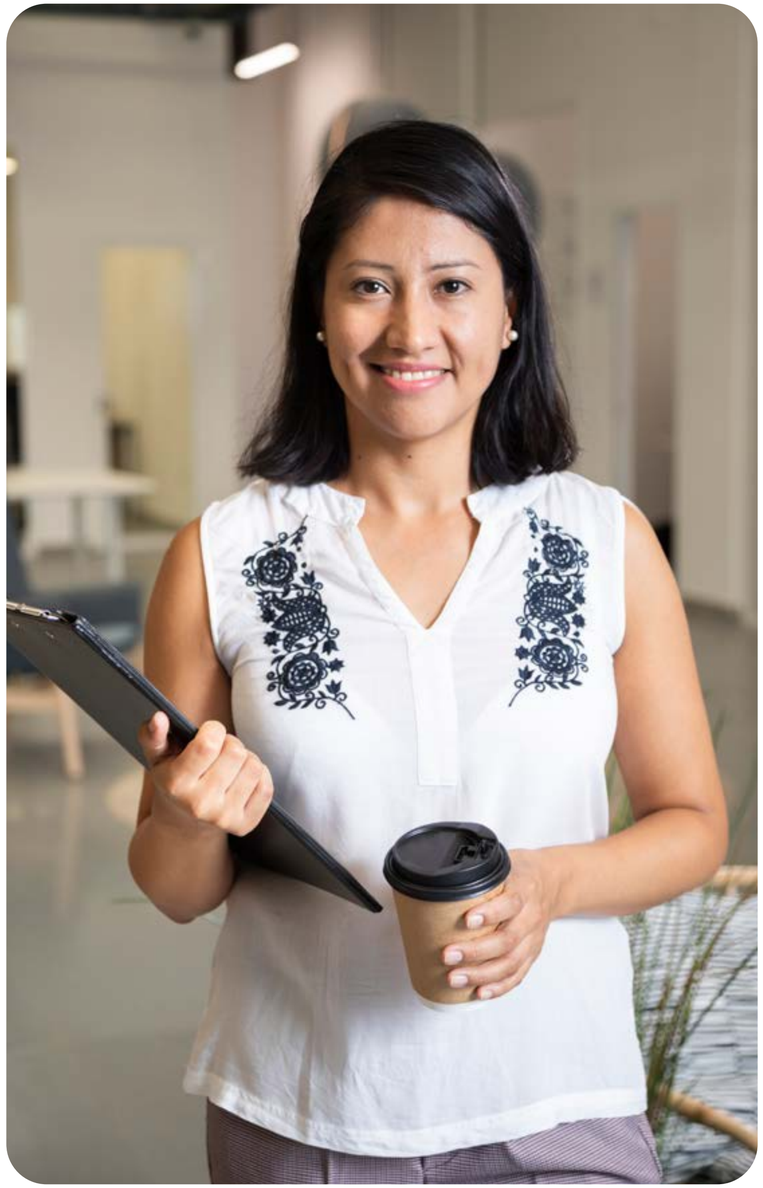
RESPONSIBLE WORKFORCE TRANSITIONS

We enhanced the employee experience during and key stages of the employment cycle. **More than 500 transition courses were implemented,** covering onboarding, reintegration, and career closure, totaling **over 200,000 training hours.** These initiatives support effective integration for new employees while ensuring a respectful, dignified transition for those concluding their professional journey with the organization.

PERFORMANCE EVALUATION

GRI (404-3)

In 2024, **84% of employees with permanent contracts were assessed using structured evaluation models. Additionally, 360°-evaluations were conducted for 89% of managerial-level employees, advancing toward our goal of achieving 100% coverage every three years.** These tools are aligned with internal mobility, professional development, and the identification of high-potential talent. Coverage was consistent across regions, with participation rates ranging from 73% to 100%, depending on the location.



TALENT RETENTION

GRI (401-1, 401-3)

Talent retention reflects the quality of the workplace environment. In 2024, our total turnover rate **was 11.11%, down from 12.16% in 2023 and 12.78% in 2022, while voluntary turnover stood at 8.81%.**

These improvements are linked to our ongoing investments in training, internal mobility, merit-based evaluations, and employee well-being programs.

Turnover was highest among employees under **the age of 30 (26.43%).** By gender, the total turnover rate was similar: **11.12% for men and 11.09% for women. Retention following parental leave also remained high: 91% of women and 94% of men who took maternity or paternity leave remained with the company upon their return.**

WORKPLACE ENVIRONMENT AND EMPLOYEE ENGAGEMENT

In 2024, we focused on executing action plans derived from the external workplace climate assessment conducted by Great Place to Work in 2023, along with insights from our internal evaluations.

These efforts enabled us to strengthen the work environment and address areas for improvement while implementing initiatives that promote a positive and collaborative workplace culture.

In 2025, we will continue consolidating the improvements implemented in response to the findings of the climate assessment and will carry out our internal employee engagement survey. Each year, we assess the effectiveness of our initiatives and adjust our strategies as needed. In addition, we plan to gather continuous feedback from our employees to ensure their voices remain central to this process.

By 2026, we expect to conduct a new workplace climate assessment through an independent third party, which will enable us to measure progress against previously established indicators and provide a clear roadmap for advancing toward an increasingly positive and enriching work environment.

Social well-being and organizational culture

GRI (2-20, 2-21, 202-1)

The Social Well-being (SW-B) program, implemented since 1991, aims to contribute to the comprehensive human development of employees and their families.

SW-B is founded on its guiding principles: continuous self-improvement, values and family, safety and trust, culture and traditions, self-esteem and life planning, health and information, and the environment.

In terms of training initiatives, the program promotes a culture of transformation, by encouraging personal growth through conferences, talks, and workshops that support individual advancement and well-rounded development.

Health-related activities promote participation in sports and raise awareness about health care through educational efforts.

The culture and recreation initiative includes cultural and artistic events where employees and their families spend quality time together in enriching and creative ways, while also learning about, preserving, and celebrating our culture and traditions.

Thanks to its hybrid format (online and in-person), the program reached a greater number of people, effectively responding to real needs for human development and promoting family and social integration.

In 2024, a robust agenda of activities focused on the comprehensive well-being of employees and communities was implemented across 15 Latin American countries:

- Total events held: **3,391**
- Total participants reached: **979,426**
- Volunteer Network: **1,455 events with 429,509 participants**

Areas of intervention
Activities were carried out across four key pillars:

- Training: **1,307 events | 259,826 beneficiaries**
- Health: **1,574 events | 658,270 beneficiaries**
- Culture and Recreation: **510 events | 61,330 beneficiaries**
- Volunteering: **1,455 events | 429,509 beneficiaries**



Through initiatives in training, health, culture, and recreation, the program promotes personal, family, and social well-being with the goal of developing responsible citizens committed to the progress of both the company and the country.

ASUME

The ASUME, A.C. program promotes comprehensive human development through personal growth across eight dimensions: physical, economic, aesthetic, emotional, intellectual, social, moral, and spiritual.

This program reflects our commitment to fostering social well-being and shaping responsible citizens who are dedicated to the progress of both the company and the country.

ASUME encourages the integral development of every individual, based on the belief that all human beings are capable of improvement—able to enhance and develop their innate abilities through a continuous, permanent, and balanced process. This allows each person to become better in relation to themselves, to others, and to their country.



Organizational structure, compensation, and remuneration

América Móvil maintains a strong commitment to pay equity and equal opportunities across all its operations. To this end, the company has implemented structured compensation policies and methodologies focused on internal equity, external competitiveness, and non-discrimination.

Currently, 100% of the Group's companies apply job valuation methodologies that consider skills, knowledge, responsibilities, and impact of each role. Among these, the HAY* and TOWERS** models stand out, applied in 89% of operations, ensuring consistency and objectivity in determining salary levels.

Across all regions where it operates, América Móvil guarantees compliance with the legal minimum wage. On average, employees receive compensation that is 3.6 times higher than the prevailing minimum wage, reflecting the company's commitment to a dignified income level that supports quality of life and well-being.

Salaries are established in alignment with local socioeconomic conditions, ensuring they are adequate to maintain an appropriate standard of living and meet the well-being needs of employees in each region.

Additionally, 66% of the global workforce participates in variable compensation schemes tied to the achievement of strategic objectives and individual performance. These schemes are designed to reinforce a results-driven culture while ensuring fairness and transparency in performance evaluation.

Regarding gender equity, América Móvil continuously monitors the gender pay gap.

In 2024, the average ratio of women's to men's total annual compensation was 0.73. While equity has been achieved in managerial positions (ratio of 0.98), gaps remain at the operational level, where men are more heavily represented in higher-paid technical roles.

This dynamic is partly attributed to labor market composition, where the availability of women with technical training remains limited. However, individual analyses confirm that women in technical roles receive equal pay to their male counterparts, validating the effectiveness of the job valuation methodologies applied. América Móvil continues to implement concrete strategies to reduce the pay gap, including annual salary structure reviews, transparency in promotion processes, merit-based development policies, and the strengthening of internal mobility. Furthermore, the company actively promotes female participation in strategic areas, including revenue-generating functions and STEM positions.



* A job evaluation and comparison system used to establish salary and hierarchical structures within an organization

** A methodology that determines the relative value of each position based on its contribution to the organization.

GENDER PAY EQUITY POLICY

Our approach to gender pay equity is based on the strengthening of corporate equal opportunity policies, with emphasis on three key lines of action:

- **Promote equitable internal mobility:** Ensuring that talent, regardless of gender, has access to promotions and career advancement based on fair and measurable criteria.
- **Leadership Development:** Encouraging the participation of all individuals within the organization in strategic and decision-making roles through training programs, mentorship, and talent visibility initiatives.
- **Strengthen Fair Compensation Frameworks:** Through the regular review of salary structures, monitoring of potential biases, and consistent application of job valuation methodologies across all regions.

Women account for 38% of our total workforce and 32% of executive and managerial positions.



Labor relations management

América Móvil fully complies with labor laws in every country where we operate. Both individual and collective labor relations are founded on transparency, legality, and open communication.

In collective bargaining processes, we strive to balance institutional interests, business productivity, and long-term sustainability with the fundamental rights of individuals, the humanization of work, and respect for the dignity of workers.

Existing collective agreements exceed minimum legal requirements, incorporating additional benefits and improved working conditions for employees.

In key operations, performance evaluation systems and results - based compensation schemes have been implemented for personnel.

LABOR CONFLICT PREVENTION

Aware that the risk of labor conflicts exists in any unionized environment, we have implemented mechanisms for the prevention and mitigation of labor-related risks, focused on:

- **Monitoring** workplace climate and union relations indicators.
- **Identifying emerging** tensions through institutionalized dialogue channels.
- **Prioritizing the timely** negotiation of collective agreements, proactively reviewing sensitive clauses, and promoting ongoing communication to maintain a constructive dialogue with employee representatives.

LABOR RIGHTS AND FREEDOM OF ASSOCIATION

At América Móvil, we respect and promote fundamental labor rights across all our operations, ensuring freedom of association, the right to collective bargaining, and the protection of decent working conditions, in full compliance with the laws of each country where we operate and in alignment with the United Nations Global Compact Principles, particularly Principle 3.

América Móvil has maintained stable and constructive labor relations, grounded in mutual respect, transparency, and continuous dialogue. These relationships have been essential to ensuring operational continuity and preventing service disruptions.

Since its founding in 2000, América Móvil has recorded only one short-duration strike (24 hours) in one of its operations, with no impact on service quality or availability. In 2024, no strikes or work stoppages occurred in any of the Group's operations.

FREEDOM OF ASSOCIATION AND UNION COVERAGE

GRI (2-30)

As of December 2024, **approximately 60% of the total** workforce was unionized, and covered by collective agreements that ensure clear and fair working conditions.

Freedom of association is guaranteed under the Group's labor management guidelines, which prohibit any form of retaliation or discrimination based on union membership, in compliance with international frameworks and the local legislation of each country.



Occupational health and safety

GRI (403-1, 403-2, 403-5, 403-6, 403-9)

At América Móvil, the health and safety of every employee is a non-negotiable priority. We are committed to maintaining safe work environments through proactive risk management, the continuous strengthening of a preventive culture, and the implementation of control systems and training aligned with the highest international standards.

Our Occupational Health and Safety Policy sets forth the principles that guide the well-being of all our employees. We foster an organizational culture that prioritizes best practices in the workplace and the proactive management of any potential risks.

To achieve this objective, we have implemented comprehensive programs that identify and manage workplace risks, contributing to the reduction of occupational injuries. Our efforts include training on critical topics such as electrical safety, emerging risks, disaster response protocols, and physical security measures, all designed to ensure a safe and healthy work environment.

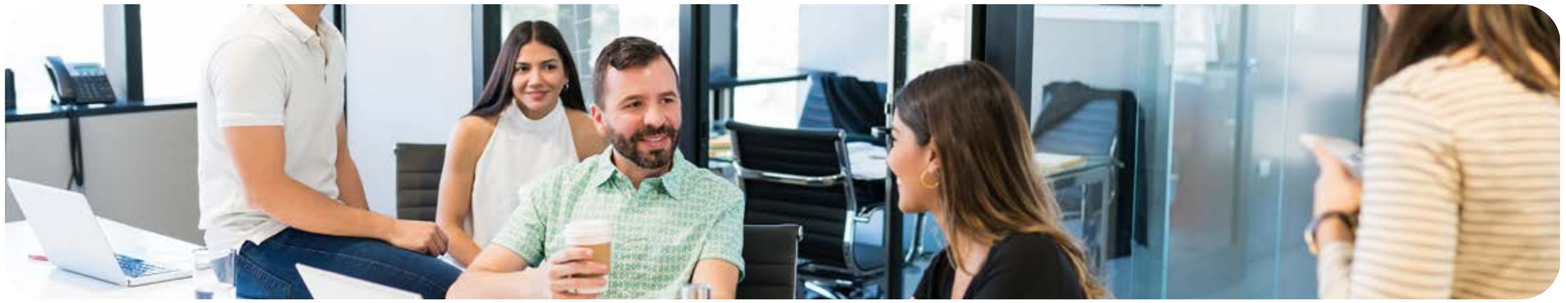
2024 PERFORMANCE AND RISK MANAGEMENT

In 2024, we conducted rigorous monitoring of key occupational health and safety indicators.

While significant progress was made in reducing workplace accidents, we faced major challenges in the prevention of critical incidents, particularly in field operations.

During the year, **seven occupational fatalities** were recorded across América Móvil operations, primarily in fieldwork settings and environments with exposure to external risks. Of these, five were work-related accidents and **two** occurred during transportation.

These events highlight both the inherent operational risks associated with field activities and external public safety factors, particularly in certain regions of Latin America. The company recognizes the complexity of this context and is fully committed to responding with decisive and humane actions, placing the utmost priority on protecting life.





IMPROVEMENT ACTIONS AND PREVENTIVE REINFORCEMENT

GRI (403-6)

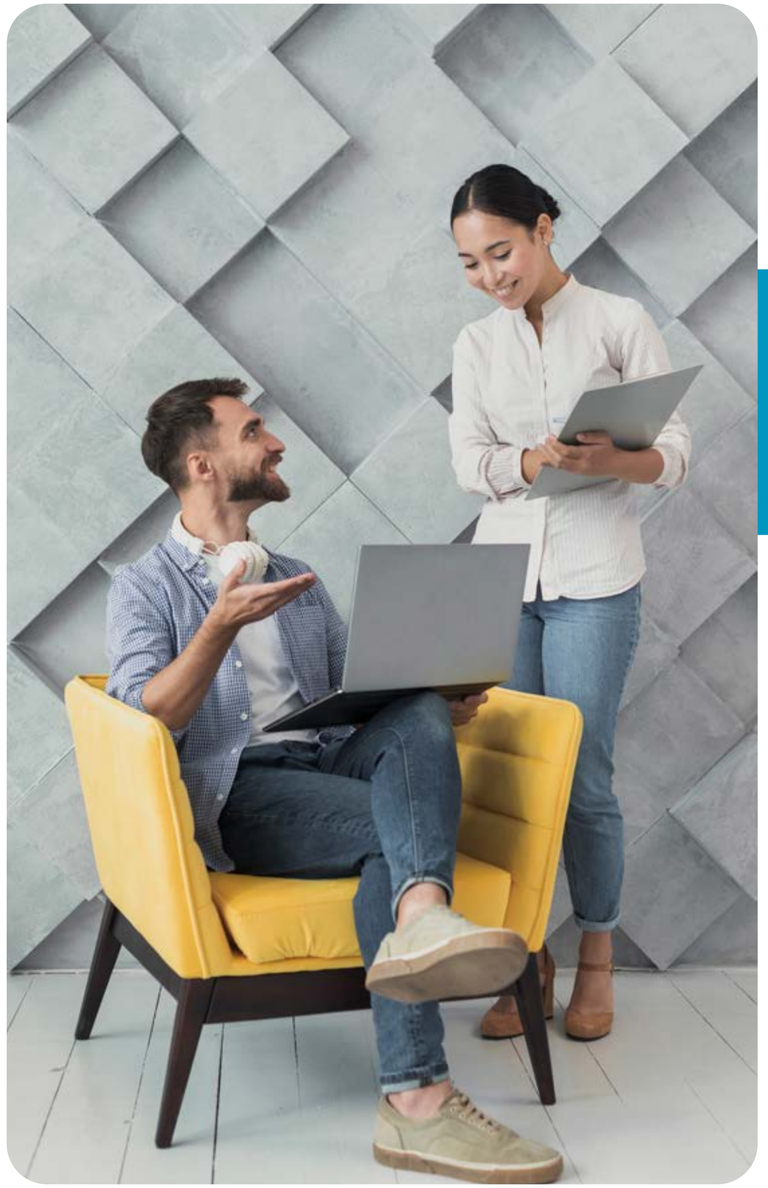
After each incident, **we activate investigation protocols** with a root cause approach, enabling the identification of specific gaps and the design of proportional responses to each risk. As part of our commitment to the well-being of our teams, the following actions have been implemented:

- **Strengthening of fieldwork protocols,** particularly for installation and maintenance tasks, including more rigorous structural inspections and improvements in operational planning.

- **Reinforcement of technical and behavioral training,** with emphasis on the proper use of personal protective equipment (PPE), risk management in urban environments, and the prevention of external threats.

- **Strengthening the culture of self-care** by promoting internal campaigns and visible safety leadership from middle and senior management.

These actions are part of a broader approach to proactive health and safety management implemented across the organization. This approach is guided by principles of continuous improvement, alignment with international standards (such as ISO 45001), and a genuine commitment to the life and well-being of every employee.



2024 SAFETY INDICATORS

GRI (403-9)

Lost time injury frequency rate (LTIFR): **decreased from 1.74 in 2023 to 1.01 in 2024.**

Recordable injury rate: **decreased from 1.60 in 2023 to 0.93 in 2024.**

The reduction in injury rates reflects the positive impact of training strategies, safety brigades, and incident prevention programs implemented across the organization.

OCCUPATIONAL HEALTH AND SAFETY PROGRAM COVERAGE – 2024

100%
Of operations have comprehensive Occupational Health and Safety (OHS) programs in place.

89%
Conducted training programs on related topics.

78% provided first aid training, 75% conducted evacuation drills, 67% offered training on safety and hygiene, and 64% on working at heights.

ISO 45001 CERTIFICATION: PROGRESS AND TARGETS

At América Móvil, we have an occupational health and safety management system based on ISO 45001 across all our companies. This standard establishes requirements to foster safer and healthier work environments by promoting the proactive identification and management of risks that may affect employee well-being.

As of 2024, **23 Group companies** have at least one area certified, and we will continue working to extend certification to high-risk processes (2026–2027), with the goal of achieving full coverage across all operations by 2030.

77% of operations
currently hold occupational health and safety management certifications, such as ISO 45001 among others.



Digital transformation

GRI (404-2)

Digital transformation is a key pillar in América Móvil's evolution, and our employees play a central role in driving this process. In an increasingly dynamic and competitive environment, digitalization enhances operational efficiency, strengthens innovation, and improves both employee and customer experience.

In 2024, multiple initiatives were implemented to accelerate digital transformation in human capital management:

1 ADOPTION OF AGILE METHODOLOGIES

Human Resources teams and strategic projects continued to apply frameworks such as Scrum and Kanban, enabling more flexible, efficient, and collaborative management.

2 DIGITAL SKILLS TRAINING

Training programs were developed in key areas such as automation, data analytics, cybersecurity, and emerging technological tools, enabling our employees to enhance their competitiveness and adaptability.

3 LEARNING MANAGEMENT SYSTEMS (LMS)

Digital learning platforms were consolidated to provide access to training content, supporting self-directed learning and continuous development.

4 COLLABORATION TOOLS

The adoption of communication platforms has fostered a culture of collaboration among geographically distributed teams, ensuring productivity and organizational cohesion.

5 DIGITAL PERFORMANCE EVALUATION

We have implemented automated systems to conduct feedback processes, 360° evaluations, and organizational climate assessments, strengthening a data-driven management approach based on meritocracy and continuous improvement.

These programs prepare our teams to adopt new technologies, agile methodologies, and essential technical skills in the digital era. They enhance team readiness to face emerging challenges while fostering the Group's capacity for innovation. capabilities.

In 2024, a total of 1,376 courses were delivered, amounting to 513,269 hours of training on topics related to digital transformation.



Enabling a

A BETTER WORKPLACE IN NUMBERS 2024

54 HOURS
Average training hours per employee.

32,981
Total hires in 2024.

45%
Proportion of new hires under the age of 30.

94%
Retention after paternity leave.

100%
Percentage of operations with digitalized performance evaluation.

45%
Proportion of women among new hires.

$15 MILLION
Total training investment (USD).

8.8%
Voluntary turnover rate.

39%
Leadership positions filled through internal promotions.

56%
Women in revenue -generating roles.

86%
Employees who received training.

84%
Permanent employees has a performance evaluation.

91%
Retention after maternity leave.

11.11%
Total turnover rate.

77% OF ALL OPERATIONS
Are certified in occupational health and safety under ISO 45001 or an equivalent standard.

To learn more about the HR Appendices, please refer to the corresponding section within this report.

APPENDIXES

- **Appendix K |** Corporate Human Resources Policies
- **Appendix L |** Talent Management (recruitment, turnover, training)
- **Appendix M |** Compensation and Pay Equity
- **Appendix N |** ESLG - Linked Incentives
- **Appendix O |** Occupational Health & Safety
- **Appendix P |** ISO 45001-Certified Companies in 2024

For more information, you can consult the following resources available on our 360° Sustainability site.

Empleador de Preferencia
Labor Unions



ENABLING A BETTER BUSINESS FRAMEWORK



RELATED SDGS 5 8 12 16 17

RELATED SDGS

Corporate Governance of América Móvil

GRI (2-9, 2-12, 2-13, 2-14, 405-1)

América Móvil operates under a robust Corporate Governance framework that ensures transparency, accountability, and the protection of investor interests. This framework is fully aligned with applicable regulations in all jurisdictions where the company conducts business, including Mexico and the United States. As an issuer on the Mexican Stock Exchange (BMV) and the New York Stock Exchange (NYSE), América Móvil complies with the Mexican Securities Market Law (LMV), the Sarbanes-Oxley Law and the regulatory provisions of the National Banking and Securities Commission (CNBV).

América Móvil reaffirms its commitment to strong Corporate Governance, by becoming **the first Mexican company to publish a Corporate Governance Report.** This publication offers an in-depth overview of the Company's governance structure, including shareholding composition, the integration and functioning of the Board of Directors, and the diversity of its members. It also details the internal control and risk management systems, along with the adoption of best practices in ethics, compliance, and cybersecurity.

In 2025, América Móvil will carry out its first assessment of the efficiency of the Board of Directors, with the objective of strengthening its performance and ensuring adherence to best corporate governance practices.

The report also addresses key elements such as the role and responsibilities of the Audit and Corporate Practices Committee, the protection of shareholders' rights and mechanisms for participation, the Integrity and Compliance Program, and the Company's alignment with applicable regulatory frameworks.

América Móvil continuously strengthens its leadership in Corporate Governance, promoting sustainable and ethical management practices that align with the expectations of its investors and stakeholders.

For more information, we invite our stakeholders to consult the Corporate Governance Report, also available on our sustainability website at sustainability.americamovil.com at the 360 section.



Corporate

Governance Structure

BOARD OF DIRECTORS

GRI (2-11, 2-13)

The **Board of Directors serves as América Movil** governing body and is responsible for defining the Company's strategic direction, overseeing its execution, and monitoring overall business performance, among other key functions. The Board of Directors is composed of **15 members, 67% of whom are independent.**

With an average tenure of 13.3 years, the Board reflects a solid and professional composition, marked by diversity in skills, experience, independence, and sectoral knowledge. The Board includes a member with expertise in sustainability and another with specialized knowledge in cybersecurity, contributing to a well-rounded and forward-looking governance body.

América Movil Board of Directors is distinguished by its **strong commitment, high degree of independence, and the diverse profiles of its members.** This composition enhances strategic decision-making and fosters a culture of innovation, ethical conduct, and corporate responsibility.

Company actively promotes a Board with complementary composed of professionals with complementary backgrounds, encompassing technical, operational, and sustainability perspectives, allowing it to enrich the business's strategic vision. In line with its efforts to further strengthen the diversity of profiles and experiences within the Board of Directors, América Móvil's Ordinary General Shareholders' Meeting approved the appointment of a new independent director.

As a result, women **now represent 27% of the Board*.** América Móvil **has a Board Diversity Policy,** that promotes a plural and balanced composition guided by **principles of merit, experience, independence, and diversity.**

To continue moving towards more inclusive representation, **the Company has set a goal of achieving 30% female participation on its Board of Directors by 2028.** This objective seeks to ensure a comprehensive vision among governing bodies.

PLEASE REFER TO OUR BOARD OF DIRECTORS DIVERSITY POLICY FOR MORE INFORMATION

Mr. Carlos Slim Domit serves as Chairman of the Board of Directors, with Mr. Patrick Slim Domit acting as Co-Chairman. Neither holds an executive or managerial position within the Company.

The Board of Directors oversees a broad range of matters, including, but not limited to, **business strategy, regulatory affairs, and compliance with applicable regulations. Through the Audit and Corporate Practices Committee, the Board also addresses key areas such as cybersecurity, corporate ethics, climate governance, and sustainability,** thereby reinforcing a solid and responsible long-term business model.

During 2024, **the Board of Directors held six meetings, with an average attendance of 93%, ensuring continuous monitoring of the Company's strategic issues.** Likewise, the Audit and Corporate Practices Committee convened on seven occasions, with full attendance at each session, reflecting a high level of commitment to its oversight responsibilities.



* At the Ordinary General Shareholders' Meeting held on May 14, 2025, the continuity of the acting directors was ratified, and the appointment of a new director was formalized.
As of December 31, 2024, the Board of Directors consisted of three women

As of May 14, 2025, the composition of the Board of Directors was as follows:

➔ América Móvil Board of Directors *GRI (2-9)*

NAME	AGE	ROLE	TERNURE	DIRECTOR CATEGORY (Proprietary, executive, independent, non-executive, non-independent)	BOARD COMMITTEE PARTICIPATION
Carlos Slim Domit	58	President	14	Proprietary	Executive Committee
Patrick Slim Domit	56	Co-Chairman	21	Proprietary	Executive Committee
Daniel Antonio Hajj Aboumrad	59	Director	25	Executive, Proprietary	Executive Committee
Luis Alejandro Soberón Kuri	64	Director	25	Independent	-
Francisco José Medina Chávez	69	Director	7	Independent	-
Ernesto Vega Velasco	87	Director	18	Independent	Audit and Corporate Practices Committee
Rafael Moisés Kalach Mizrahi	78	Director	13	Independent	Audit and Corporate Practices Committee
Antonio Cosío Pando	56	Director	10	Independent	-
Oscar Von Hauske Solís	67	Director	14	Executive	-
Vanessa Hajj Slim	27	Director	7	Proprietary	-
David Ibarra Muñoz	95	Director	25	Independent	-
Gisselle Morán Jiménez	50	Director	3	Independent	-
Pablo Roberto González Guajardo	57	Director	18	Independent	Audit and Corporate Practices Committee
Claudia Jañez Sánchez	53	Director	3	Independent	Audit and Corporate Practices Committee
Miriam Guadalupe de la Vega Arizpe	64	Director	-	Independent	-

At the Ordinary General Shareholders' Meeting held on May 14, 2025, the current members of the Board of Directors were ratified, and a new director was appointed. The nomination process for each Board member considers not only their professional experience and qualifications, but also their independence, integrity, and ethical conduct. Directors are appointed for a one-year term and may be reappointed at the subsequent Ordinary Shareholders' Meeting.

To ensure the effective fulfillment of its responsibilities, the Board of Directors is supported by two collegiate bodies: the Executive Committee and the Audit and Corporate Practices Committee (CAPS).

BOARD COMMITTEES

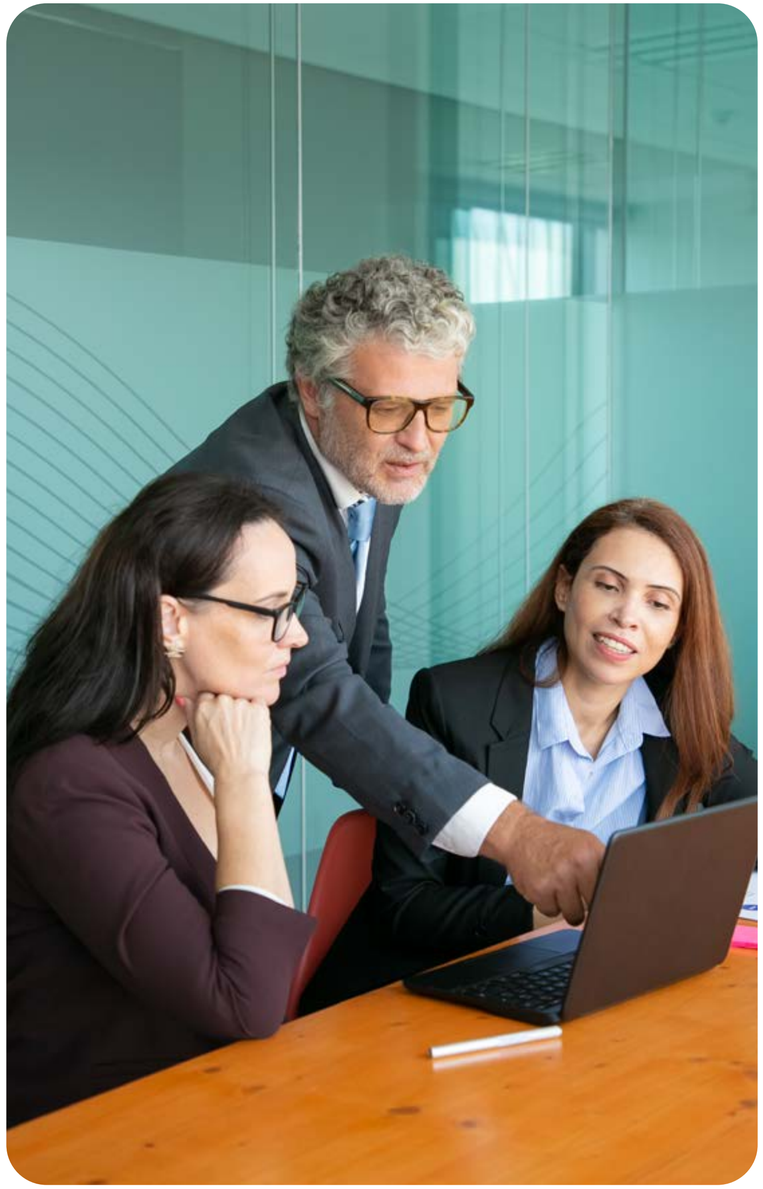
GRI (2-9)

The Executive Committee is composed of three members and is responsible for overseeing strategic and corporate business decisions, ensuring alignment with the Company's long-term objectives and overall governance framework.

Additionally, **the Audit and Corporate Practices Committee (CAPS),** comprising four independent directors, plays a crucial role in ensuring effective corporate governance. Its functions include:

- **Monitoring** the management, operation, and execution of the Company's business activities.
- **Advising the Board of Directors** on matters related to internal control systems.
- **Submitting proposals** for the appointment of independent external auditors and overseeing the performance of their services.
- **Evaluating** related-party transactions that fall outside the ordinary course of business to ensure transparency and fairness.
- **Reviewing the procedures** for the preparation and presentation of financial statements.

The Audit and Corporate Practices Committee (CAPS) also periodically reviews strategic matters, cybersecurity, regulatory compliance, and climate governance. These reviews are supported by **cross-functional collaboration with key areas of the Company, including Finance, Legal, Regulatory Affairs, Cybersecurity, Sustainability, and Compliance.** This integrated approach enhances comprehensive risk oversight and reinforces accountability across the organization.



The América Móvil Management Team, led by the Chief Executive Officer, is responsible for the strategic and operational execution of the Company. Its members bring extensive industry experience and are committed to a management approach that prioritizes innovation, sustainability, and profitable growth.

At the administrative level, two specialized committees have been established to support the technical management and implementation of key corporate policies:

- **The Corporate Sustainability Committee** is responsible for guiding the Company's environmental, social, and governance (ESLG) strategy, including oversight of the decarbonization agenda.
- **The Cybersecurity Committee** is responsible for fostering an organizational culture centered on the protection of digital assets and strengthening technological resilience.

Both committees are composed of leaders from key operational areas and are supported **by local structures and specialized technical teams.** This structure ensures the effective and context-specific implementation of their guidelines across the various countries in which América Móvil operates.

To advance its climate strategy, the Sustainability Committee relies on the **Energy and Emissions Task Force**, led by the Chief Mobile Operations Officer, who reports periodically to both the Sustainability Committee and the CAPS. This group facilitates the implementation of concrete actions aligned with the Company's global climate commitments. The Cybersecurity Committee is chaired by the Chief Fixed-Line Operating Officer, who also serves as a member of the Board of Directors.

This structure ensures a direct link between the management of technological risks and oversight at the highest governance level.

CONTROL AND CONTINUOUS IMPROVEMENT:

América Móvil reinforces its governance structure through **internal audit** processes and **external certification of key systems,** such as ISO 27001 for cybersecurity. These measures ensure alignment with international standards while enhancing organizational resilience, ethical conduct, and stakeholder confidence.

As part of its ongoing commitment to strengthening Corporate Governance, América Móvil is pursuing the PRIME Certification in 2025, reaffirming its leadership in responsible and sustainable business practices. For detailed information on the composition and profiles of the members of the Board of Directors, please consult our 2025 Corporate Governance Report and our Annual Report (Form 20-F), available on América Móvil's corporate website at www.americamovil.com

América Móvil's Bylaws, Code of Ethics, and key corporate policies and protocols are publicly available on the Company's corporate website at www.americamovil.com



Corporate ethics and compliance

GRI (2-24, 2-26, 3-3)

At América Móvil, **integrity and ethics** are core principles that underpin our operations. Through our Integrity and Compliance Program (ICP), centered on **the Code of Ethics**, we promote consistent and effective implementation across the entire organization.

The program is built around the Code of Ethics, which outlines the values and principles guiding América Móvil's conduct, and is complemented **by 22 regulatory documents applicable to shareholders, board members, employees, suppliers, and distributors of América Móvil and its subsidiaries.** All documents are publicly available on the Company's corporate website.

To strengthen our ethical culture, we have policies aligned with the legislation in force in each country where we operate, as well as the ESLG (environmental, social, labor, and governance) global standards.

COMPLIANCE GOVERNANCE

The Compliance Office is responsible for overseeing the implementation of our policies and ensuring adherence to the highest ethical and regulatory standards. This role includes the execution of the Integrity and Compliance Program (ICP), ensuring that all subsidiaries, employees, contractors, business partners, and third parties are informed of and aligned with its principles.

As an independent and multidisciplinary function, the Compliance Office identifies, prevents, and mitigates regulatory risks, while promoting a culture of integrity and transparency. . Its responsibilities include developing, updating, and refining protocols; designing internal control systems; managing complaints; delivering training on topics related to the Integrity and Compliance Program (ICP); and monitoring regulatory developments.

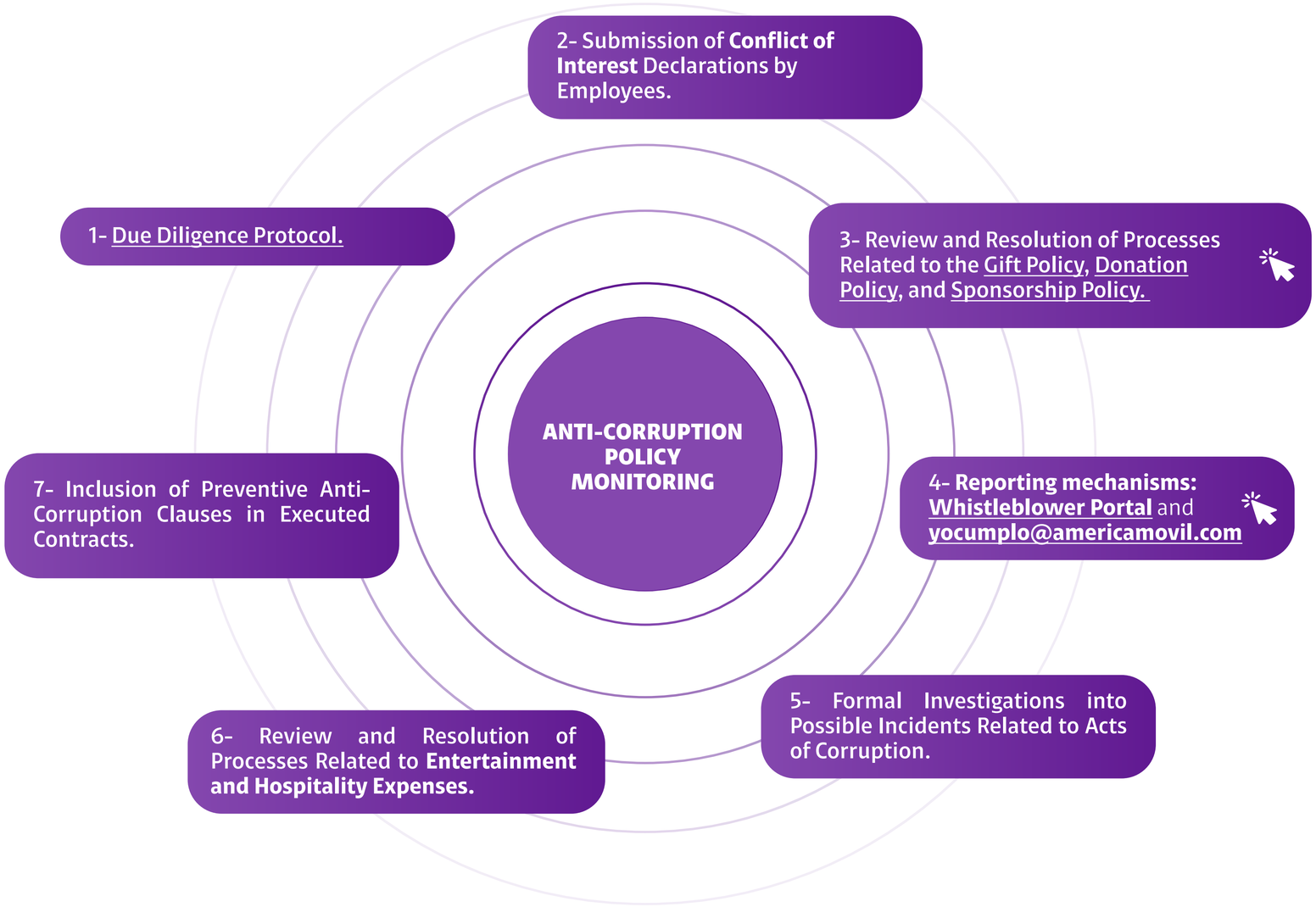
In addition, the Compliance Office conducts periodic evaluations of the program's effectiveness and impact, thereby reinforcing América Móvil's culture of integrity and compliance. The Compliance Officer serves as a key member of the Corporate Ethics Committee and periodically reports to the Audit and Corporate Practices Committee (CAPS). in close coordination with América Móvil's central Compliance Office.

Through this reporting process, the Compliance Officer receives strategic feedback on compliance performance and any emerging challenges, ensuring continuous improvement and alignment with corporate governance standards. Each subsidiary operates a Compliance Office that works in close coordination with América Móvil's central Compliance Office. These local offices are responsible for the effective Implementation of the Integrity and Compliance Program (ICP) and the operation of their respective Ethics Committees, fostering a consistent ethical culture throughout the organization.

It is important to highlight that the Integrity and Compliance Program (ICP) applies not only within the organization but also extends to our supply chain and strategic partners, who are expected to adhere to its principles or demonstrate equivalent ethical and sustainability standards.



Compliance with **the Anti-Corruption Policy** is monitored through:



In the event that a potential incident related to corruption or money laundering is identified, a formal investigation process is initiated by a cross-functional team in coordination with the Compliance Office. This investigation is conducted in accordance with the principles of confidentiality, impartiality, and due process, as established in the Integrity and Compliance Program guidelines.

The analysis includes fact verification, assessment of associated risks, and determination of the case's validity. If an irregularity is confirmed, disciplinary actions are taken in accordance with internal regulations, corporate policies, and applicable legislation, including potential civil or criminal sanctions.

Accordingly, in 2024 we implemented key enhancements to our policies and procedures

- **Update of the Anti-Corruption Policy,** strengthening its scope to include internal employees, external personnel, and third parties across all our operations.

- Publication of the Supplier Code of Ethics and the Human Rights Due Diligence Protocol.

- **Implementation of an automated process** for the submission of **Conflict of Interest Declarations** by América Móvil employees.

To proactively address future challenges, in 2024 we launched a program to certify that the activities carried out by our subsidiaries align with the principles, methodology, and processes set forth in **ISO 37001 (anti-bribery management system).** We successfully obtained certification in Peru, and the certification process for the remaining subsidiaries is expected to begin in 2025 and 2026.

17% of the countries have anti-bribery certifications, such as ISO 37001, among others.

ETHICS, COMPLIANCE, AND SUSTAINABILITY TRAINING

GRI (205-2)

At América Móvil, we recognize that a strong organizational culture begins with continuous training. By the end of 2024, **96.8% of our employees, including part-time staff, had completed training and certification in the Code of Ethics.** Likewise, we achieved high coverage levels in key compliance programs, with 95.5% of employees trained in Anti-Corruption, 94.2% in Anti-Money Laundering, **93.0%** in Data Privacy, and 93.0% in Information Security.

As part of our ongoing shift toward more responsible management, **in 2024 we launched the course "Introduction to Corporate Sustainability," training 84.7% of our employees.** This initiative strengthened their understanding of the social, environmental, and ethical impact of our operations.

Our **business partners** are also an integral part of this comprehensive vision. In 2024, **we strengthened their capabilities in key areas** to ensure alignment with our ethical and sustainability principles. **A total of 1,679 business partners** were trained in **the Code of Ethics, 1,103 in Anti-Money Laundering, 1,307 in Anti-Corruption, 1,035 in Personal Data Protection, 1,040 in Information Security, and 1,150 in Corporate Sustainability.***

These efforts reflect our leadership in responsible corporate practices and our strong commitment to fostering an ethical culture that extends beyond our organizational boundaries.

By the end of 2024, 96.8% of our employees, including part-time staff, had completed training and certification in the Code of Ethics.

*As a result of our ongoing efforts to expand the scope of impact measurement across our operations, this year—unlike in previous years—we included data from Brazil.

COMPLIANCE PORTAL

As part of our commitment to ethics, transparency, and responsible management, América Móvil operates a Compliance Portal—an integrated digital platform that centralizes policies, procedures, and training modules aimed at strengthening our culture of integrity.

The portal covers key topics such as **regulatory compliance, personal data protection, anti-money laundering and counter - terrorism financing, anti-corruption, and labor rights, including health and safety, as well as social, human, and environmental rights.** Its accessibility and clarity make it a key tool for promoting responsible practices across the organization and throughout our value chain.

In line with our continuous improvement approach, the portal includes an automated **Third-Party Due Diligence process.** This process verifies that suppliers, distributors, and any other third parties engaging with América Móvil's subsidiaries comply with the principles, values, and standards set forth in the Integrity and Compliance Program (ICP). It also enables our business partners to be assessed and monitored in terms of their alignment with our standards, fostering transparent and secure business relationships.

Additionally, to provide our employees with more agile and efficient tools, automated functionalities have been integrated into **the Compliance Portal for managing the Gift Policy, as well as Sponsorship, Donation, and Conflict of Interest processes.**

These enhancements strengthen control, traceability, and governance over these critical areas. This platform reaffirms our leadership in developing robust, accessible compliance systems aligned with international best practices.



In 2024, several enhancements were made to our Compliance Portal, among which the most significant was the launch of the integration process with the platforms responsible for the registration, contracting, and payment of third parties. This integration strengthens compliance with the ICP standards for individuals or entities with whom we maintain business relationships.

WHISTLEBLOWER PORTAL

GRI (2-15, 2-16, 2-26)

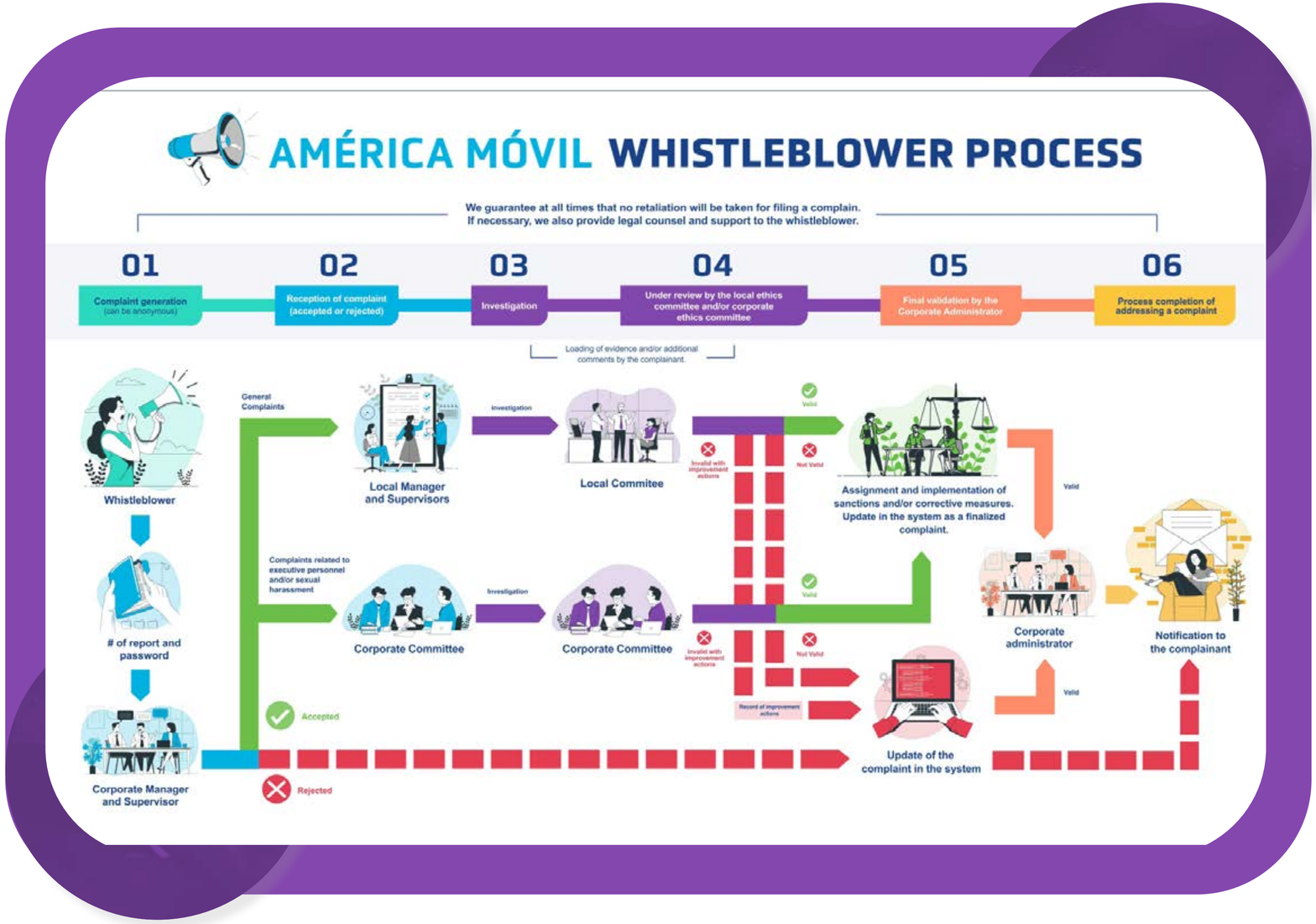
América Móvil has a comprehensive approach for identifying, addressing, and remediating claims related to business conduct and adherence to our ethical standards.

The Whistleblower Portal is a secure and confidential channel through which employees, business partners, and other stakeholders can report potential violations of the Integrity and Compliance Program. All reports are handled and investigated promptly by the Compliance Office and the Ethics Committees, which are composed of multidisciplinary teams of experts. In each country, every case undergoes a thorough analysis to ensure transparency and deliver effective resolutions.

Some complaints may be deemed inadmissible for reasons such as duplication, lack of relevance to the company, or no impact on the Integrity and Compliance Program.

When necessary, we also provide legal guidance and support to the whistleblower. Furthermore, we have a zero-tolerance policy against any form of retaliation toward individuals who submit reports in good faith, ensuring their protection and confidentiality throughout the process.

This comprehensive system enables us to proactively identify and manage risks related to corporate ethics, reaffirming our commitment to transparency, accountability, and international best practices in ethical business conduct.



COMPLAINT MANAGEMENT PROCESS

The following visual outlines the stages involved in handling reports submitted through the Whistleblower Portal. This process ensures traceability, rigorous case analysis, and the implementation of corrective measures when applicable:

GRI (205-3, 2-26)

Between January and December 2024, **we received 6,312 complaints,** of which:

- **4,638 were accepted for investigation.**
- **The remaining complaints were dismissed** due to duplication, lack of relevance to the company, or operational matters unrelated to the Integrity and Compliance Program (ICP).

Accepted complaints underwent both documentary and on-site investigations conducted by a cross-functional team of **150 professionals.**

Of the complaints investigated:

- **1,102 confirmed violations of the Code of Ethics.**
- **2,281 were deemed inadmissible** due to a lack of non-compliance.
- **1,255** were still under review as of December 31, 2024.

Types of complaints:

- **6%** related to information privacy (vs. 8% in 2023)
- **18.6%** related to unequal treatment or discrimination.
- **21.4%** related to workplace harassment
- **1.7%** related to sexual harassment
- **0%** related to corruption or freedom of expression.

*These actions include additional training, enhanced supervision, and disciplinary, administrative, or legal sanctions.

Over the past five years, América Móvil has not experienced any incidents related to corruption, reflecting the positive impact of our Integrity and Compliance Program.

CORRECTIVE MEASURES AND OUTCOMES

To ensure compliance with our ethical standards, we apply corrective measures as appropriate:

- **0.44% of employees were sanctioned*** in 2024 for violations to the Code of Ethics.
- **0.27% of employees were dismissed** due to serious breaches.

If employees have concerns about potential actions that may go against the Integrity and Compliance Program, they may contact América Móvil's Compliance Office through the secure and accessible channel: yocumplo@americamovil.com.

COMMITMENT TO TRANSPARENCY AND ETHICS

Through proactive management, regular audits, continuous training, and secure reporting mechanisms, América Móvil reaffirms its commitment to transparency, accountability, and best practices in corporate ethics.

In 2024, we focused on planning a comprehensive training program aimed at strengthening the prevention and mitigation of inappropriate workplace behavior. This initiative allowed us to define effective strategies to reduce its impact across the organization, resulting in a more positive work environment.

CLICK HERE TO ACCESS THE WHISTLEBLOWER PORTAL



Controversies and fines

GRI (2-27)

In line with our commitment to transparency and accountability, we disclose relevant regulatory controversies and sanctions.

The responsible management of these matters is essential to maintaining the trust of our stakeholders and ensuring compliance with our Integrity and Compliance Program.

Information related to controversies and fines is available on our corporate website, providing access to updated and verified data on the company's regulatory compliance performance.

FOR MORE INFORMATION ON CONTROVERSIES AND FINES, CLICK HERE.



Information Security and cybersecurity

GRI (418-1, 3-3)

At América Móvil, information security is one of the most material topics for the organization and a key enabler for operational continuity, user trust, and regulatory compliance.

INFORMATION SECURITY REGULATORY FRAMEWORK

We have a robust information security regulatory framework for information security, structured around 12 specific domains. This framework includes **182 policies and procedures that establish the minimum requirements to be met by each subsidiary.**

These guidelines are evaluated and updated annually through a continuous improvement process to ensure their relevance and effectiveness. For more information on our regulatory framework and information security policies, visit our sustainability website: www.americamovil.com



CYBERSECURITY STRATEGY

América Móvil has a comprehensive, publicly available Security Strategy that encompasses both cybersecurity and the privacy of data and communications. This strategy is built on three core pillars: Integrity, Availability, and Confidentiality. Our cybersecurity approach is comprehensive and preventive, and includes the following components:

- **Risk Assessment**
- **Mitigation Plans**
- **Real-time monitoring** of our networks and systems.
- **Incident Response Protocols.**
- **Penetration testing,** as well as internal and external audits.
- **Ongoing training** for staff and contractors.
- **Control effectiveness assessments** through simulations, ethical hacking, and vulnerability analyses.
- **A clear escalation process for employees** to report incidents, suspicious activities, or vulnerabilities.

These processes enable us to anticipate and mitigate threats in real time, thereby strengthening the resilience of our systems.



In 2024, we conducted **150,077 internal tests and 17 external assessments,** enabling us to detect and mitigate risks before they materialized.

Security performance is evaluated and overseen by ***the Board of Directors through the Audit and Corporate Practices Committee (CAPS). Cyber risk management is led by the Chief Information Security Officer (CISO)***, a role held by **the Chief Fixed-Operations Officer.** This individual also serves as a member of the Board of Directors and **the Cybersecurity Committee,** ensuring comprehensive strategic and operational visibility at the highest level, with direct reporting to Senior Management and the Board.

To ensure **technological resilience,** we maintain a **Business Continuity Plan (BCP) and an Information Systems Contingency Plan (ISCP)**, both designed to ensure the recovery of critical functions in the event of disruptions.

We have developed a *Business Impact Analysis (BIA)* and strengthened our *Business Continuity and Disaster Recovery Plans (BCP and DRP).* These tools allow us to identify critical functions, assess potential operational impacts, and establish timely response mechanisms.

Their implementation supports more effective cybersecurity risk management, reinforces our operational resilience, and ensures data protection and service continuity. In 2024, we recorded one security incident, which was addressed immediately in accordance with our internal protocols. There were no impacts on the services provided to our customers or on the integrity of their personal information.

This outcome reaffirms the effectiveness of our governance model, controls, and incident response processes.

For more on Information Security Governance and Cybersecurity Risk Management, please refer to our Annual Report, pages 70 - 79.



In 2024, there were no significant security incidents, and we were not subject to any sanctions or regulatory actions related to customer privacy violations.

For details specifically related to cybersecurity risk management, also see Appendix A: Risks and Opportunities in this document.



América Móvil has strengthened its cybersecurity posture,

with 91% of its data centers certified with ISO 27001 and the implementation of a Global Security Operations Center (SOC).

As a provider of critical telecommunications services across the region, América Móvil upholds a continuous improvement approach, ongoing evaluation, and regional leadership in the protection of digital assets and stakeholder information.

As part of our vision for operational excellence:

- **91% of our data centers are certified under ISO/IEC 27001.**
- **We have a Global Security Operations Center (SOC),** which provides coverage to our subsidiaries in **the 23 countries where we are present.**
- Our management framework aligns with **ISO 27001/27002, NIST, CIS, COSO, PCI DSS,** and the guidelines of the **la *Responsible Business Alliance.***

Additionally, we promote the culture of cybersecurity throughout the organization:

- In 2024, we trained **over 133,338 internal employees and 45,309 external collaborators in data protection and digital security.**
- **We organized the América Móvil Annual Security Symposium,** a platform for training and knowledge-sharing on emerging threats, 5G, cloud cyber defense, and global best practices. The event was attended by an average of 200 employees across all three leadership levels: deputy directors, managers, and department heads.

Our entire network of subsidiaries is subject to compliance with local cybersecurity and privacy laws and regulations. In addition, they must adhere to established corporate guidelines, which are **aligned with international standards such as ISO/IEC 27001 and the NIST *(National Institute of Standards and Technology)* framework, and other global** best practices. Both internal staff and external collaborators are required to comply with our information security policies, ensuring a secure and trustworthy digital environment across all our operations. We also have an established cybersecurity incident reporting escalation process for employees.

Privacy protection and responsible use of customer data

GRI (2-25, 2-26, 418-1, 3-3)
SASB (TC-TL-220a.1, TC-TL-220a.2, TC-TL-230a.2)

At América Móvil, the protection of our customers' privacy and personal data security is a strategic priority and a fundamental pillar of our ethical and responsible management. We recognize the value of the information entrusted to us and work proactively to prevent unauthorized access, misuse, or data breaches.

Our Privacy Policy, closely linked to information security management, is implemented through a **Privacy Program** that establishes clear guidelines and robust measures to safeguard the confidentiality, integrity, and availability of personal data.

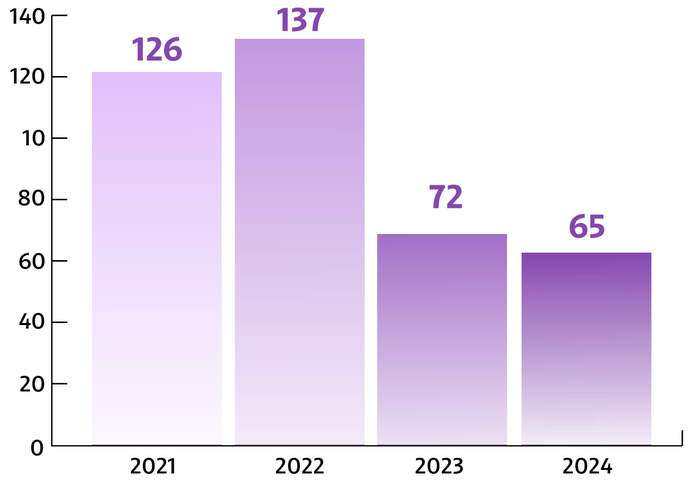
This program, aligned with local regulations and the most stringent international standards. It is executed by **specialized teams** who assess related risks, design and implement controls, and ensure their consistent application across all our subsidiaries. Its compliance and effectiveness are audited at least every two years in operations where we have ISO 27001 certification. Data protection teams within each subsidiary are responsible for enforcing physical, technical, and administrative controls, ensuring their effectiveness, and fostering an organizational culture committed to the ethical handling of information. As part of our preventive approach, we promote a **data protection culture** through mandatory training. By the end of 2024, **93% of our employees had completed their training in privacy and personal data protection, along with 1,035 business partners** with progressive expansion plans in place.

1 Substantiated complaints related to personal data breaches submitted through the Whistleblower Portal.

In 2024, **we achieved a 10% reduction in substantiated privacy-related complaints**[1] compared to the previous year, reflecting continuous improvement in our control systems and awareness efforts.

We also maintain open and confidential channels through which users can report concerns or incidents, all of which are addressed promptly in accordance with formally established response protocols.

SUBSTANTIATED COMPLAINTS REGARDING PERSONAL DATA



In line with our commitment **to transparency and respect for digital rights,** América Móvil ensures that customers have control over their personal information. In this regard, **1.27%** of users have chosen to restrict the use of their personal data for secondary purposes—an exercise we fully respect.

We further reaffirm our leadership in this area with **the recertification of Telcel** under the binding self-regulation framework for Personal Data Protection, consolidating our position as one of the leading companies in privacy best practices in Latin America.

To learn more about our Privacy Policy, visit our corporate site at www.americamovil.com under the Integrity and Compliance Program or our sustainability site in section 360 under the letter "P" of Policies.

COMMUNICATIONS PRIVACY

GRI (2-23-2-24)
SASB (TC-TL-220a.4)

At América Móvil, **we reaffirm our commitment to protecting the privacy, information security, and freedom of expression of our users.** We have robust policies and procedures in place to ensure that we do not interfere with, monitor, or manipulate our customers' communications.

Our users' personal data is shared only with competent authorities when required by applicable legislation and following rigorous verification that all legal requirements have been met. This approach reflects our commitment to safeguarding digital rights and maintaining user trust in the markets where we operate.

In 2024, we received **864,778 information** requests from government agencies through our networks, —an increase of **6.6%**, compared to the previous year. Following a thorough legal review, **93.6%** of these requests were granted. The remaining **6.4%** were denied for failing to meet the established legal criteria, reaffirming our strict compliance policy.

Customer privacy remains a strategic priority. Accordingly, we keep our policies aligned with current national and international regulations and continuously strengthen our internal capabilities to ensure the security, legality, and integrity of our practices.

To learn more about the regulatory framework on communications privacy and our cooperation with judicial authorities in each country where we operate:

Click here and access our annual Transparency Reports.



Supply chain

GRI (2-6, 2-23, 2-24, 204-1, 3-3, 308-1, 414-1)

Global and strategic in scope, our model is based on risk mitigation, operational efficiency, and the advancement of sustainability.

This approach not only optimizes our logistics and sourcing capabilities, but also strengthens governance, fosters a culture of shared responsibility, and promotes high ethical and environmental standards among our business partners.

Through a robust management framework aligned with international best practices, we aim to ensure that every link in our value chain operates with integrity, transparency, and full respect for human rights, labor laws, and the principles of corporate sustainability.

SUPPLIER ECOSYSTEM

At the end of 2024, América Móvil had **15,987 Tier 1 suppliers,** approximately **78% of which were local providers,** this supporting our regional economic development strategy. Of these, **4,766 suppliers** were identified as critical to our operations, accounting **for 83 %** of total Tier 1 procurement spending.

In addition, we engaged **1,047 other suppliers** across different tiers **(Non-Tier 1),** with total spending in this category amounting to approximately **USD $2.6 billion.** Efficient supply chain management is essential to maintaining the infrastructure and service quality our customers expect and rely on.

KEY SUPPLIER ASSESSMENT INDICATOR	TOTALS
TOTAL NUMBER OF TIER-1 SUPPLIERS	**15,987**
TOTAL SPENDING ON SUPPLIERS (USD MILLIONS)	$30,998
PERCENTAGE OF TOTAL SUPPLIERS THAT ARE LOCAL	78%
TOTAL NUMBER OF SIGNIFICANT TIER-1 SUPPLIERS	**4,766**
TOTAL SPENDING ON SIGNIFICANT TIER 1 SUPPLIERS (USD MILLIONS)	$25,660
PERCENTAGE OF TOTAL SUPPLIER SPENDING ON SIGNIFICANT TIER 1 SUPPLIERS	83%
TOTAL NUMBER OF SIGNIFICANT NON-TIER 1 SUPPLIERS	**1,047**
TOTAL SPENDING ON SIGNIFICANT NON-TIER 1 SUPPLIERS (USD MILLIONS)	$2,609
TOTAL NUMBER OF SIGNIFICANT SUPPLIERS (TIER 1 AND NON-TIER 1)	**5,789**
TOTAL SPENDING ON SIGNIFICANT SUPPLIERS (TIER 1 AND NON-TIER 1) (USD MILLIONS)	$26,956
NUMBER OF SIGNIFICANT TIER 1 SUPPLIERS WITH DECARBONIZATION TARGETS	**66**
NUMBER OF SIGNIFICANT NON-TIER 1 SUPPLIERS WITH DECARBONIZATION TARGETS	**6**

SUPPLY CHAIN SUSTAINABILITY PROGRAM

At America Movil, we recognize that our corporate responsibility extends beyond our direct operations. For this reason, we have established a comprehensive strategy through our **Supply Chain Sustainability Program *(Supply Chain ESG Program)*,** aimed at promoting ethical, environmental, and socially responsible practices throughout every link in our value chain.

This program integrates **environmental, social, labor, and governance (ESLG)** criteria into our supplier selection, evaluation, monitoring, and development processes, ensuring that all business relationships align with our sustainability principles and regulatory compliance standards.



SUPPLIER CODE OF ETHICS

In 2023, we developed and in 2024, formally adopted our **Supplier Code of Ethics,** a key instrument that sets clear expectations regarding ethical conduct, human rights, environmental sustainability, decent labor conditions, and anti-corruption practices. This Code is mandatory for all business partners and is contractually binding.

1 When applicable, third parties are required to have data protection policies at least or adhere to Company policy.



THIRD-PARTY DUE DILIGENCE PROTOCOL

As part of our Third-Party Risk Management strategy, we apply a **Due Diligence Protocol** to assess the level of risk involved in engaging with suppliers, contractors, distributors, and other third parties with whom we interact.

Risk assessments are primarily conducted in the following key areas:

- **Prevention of corruption.**
- **Anti-money laundering and counter-terrorism financing.**
- **Personal data protection[1].**
- **Environmental management and climate change.**
- **Human and labor rights.**
- **Occupational health and safety.**



The due diligence process is structured into the following stages:

1 SUPPLIER RISK CLASSIFICATION

Based on the supplier's location, type of service/product, contract volume, and screening against national and international sanctions lists—covering both legal entities and individuals associated with the third party under evaluation.

2 DOCUMENTARY REVIEWS AND INTERVIEWS

Review of policies, procedures, and certifications, complemented by self-assessment questionnaires and validation by certified independent third parties.

3 GAP IDENTIFICATION AND MATURITY ASSESSMENT

We assess each supplier's level of maturity in sustainability practices, identifying areas for improvement.

4 DEFINITION OF RISK TREATMENT PLAN

If deviations are identified, specific measures are agreed upon with defined timelines and structured follow-up.

5 FOLLOW UP AND PERIODIC REASSESSMENT

We monitor the progress of risk treatment plans, verifying compliance through updated risk analysis procedures.

These assessments are carried out with the support of certified external consultants, applying standardized methodologies based on recognized frameworks such as those of ***the Responsible Business Alliance (RBA).*** This ensures objectivity, consistency, and a benchmarked evaluation of our suppliers' ESLG performance.

Since the implementation of the Third-Party Due Diligence Protocol in 2022, América Móvil has assessed risks associated with engaging **1,221[1] suppliers and contractors,** thereby strengthening the Company's culture of compliance and prevention. To date, a total of **2,355 evaluation processes** have been initiated, of which **1,221** have been completed. Among the completed assessments, **149 third parties** were identified as posing a high risk to the Company in at least one of the assessed areas, **640** presented a medium risk, and **432** were classified as low risk across all areas. Of the concluded processes involving medium or high risk, 556 were approved without requiring a Risk Treatment Plan, 648 were approved with the implementation of such plan, and **17** were rejected by the Compliance Office for failing to meet the minimum standards established under the ESLG criteria.

Specifically, during 2024, the Third-Party Due Diligence Protocol was implemented as follows:

- **1,403 due diligence processes were initiated.**
- **674 due diligence** processes were completed, of which:
  - ➔ **In 105 cases,** the third party was identified as posing a **high risk** to América Móvil in at least one of the assessed areas.
  - ➔ In **373** cases, the third party was identified as posing a **medium risk** in at least one of the assessed areas.
  - ➔ In **196** cases, the third party was identified as posing a **low risk** across all assessed areas.

In cases where a third party was identified as posing a **high risk,** and in certain cases classified as **medium risk,** América Móvil agreed with the third party on the implementation of a **Risk Treatment Plan,** yielding the following results:

- ➔ In **415 processes,** a Risk Treatment Plan was required.
- ➔ In **249 processes**, a Risk Treatment Plan was **not required.**
- ➔ In **10 cases**, the replacement of the third party was requested due to the high risk associated with continuing the **business.**

It is important to note that since the implementation of **the Third-Party Due Diligence Protocol** began, a total of **648 third parties** have accepted the implementation of improvement or risk treatment plans, in line with our commitment to building responsible capabilities within our supply network.

TO LEARN MORE ABOUT AMÉRICA MÓVIL'S DUE DILIGENCE PROTOCOL, CLICK HERE



1 In 2024, an adjustment was made to the number of third-party evaluation processes initiated and completed, as a result of: (i) requests from commercial areas identifying that certain third parties no longer maintained an active relationship with the Company; (ii) direct requests from third parties to suspend the process; and (iii) an internal review that identified initiated processes that remained inactive due to lack of response or interest from the parties being evaluated.

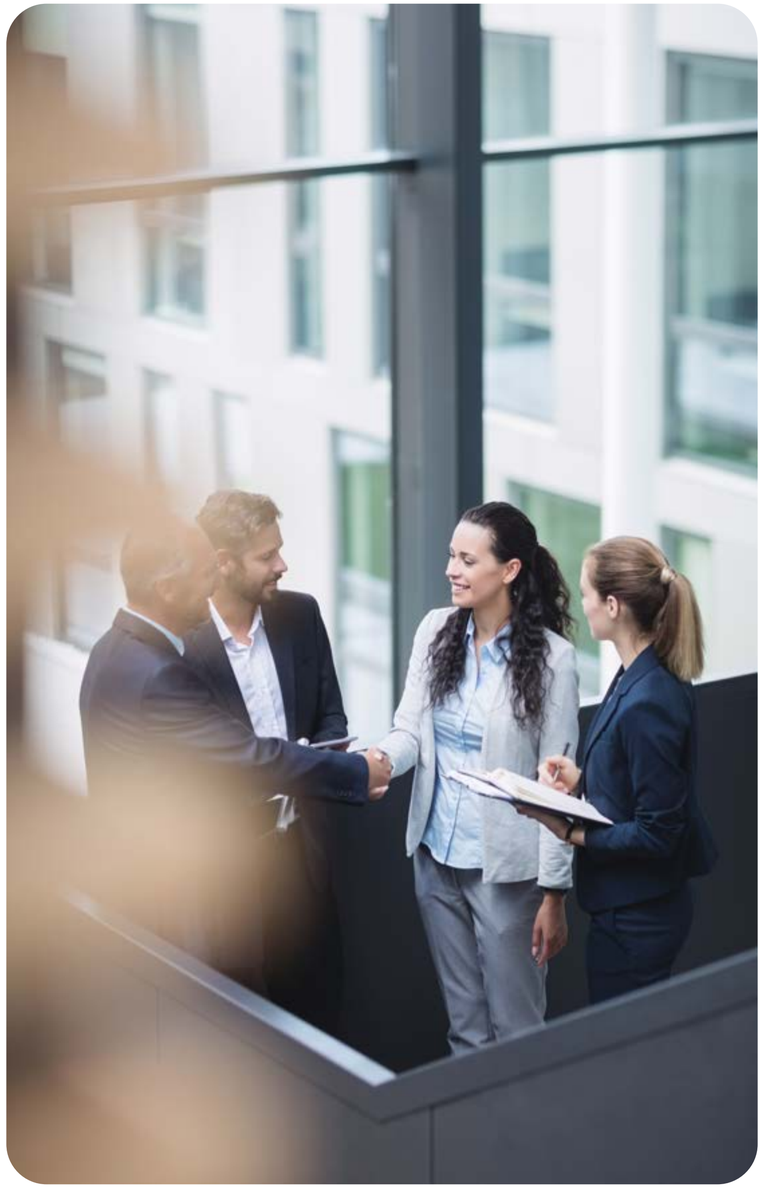
INTEGRATION OF ESLG STANDARDS INTO PROCUREMENT AND CONTRACTING

In 2024, we formalized the integration of the ESLG (Environmental, Social, Labor, and Governance) criteria into **our Procurement Policy,** establishing that all commercial areas must evaluate the ESLG performance of new suppliers as a prerequisite for contracting. In cases where negative findings are identified, the supplier's residual risk rating is adjusted, and the implementation of corrective measures is required.

This continuous improvement approach is supported by specific contractual clauses, oversight from the Compliance area, and monitoring of key performance indicators, ensuring that our supply chain operates in accordance with the highest international standards.

We reinforce our commitment to a legal, ethical, transparent, and environmentally responsible supply chain through the following principles:

- **Zero-tolerance policy** toward corruption, human rights abuses, and poor environmental practices.
- Ongoing **monitoring and verification** of ESLG performance indicators.
- **Mandatory inclusion of ESLG** compliance contractual clauses.
- **Immediate action** in cases of non-compliance or re - occurrence, including corrective measures or termination of business relationship.



COMMITMENT TO HUMAN RIGHTS

GRI (2-23, 2-25))

At América Móvil, we promote and ensure the unwavering respect for **human rights** across our operations and throughout our value chain. Our Human Rights Policy is aligned with internationally recognized frameworks, including the **Universal Declaration of Human Rights, the United Nations Guiding Principles on Business and Human Rights, and the ILO Declaration on Fundamental Principles and Rights at Work.**

We adopt a proactive stance to prevent any form of abuse or exploitation and we promote dignified, safe, ethical, and inclusive working environments. Our actions are guided by strict internal directives, compliance with applicable local laws, and an awareness of our potential to generate positive impacts in the communities where we operate. This commitment also extends to **our business partners and suppliers,** whom we encourage through training and ongoing dialogue to adhere to equivalent standards of respect, equity, and well-being.

In 2024, as part of our systematic review of the Integrity and Compliance Program, we strengthened our human rights management through the publication of a Human Rights Due Diligence Protocol.

This tool which will be gradually implemented, enables us **to proactively identify, assess, and mitigate actual and potential human rights** impacts associated with our operations, products, and services.

TO LEARN MORE ABOUT AMÉRICA MÓVIL'S HUMAN RIGHTS DUE DILIGENCE PROTOCOL, CLICK HERE.

We also promote a respectful and violence-free work environment. We have in place an Equality and Respect Policy, and in the event of any related incident, we apply a **Protocol for the Prevention, Attention, and Resolution of Workplace and Sexual Harassment,** which is mandatory across all our subsidiaries.

This instrument establishes clear channels and procedures for reporting, investigating, and following up on any incident related to harassment or discrimination in strict adherence to due process.

In addition, we will soon deploy a **specialized training program** designed to raise awareness and equip our employees to identify, manage, and prevent such cases.

These actions reaffirm our leadership in **corporate human rights,** consolidating an ethical and resilient business model centered on people's well-being.



CUSTOMER VALUE MANAGEMENT AND DIGITAL CHANNELS

GRI [2-6]

At América Móvil, we are committed to creating long-term value for our customers through responsible, sustainable, and innovative business practices.

Through strategic initiatives designed to strengthen customer loyalty, we strive to provide reliable **connectivity and high-quality digital services that enhance people's lives.**

We recognize that our customers expect more than just products and services. They expect a commitment to key causes, such as privacy, environmental protection, and social well-being. That is why we actively work to reduce our environmental impact, safeguard personal data, and contribute to the development of the communities where we operate, among other efforts.

Our Customer Value Management Strategy integrates:

- **Sustainable Infrastructure Deployment**
- **Energy Efficiency**
- **Supply Chain Responsibility and**
- **Strategic social investment**

This approach enables us to operate with integrity, meet the growing demand for connectivity, and reinforce our position as an industry leader.

CUSTOMER EXPERIENCE

GRI (3-3)

Our value proposition is built upon a **Customer Experience Framework** that guides every interaction based on four key principles:

1 EXPERIENCES THAT DELIGHT

We create simple, efficient, and customer-centric experiences powered by digital self-service and online sales platforms.

2 TRANSPARENT AND RELIABLE SERVICE

We communicate clearly and take responsibility for ensuring customer satisfaction.

3 CLEAR AND HUMAN COMMUNICATION

We communicate with empathy, timeliness, and courtesy across all touchpoints.

4 FLEXIBILITY AND EMPOWERMENT

We provide our customers with the tools they need to make informed decisions that are tailored to their needs.

At América Móvil, we strengthen our industry leadership through a comprehensive, customer-centric approach guided by our commitment to generating sustainable value and delivering **exceptional experiences** that foster customer preference and loyalty.

Our customer experience strategy is built on a multifaceted model designed to **enhance sustainability, operational efficiency, and service quality.**

This model is built on the following pillars:



Digital transformation

➔ We expanded our presence across digital channels through online sales platforms and self-service solutions, enabling customers to interact with us efficiently from anywhere in a simple and efficient way.



Process optimization

➔ We continuously refine our commercial processes, enhancing our offerings and strengthening communication clarity to ensure a consistent, high-value experience.



Unified interactions

➔ Through an omnichannel strategy, we ensure consistent and seamless communication across all touchpoints, strengthening our relationship with the customers.



Advanced technology adoption

➔ We integrate artificial intelligence and data analytics to drive **hyper-personalization** of services, increase the efficiency of our virtual assistants, and accelerate innovation in value-added solutions.



Customer engagement and co-creation

➔ We amplify the voice of the customer through systematic feedback analysis, utilizing agile design methodologies to iteratively and effectively redesign the customer journey.

This approach drives us to continuously evolve, fostering **long-term relationships with our users** and contributing to a sustainable, resilient, and adaptable business model.

PERFORMANCE EVALUATION AND ACTIVE LISTENING

We use ***the Net Promoter Score (NPS)*** as a key indicator to assess customer satisfaction and loyalty across all markets. This tool allows us to identify areas for improvement, prevent incidents, and strengthen service quality.

YEARS	NPS
2019	35
2020	36
2021	39
2022	41
2023	44
2024	42

In 2024, the NPS recorded a **2 point decrease**, representing a **4.5 % variation compared to the previous year.** This adjustment within a highly competitive regional environment in Latin America, characterized by aggressive commercial strategies from other operators, shifts in user preferences, and heightened sensitivity around digital services.

In this context, we reaffirm our **commitment to a customer - centric experience** and prioritize strategies that enhance operational sustainability, service efficiency, and long-term profitability.



As part of our improvement actions:

- **We automated key processes** to enhance responsiveness and agility.
- **We improved response times** in call centers and technical visits, with clear resolution targets.
- **We strengthened digital self-service channels,** making it easier for users to manage their requests.
- We evaluated and adjusted our offerings to **balance commercial appeal with financial sustainability.**

RESULTS OF OUR CUSTOMER EXPERIENCE APPROACH (2024)

In 2024, we intensified **our active listening initiatives,** achieving outstanding results:

We sent nearly **300 million surveys,** representing a **50% increase** compared to 2023.

We reached **95% of our customer base,** compared to **62% the previous year.**

The response rate tripled, rising from **3% to 8%,** reflecting a **200% increase.**

This feedback has been key to identifying improvement opportunities, redesigning experiences, and reinforcing our customer-centric approach.

Additionally, we achieved a **64 % first-contact resolution rate,** an indicator that measures the proportion of cases resolved during the first call or in-store visit relative to total interactions. This metric reflects our commitment to **operational efficiency and immediate customer satisfaction.**

Digital Channels

At América Móvil, we are committed to **enhancing the customer experience** by expanding our **digital channels** and optimizing processes to deliver increasingly **simple, seamless and efficient interactions.**

Aware of the evolving preferences of our users, we have developed **innovative digital offerings** supported by self-service tools that enable customers to manage their services independently, securely, and at any time. This strategy not only meets the growing demand for connectivity but also **contributes to strengthening operational profitability and environmental sustainability.**

Within our self-service channel mix, nearly **60%** of users engage through digital platforms, while **26%** use automated methods such as USSD and IVR, together accounting for **92%** of total self-management activity.

YEAR	ONLINE MANAGEMENT (DIGITAL CHANNEL: MI CLARO WEB/APP + FAQS + CHATBOT)
DEC 2020	47.98%
DEC 2021	48.90%
DEC 2022	50.48%
DEC 2023	56.39%
DEC 2024	59.87%

On our digital services platforms, accessible via websites, mobile apps, messaging services, and social media—the most frequently used features include:

- Plan and service management,
- Device purchases and top-ups,
- Usage Inquiries,
- Bill Payments,
- Customer support via ***AI-powered chatbots*** or human advisors.

To encourage adoption, we have simplified the digital registration process and removed barriers that previously hindered initial access.

We have also developed new functionalities in **key channels, such as WhatsApp,** integrating chatbots and artificial intelligence to automate processes, provide real-time responses, and enable proactive interactions—such as network outage alerts.

Additionally, our operations promote digital channel usage from physical service points, where advisors assist users directly by encouraging app downloads and registration, thereby strengthening adoption through personalized support.



Thanks to these efforts, we maintain **high levels of digital satisfaction** measured through ***the Net Promoter Score (NPS),*** consolidating an omnichannel experience that is efficient and aligned with the evolving expectations of our users.

This progress has not only enhanced the customer experience and reduced operational costs, but also contributed positively to our environmental sustainability goals by minimizing travel and the use of physical resources.

As part of our transformation process, América Móvil continues to strengthen its capabilities to generate **revenue through digital channels,** including:

- **Direct online sales**
- **Complementary digital services**
- **Advertising and technological alliances**

YEAR	% OF REVENUE GENERATED ONLINE
2020	22.3%
2021	33.6%
2022	39.6%
2023	40.8%
2024	41.7%
2024 TARGET	**41%**



Claro Flex

CUSTOMER-CENTRIC DIGITAL TRANSFORMATION

In response to growing demand for simpler, more autonomous, and more accessible mobile services, **Claro Brazil launched** ***Claro Flex,*** a 100% digital service model that allows users to activate, manage, and modify their mobile plan directly through an app. The platform supports prepaid-to-postpaid migration, number portability, plan changes, cancellations, reactivations, and data usage monitoring, entirely through mobile or digital channels.

This solution delivers a customer-centric, secure, and efficient experience through a modern architecture with minimal reliance on legacy systems.

CUSTOMER VALUE:

- Full autonomy to manage the service.
- Multiple payment options, activation by e-SIM home-delivered SIM card.
- High satisfaction: ***Claro Flex*** NPS has consistently out performed that of traditional plans, with a difference of up to **+40 points** in key customer segments.

IMPACT IN FIGURES:

2.5

MILLION ACTIVE USERS IN 2024.

NEXT STAGE: MULTI *CLARO FLEX*

The evolution of ***Claro Flex*** envisions a multi-service solution that integrates fixed broadband, digital television, and streaming apps, consolidating a comprehensive, interoperable, and scalable digital platform.

Claro Flex stands as a leading example of how digital transformation can enhance the customer experience, strengthen operational efficiency, and respond swiftly to evolving market expectations.



Innovation

GRI (3-3)

At América Móvil, innovation is a fundamental pillar for driving **sustainable development and creating long-term value for our customers,** employees, and the communities we serve. Through the adoption of emerging technologies, the digitization of processes, and the strengthening of our capabilities in data science and artificial intelligence, **we aim to transform our operating and business models** to make them more efficient, resilient, and responsible, generating a positive impact on the lives of our users while increasing revenue and profitability streams.

In addition, our initiatives and advancements in technological innovation are focused on **reducing our environmental footprint, improving quality of life, and helping to close the digital divide in Latin America.**

In recent years, we have undertaken a significant digital transformation effort by modernizing our systems to drive efficiency. We use cutting-edge tools such as artificial intelligence (AI) and advanced data analytics to better profile our customers and proactively offer them personalized solutions. This approach has enabled us to maximize revenue streams, reduce operating costs, strengthen customer loyalty, and mitigate cybersecurity risks.



América Móvil as enabler

Since the expansion of machine-to-machine communications *(M2M),* we have evolved into a key enabler of the Internet of Things *(IoT)*. América Móvil's vision focuses on delivering connectivity platforms that allow companies and business partners to manage their assets in real time, **optimizing operations and enhancing competitiveness.**

Our approach is clear: to provide a robust and flexible infrastructure that supports millions of connections with the adaptability required across various industries. Whether in connected vehicles, retail solutions, agribusiness, logistics, or manufacturing, our digital network ensures the availability and speed necessary for IoT solutions to operate effectively in real time.

Vehicle management, for example, enables companies to monitor the behavior and location of their fleets online, improving logistics and safety. In retail, our SIM cards integrated into payment terminals or contactless devices enable faster, more secure transactions—even in high-demand environments.Industrial connectivity and private networks support the automation of processes in factories, railroads, ports, mines, and agriculture, transferring data from sensors to systems that make immediate decisions.

The incorporation of advanced artificial intelligence solutions further enhances this ecosystem, transforming data into valuable insights for our clients.

The growth of IoT requires América Móvil to maintain a network capable of meeting these demands: capacity, coverage, and cutting-edge technology are key. The rapid evolution toward 5G networks and innovation in long-battery-life devices reflect our commitment to being more than just a carrier—we are a technology enabler delivering tailored solutions for any industry.

Our role as a multisectoral platform positions us as a strategic partner in Latin America for transforming industries, accelerating digitalization, and driving the digital economy.

Collaboration with startups, entrepreneurs, and large enterprises is essential to continue leading this transformation.The challenge, and at the same time the opportunity, lies in maintaining and expanding our network to support the growing number of smart devices and connections required by market demand, while always ensuring service quality and continuity.



Claro Colombia super app

CLARO COLOMBIA SUPER APP: TRANSFORMING CONNECTIVITY INTO DIGITAL INCLUSION AND COMMERCIAL OPPORTUNITIES

What if a single application could unlock access to credit, employment, healthcare, and essential services for millions of people while integrating hundreds of businesses into a digital ecosystem?

That is precisely what América Móvil is achieving in Colombia with ***the Super App de Claro,*** an innovative platform that not only transforms how people interact in the digital space but also provides businesses with fast and efficient way to digitize their services.

FROM CONNECTIVITY TO COMPREHENSIVE SOLUTIONS

With user base of over **41 million** in Colombia, ***Claro*** identified the opportunity to move beyond traditional telecommunications services and become a true **enabler of digital life.** The *Super App* was designed **to allow users to access a wide range** of services - from healthcare and education to entertainment and finance - all in one secure and user-friendly platform.

AN INCLUSIVE PLATFORM FOR BUSINESSES OF ALL SIZES

Developed in collaboration with *Whale Cloud and Alipay+, the Super App* operates through **mini-programs,** lightweight applications that run within the main platform. This architecture enables **businesses of all sizes to integrate their services into the Super App in just two to three weeks,** without the need to develop standalone applications. This means that companies can access ***Claro*** vast customer base without incurring the high costs typically associated with user acquisition.

URPOSE-DRIVEN TECHNOLOGY: INCLUSION, ACCESS, AND SUSTAINABILITY

This initiative reinforces América Móvil's commitment to sustainability, addressing key social challenges in Colombia:

- **Financial Inclusion:** Facilitates access to credit and financial services through strategic partnerships.

- **Access to essential services:** Provides tools for education, healthcare, and employment, connecting people with job opportunities and vital resources.

- **Supporting business digitization:** Enables small and medium-sized enterprises to compete on equal footing in the digital marketplace, democratizing e-commerce across the country.

RESULTS AND NEXT STEPS

Since its launch in late 2024:

- **Business integration: 15 businesses** have joined the platform, with the goal of reaching **300** by the end of 2025.

- **Continuous updates:** The mini-program technology allows for ongoing updates and enhancements, improving user experience and operational efficiency.

- **Service expansion::** New categories and features are planned for future integration, positioning the Super App as the most comprehensive and widely used digital platform in Colombia.

The objective is clear

To make the ***Super App de Claro*** the most widely used application among Colombians, facilitating access to essential services and promoting digital and financial inclusion nationwide.

Data Center Toluca

THE ENERGY THAT TRANSFORMS: SUSTAINABLE INNOVATION FROM THE TOLUCA DATA CENTER

GRI (305-5)

In the heart of the State of Mexico, Telcel is is shaping a new chapter in innovation and energy efficiency. In October 2024, a unique cogeneration plant began operations—the first of its kind in Mexico to operate in island mode, dedicated exclusively to supplying energy and cooling to a data center.Its mission is clear: to generate electricity from natural gas and maximize the use of every resource, from thermal energy to every drop of water.

Equipped with seven engines (six in operation and one in reserve) and a total capacity of 6 megawatts, the plant supplies power to two of the three sites at the Ixtlahuaca Data Center, while also generating chilled air to keep the most critical technology systems operational.

BEYOND EFFICIENCY: INNOVATION WITH PURPOSE

This integrated system goes beyond conventional operations. It recovers heat to generate cooling through lithium bromide chillers, operates as a closed-loop system with reverse osmosis water treatment, and is designed for continuous operation, 24 hours a day, 365 days a year. Additionally, it incorporates sound-insulating materials that comply with environmental noise regulations.

The plant is already operating at **50% of its capacity** and has nonetheless achieved a reduction of **over 67% in CO^2e emissions** compared to the traditional system. In 2024 alone, it prevented the emission of **15,000 tons of CO^2e** and enabled energy savings of **between 20% and 30% to date.**

TANGIBLE IMPACT AND FORWARD LOOKING VISION

The results speak for themselves:

- Certified as a Clean Industry.
- Monthly savings of up to 5 million pesos compared to traditional energy rates.
- A 30-year horizon project, designed to evolve in line with emerging technological and environmental demand.



Digital transformation initiative

As part of our ongoing **digital transformation** efforts, América Móvil is actively developing projects involving network *APIs* designed to unlock new opportunities for innovation within our networks. These software programs will enable advanced network and service functions for our customers, removing barriers and fostering an open ecosystem for the creation of cutting-edge digital applications.

These initiatives reflect our commitment to an **innovation-driven vision**, where network *APIs* pave the way for **the development of smart, forward-looking solutions** that were previously impractical or unfeasible.



An API (Application Programming Interface) is a set of protocols and tools that enable interaction and communication between different applications or platforms, facilitating integration and the development of open digital solutions.

Sustainable Innovation at Triara Data Center, Queretaro, Mexico

The Triara data center, located in Querétaro, has implemented an **innovative and sustainable** cooling solution, aligned with our **commitment to reducing environmental impact, optimizing resources, and lowering energy costs.**

The cooling system operates through a **chilled water circuit,** delivering an **estimated 30% reduction in electricity consumption** compared to the traditional direct expansion of refrigerant gas systems. This method requires a an average daily consumption of **4,700 cubic meters of water.**

To manage **this resource responsibly,** we developed a wastewater reuse project in collaboration with the local municipality. This initiative **replaces the use of potable water** with treated water from the municipal system, which undergoes **multiple purification stages—including mechanical filtration, reverse osmosis, and demineralization—**to ensure the required quality and safety for cooling systems without compromising equipment integrity.

Furthermore, to **maximize energy efficiency and reduce carbon emissions,** the treatment plant is powered by clean, **renewable energy through a photovoltaic solar panel system.** This initiative **supports the autonomous and sustainable operation of the data center,** reduces dependence on conventional energy sources, and **advances our carbon neutrality goals.**

Through this initiative, the Triara Data Center not only significantly **reduces its potable water** consumption but **also promotes a circular economy and energy efficiency model,** strengthening **our commitment to responsible resource management and sustainable innovation.**



Tax Principles and contributions

GRI (207-1)

At América Móvil, we comply with our tax obligations in Mexico and in the countries where we operate. We pay taxes both on income generated both domestically and abroad, including earnings repatriated to Mexico.

Additionally, we contribute to the tax system through our transactions with suppliers and customers, as well as through our global operations. We adhere to international conventions and Treaties on Taxation, Anti-Corruption, and Anti-Money Laundering, as well as the US tax code and all applicable financial reporting standards and national and local laws in each country where we operate.

Our relationship with relevant authorities is always based on transparency and collaboration. **We actively avoid any association with companies linked to money laundering or other illicit financing schemes.**

Our publicly available Tax Policy outlines the key principles that guide our tax contributions and obligations. These include accurate payment in the jurisdictions where income is generated, disclosure through the "Country-by-Country" report submitted to the Mexican tax authority, and a transfer pricing policy aligned with market prices in accordance with the International Financial Reporting Standards (IFRS) issued by the International Accounting Standards Board (IASB).

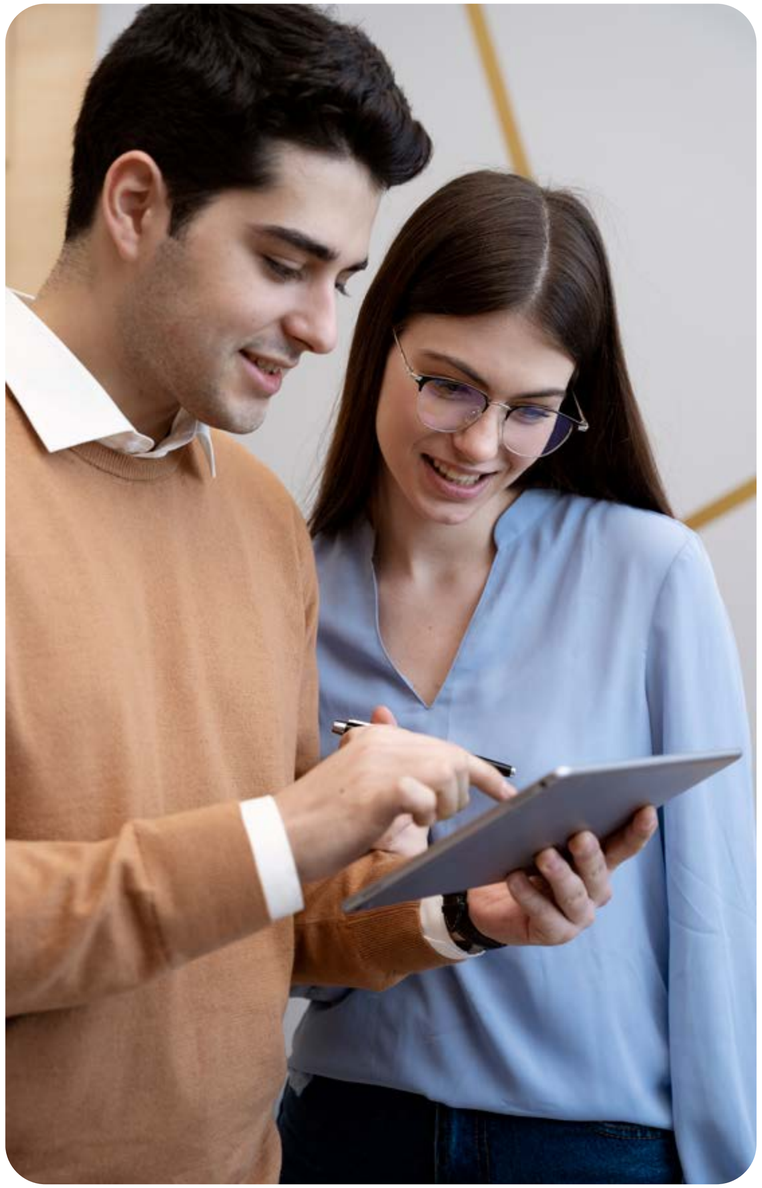
Also ensures full compliance with applicable regulations while promoting transparency and accountability in the Company's tax management practices.

Our Anti-Money Laundering and Counter-Terrorism Financing Policy includes provisions that reinforce the accuracy and transparency of account records and prohibit irregular transactions. It also promotes business relationships with companies that demonstrate sound tax practices, while discouraging ties with entities lacking sufficient information about their tax payment history.

We are responsible for maintaining a consistent global tax strategy. Local and corporate Chief Financial Officers are required to comply with the policy, provide accurate reporting, and share relevant information as needed. Audits may be conducted to ensure compliance with applicable legal frameworks across all subsidiaries, covering tax matters, anti-money laundering, anti-corruption, and other related issues.

For more information about our tax contributions, see Appendix P of this chapter

FOR MORE INFORMATION, PLEASE REFER TO OUR TAX POLICY AND OUR ANTI-MONEY LAUNDERING AND COUNTER-TERRORISM FINANCING POLICY



Enabling a BETTER BUSINESS FRAMEWORK IN NUMBERS 2024

ZERO

Corruption practices: No incidents of corruption have been reported across our operations.



27%

Of the members of the Board of Directors are women*.

ZERO

Sanctions related to customer privacy violations.



78%

Of Tier-1 suppliers are local.

67%

Of independent directors on the Board of Directors.

96.8%

Of employees who completed training and certification in the Code of Ethics.

+133,338 INTERNAL EMPLOYEES

45,309 EXTERNAL COLLABORATORS

Staff members trained in data protection and digital security.

At the Ordinary General Shareholders' Meeting held on May 14, 2025, the continuation of the acting board members was ratified, and the appointment of a new female board member was formalized. As of December 31, 2024, the Board of Directors included three women, representing 21% of its total membership.

APPENDIXES

- **Appendix Q |** Tax Contribution
- **Appendix R |** Fiscal Organizational Structure

For more information, you can consult the following resources available on our 360° Sustainability website.

- Contributions and Other Expenses
- Fines and Disputes
- Information Security Strategy
- Information Privacy and Security
- Information Security Policy
- Independence Criteria for Board Members
- Communications Transparency Report



APPENDIXES



CONTACT INFORMATION

GRI [2-3]

If you would like to share your thoughts on the content of this report, please contact us through any of the following channels:

Email: contacto-rse@americamovil.com
Phone number: +52 (55) 2581 3700 ext. 5809
Website: http://www.americamovil.com

APPENDIX A

RISKS AND OPPORTUNITIES

1. STRATEGIC RISKS AND OPPORTUNITIES

Macroeconomics, Geopolitics and Regulation

Macroeconomic conditions such as interest rate fluctuations, inflation volatility, and shifts in fiscal or trade policies continue to represent significant variables for América Móvil's operational and financial performance.

These factors may affect service demand, capital expenditure planning, and overall cost structures across the regions where the company operates.

In response to these challenges, the company adopts a proactive approach through the use of predictive analytics models that assess a range of economic and geopolitical scenarios. This strategy enables early identification of potential risks and supports agile, data-driven decision-making.

Furthermore, the investment portfolio is reviewed regularly and adjusted in line with evolving market conditions to reduce vulnerabilities, optimize resource allocation, and ensure operational continuity and financial sustainability in a dynamic global landscape.

· Market and competitors

New competition in the market, such as virtual mobile carriers, represents increased competition by capturing a larger market share. This phenomenon responds to the rapid evolution of digital technologies and consumer preferences, which are changing the traditional dynamics of the telecommunications sector.

The entry of these new players can put pressure on margins, affect recurring revenue, and slow company growth if not managed properly.

To address this risk, constant monitoring of market trends and competitor activity is maintained, allowing strategic movements to be quickly detected and adapted accordingly. At the same time, investments in product innovation and improving the customer experience are increased to strengthen the value proposition and differentiate itself in an increasingly competitive environment.

In addition, these circumstances present opportunities for strategic acquisitions and expansion into new regions, enabling them to consolidate their leadership and diversify their service offerings in emerging or underserved markets.

· Supplier and Supply Chain Landscape

Dependence on key suppliers can create vulnerabilities in the face of regulatory changes, trade barriers, or disruptions in the logistics chain. These risks may compromise supply continuity, increase costs, or reduce responsiveness to market demand—potentially affecting critical operations and service quality. This exposure is particularly significant in a global context where trade tensions and regulatory frameworks can shift rapidly.

To mitigate this vulnerability, América Móvil promotes the diversification of its critical suppliers, ensuring the availability of alternative sources to reduce dependency in the event of regulatory or logistical disruptions.

Additionally, supplier contracts are designed to include flexibility clauses that allow for adaptive responses under adverse conditions, enhancing resilience. Regular reviews and updates of logistics contingency plans are also part of the strategy, ensuring a coordinated and effective response to potential supply chain or regulatory disruptions.

· New growth areas

Emerging areas such as 5G, IoT (Internet of Things), enterprise solutions, data centers, cloud services, cybersecurity, fintech, and digital content represent significant growth opportunities for América Móvil. These technologies are reshaping the industry landscape, enabling portfolio diversification, enhancing value propositions, and opening access to new market segments. They also position the company at the forefront of innovation and digital transformation.

However, these opportunities are not without risk. Investing in technologies that have yet to reach full maturity may lead to unrecovered expenditures or underperforming developments. To mitigate these risks and maximize value creation, the company employs a rigorous evaluation process prior to investing in emerging areas. This includes comprehensive market, technology, and scalability assessments. Additionally, pilot programs and controlled testing environments are encouraged to validate concepts, refine strategies, and reduce uncertainty before committing to large-scale investments.

· Budget and Business Plan

Constantly evolving macroeconomic and regulatory conditions pose a risk to the achievement of América Móvil's strategic goals. Unexpected shifts in economic, political, or legal environments can impact revenues, increase costs, and hinder the execution of planned investments.

These dynamics may also lead to cost overruns or underestimation of the resources required to meet long-term objectives, thereby threatening the viability and effectiveness of strategic planning.

To mitigate these risks, the company adopts a proactive approach by incorporating contingency margins into its budgeting processes, allowing it to absorb unforeseen impacts without significantly disrupting operations.

In addition, quarterly reviews of financial scenarios are conducted to adjust forecasts and strategies in response to changing external conditions. This ensures the flexibility needed to stay on track with corporate goals while safeguarding financial stability and strategic performance

· Natural disasters and catastrophic events

Earthquakes, hurricanes, floods, pandemics, or other catastrophic events pose significant risks that can affect infrastructure, disrupt customer service, and jeopardize the continuity of América Móvil's operations. Exposure to these natural or public health events requires careful planning to minimize their impact and ensure resilience at critical moments.

Although mitigation plans have proven effective, the unpredictable nature of these risks necessitates ongoing attention and periodic adjustments to ensure continued effectiveness. To manage these scenarios, business continuity plans are frequently updated and tested,, ensuring that strategies are practical and aligned with current circumstances.

In addition, it invests in resilient infrastructure, reinforcing its key assets and adopting technologies that allow it to operate in adverse environments. As an integral part of its risk management approach, América Móvil also maintains insurance policies that protect its main facilities and critical infrastructures. This insurance provides additional financial support against potential damage or loss, strengthening disaster response and recovery capacity.

For more information, see Appendix B ESLG Governance and Climate Disclosure.

· Changes in regulation and sector context

Regulations related to the status of preponderant economic agents in certain countries pose a risk to América Móvil's operational flexibility. The introduction of additional regulations could, in specific scenarios, limit certain activities, increase administrative burdens, or lead to sanctions if not complied with on time, thereby affecting our business strategies and our reputation with regulators and the market. Uncertainty in the regulatory framework requires proactive management to anticipate changes and minimize adverse impacts.

To manage this risk, we continuously strengthen our regulatory compliance capabilities, ensuring that internal processes are robust, up-to-date, and aligned with current regulations. In addition, we maintain open and proactive channels of dialogue with regulatory authorities and other stakeholders, promoting transparency and a relationship based on trust and collaboration.

· Net neutrality regulation

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

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

Conversely, a flexible regulatory framework—grounded in general principles of net neutrality—provides the legal certainty needed to foster investment in robust infrastructure. Such investments are vital to meeting the demands of exponential data growth across telecommunications networks and supporting emerging technologies such as 5G and the Internet of Things (IoT) (Internet of Things).

To manage this risk, we continually evaluate business model alternatives that are compatible with the principle of neutrality. Also, ensure transparency in the treatment of traffic.

For more information, see Appendix B ESLG Governance and Climate Disclosure.

· Paid Peering and Free Peering Connection

We face the risk that failures in the connection or the supply of Internet traffic may affect the quality of the service we offer our customers. The lack of efficiency in peering or disagreements with suppliers can cause interruptions, a decrease in capacity, delays in speed, and ultimately lead to a loss of availability, compromising both the user experience and our market reputation.

To mitigate this risk, we establish and maintain peering agreements with multiple Internet Service Providers (ISPs) for both direct and transit connections. Additionally, we continually update these agreements to adapt to changes in the technological and commercial environment quickly.

· Key players in the value chain

There is a risk that key players in our value chain could be affected by regulations or trade barriers in North America, which could hinder or even impede their operations. This can lead to supply chain, asset, or equipment disruptions used in our operations, project delays, and additional costs, impacting our ability to maintain an efficient operation and respond to market needs with agility. In addition, strained relationships with strategic or technology-specific suppliers increase vulnerability to regulatory changes or trade conflicts.

To mitigate these risks, we maintain an updated directory of alternative suppliers and substitute technologies, ensuring the availability of options to replace or complement those affected. We also establish long-term collaboration agreements that strengthen relationships and generate greater stability in supply and innovation.

· Generalized inflation

Increased operating costs, driven by macroeconomic variables or changes in the economic environment, can lead to higher final prices and put pressure on our customers' ability to pay. These increases could impact the profitability and sustainability of our operations, making it challenging to maintain competitive market conditions.

To manage this scenario, we continuously monitor operating margin and seek internal efficiencies by optimizing processes and resources.

· Economic, political, and social conditions

Institutional presence in regions exposed to political instability or public security risks plays a critical role in supporting operations and fostering constructive relationships with local communities and authorities.

To ensure preparedness and resilience, the company implements regularly updated crisis management plans that address both security and reputational aspects. These plans enable a swift, coordinated response to potential incidents or adverse scenarios, safeguarding operational continuity and stakeholder trust.

2. ESLG RISKS AND OPPORTUNITIES

· Environmental

The availability of renewable energy to meet the established goals may be affected by regulatory, market, or infrastructure variables, which represents an eventual risk to the continuity of clean energy supply.

Attention to environmental regulations, the need to improve energy efficiency, and the proper management of electronic waste are also challenges that the organization must manage to minimize operational and compliance impacts.

This scenario, however, presents an opportunity to adopt sustainable solutions, such as implementing green technologies and raising funds for sustainable projects, thereby strengthening the company's environmental profile.

To mitigate these risks, we are working on diversifying our renewable energy sources by incorporating multiple technologies and countries in which we operate. In addition, electronic recycling policies are strengthened, promoting responsible waste management and strengthening our energy efficiency practices.

For more information, see Appendix B ESLG Governance and Climate.

· Social

Social expectations related to digital inclusion, reducing the connectivity gap, expanding coverage in rural areas, and data protection are fundamental aspects of the public perception of the organization. Failure to comply in any of these aspects can generate reputation risks, affecting the trust of customers, communities, and regulators and limiting opportunities for future growth.

We develop programs focused on promoting digital inclusion and expanding coverage in rural areas, reaching less-served segments. Data protection mechanisms are continually reinforced and updated to ensure compliance with national and international regulations, thereby preserving user trust.

· Governance

The size and complexity of the organization's operations create challenges in decision structure and governance, as diversification across markets, business units, and countries can make regulatory compliance difficult. These challenges, if not properly managed, can affect the perception of transparency in decision-making or the ability to comply with applicable regulations.

To address this scenario, the organization continually reviews its internal processes and updates its corporate governance frameworks in alignment with international standards. Senior Managers are being trained in specialized topics, and internal control and audit mechanisms are being enhanced, ensuring that decisions are made with transparency, integrity, and regulatory compliance.

· Labor

Trade union conflicts, high staff turnover, or the difficulty in attracting and retaining talent, including those with digital skills, represent risks that could affect the operational stability and innovation capacity of the organization. The need to comply with labor laws and maintain a positive work environment is critical to ensuring a good organizational climate and productivity.

These situations also present an opportunity to strengthen corporate culture and improve talent attraction and retention policies. To manage these risks, digital development programs are implemented that contribute to the training and motivation of staff while also maintaining and strengthening channels of continuous dialogue with employees.

· Turnover rate

The staff turnover rate functions as a key indicator of organizational health, reflecting the stability of the work environment and the effectiveness of internal processes. High turnover can be a sign of potential issues in corporate culture or leadership, which in turn can impact operational continuity and reduce efficiency in project execution.

To manage these risks, periodic organizational diagnostics are conducted to identify the underlying causes of turnover and assess aspects related to the work environment. In addition, actions are implemented that focus on reinforcing middle leadership and strengthening the corporate culture, thereby promoting a stable work environment that is committed and aligned with the organization's strategic values.

3. FINANCIAL RISKS AND OPPORTUNITIES

· Treasury

Liquidity and unstable cash flow risks may arise from high capital investments or delayed payments from clients. These conditions may affect the organization's ability to meet its short-term financial obligations, which could impact the risk of the operation and limit the execution of new projects.

To manage these scenarios, an adequate liquid reserve and pre-approved credit lines are maintained, providing support in adverse situations. Accounts receivable monitoring is continuously refined to accelerate revenue recovery and detect potential delays or financial issues.

· Taxes

Changes in the fiscal framework,, such as increases in taxes like VAT or Income Tax, have the potential to impact the organization's financial results. Unforeseen increases in the tax burden can reduce profitability and alter strategic planning, necessitating operational adjustments to maintain economic viability.

Failure to comply with the criteria established by the Tax Administration Service (SAT) can result in fines and penalties, which also impacts the reputation and relationship with the tax authorities.

To manage these risks, periodic internal tax audits are conducted to detect and correct any possible deviations before sanctions are imposed. Likewise, automated tax compliance mechanisms are utilized to ensure accuracy and timely updates in compliance with tax obligations, thereby minimizing errors and enhancing confidence in the organization's fiscal management.

· Corruption, bribery and money laundering

Legal and reputation risks can arise in situations involving interaction with local governments, participation in public contracts, or the handling of personal information.

The complexity and sensitivity of these areas require special care, as any breach or irregularity can compromise the organization's credibility and lead to sanctions or legal conflicts.

To manage these risks, continuous training in ethics, regulatory compliance, and good practices is promoted, strengthening the culture of integrity at all levels. Internal controls and specific audit procedures in public contracts and data management are reinforced, ensuring transparency and compliance in all related processes. This reduces exposure to adverse legal situations and protects the organization's reputation with stakeholders.

4. OPERATIONAL RISKS AND OPPORTUNITIES

· Availability and continuity

Service interruptions caused by technical failures or disasters represent a risk that can affect service quality and customer satisfaction. The dependence on critical systems necessitates robust structures that ensure operational continuity in the face of unforeseen events. Network saturation resulting from the intensive use of technologies such as artificial intelligence and other emerging innovations increases pressure on infrastructure, thereby increasing the likelihood of failures or performance degradation.

To manage these scenarios, an infrastructure with high redundancy is implemented in critical components, ensuring availability even in the event of failure. Failure recovery protocols are established and tested periodically, ensuring that systems can be quickly restored and service impact minimized.

· Technological transformation

The adoption of technologies such as 5G, artificial intelligence, and advanced analytics offers significant opportunities to expand capabilities, improve efficiency, and create new business models. However, there is a risk that the organization will be left behind if it fails to invest in innovation and technological updates or if it does not keep pace with the rapid evolution of the market.

To capitalize on these opportunities, a strategy of innovation and ongoing training of internal talent is promoted, ensuring that teams are prepared to implement and leverage new technologies. Additionally, forming technological alliances with specialized actors is encouraged, facilitating the transfer of knowledge and accelerating the adoption of the latest trends.

· Cybersecurity

The Company considers that information security risks include any threat that may compromise the confidentiality, integrity, or availability of critical data and systems. These risks include but are not limited to, unauthorized access, misuse of personal data, operational disruptions caused by cyberattacks, or exposure to sensitive information. The increasing sophistication of cyber threats, coupled with the strategic importance of digital data and systems to the business, makes information security a key priority for the Company.

To mitigate these risks, the Company has developed a comprehensive cybersecurity strategy based on international frameworks, including ISO 27001/27002 and the NIST Cybersecurity Framework. This strategy, created with a preventive vision, encompasses the implementation of robust policies, 24/7 monitoring processes, advanced technological solutions, continuous staff training, periodic audits, penetration tests (also known as ethical hacking), external vulnerability assessments, and an incident response plan. In addition, continuous improvement is promoted through the incorporation of new controls, modification of operational processes, implementation of new policies, and the adoption of recognized Indicators of Commitment (IoC). Collaboration with external experts and industry actors is also encouraged to strengthen organizational resilience in the face of emerging threats.

· Lawsuits

Consumer lawsuits, supplier disputes, or regulatory disputes pose risks that can affect the financial stability and reputation of the organization. Exposure to these situations can result in high costs due to legal processes, sanctions, or loss of trust of customers and business partners.

To manage these risks, a proactive legal and regulatory team is maintained that participates in contract review, regulatory compliance, and the early identification of potential areas of conflict. Legal provision funds are established to address potential lawsuits, ensuring the organization is prepared to respond effectively and minimize adverse impacts.

· Marketing and sales

The risk of misdirected campaigns, social rejection, or unfulfilled promises can negatively impact public perception and trust in the organization, which in turn could lead to a loss of customers and damage to its reputation.

Transparent communication and compliance with commercial supply are critical aspects for maintaining loyalty and strengthening our relationship with customers.

To manage these risks, a reputation sensitivity analysis of the messages is conducted, identifying potential negative impacts before launching campaigns. We work on strengthening brand promises, ensuring they are clear, achievable, and consistent with the customer experience, which allows us to consolidate loyalty and capitalize on opportunities to create lasting connections with the audience.

· Property damage

Damage caused by vandalism, extreme weather events, or accidents represents risks that can affect both capital investments (CAPEX) and daily operations, putting service continuity at risk and generating unforeseen costs. Vulnerability to these events requires proactive management to minimize their impact on the infrastructure and maintain operability.

To mitigate these risks, the organization ensures that key assets are protected against potential damage, thereby strengthening financial hedges. It invests in remote monitoring technologies that enable it to detect changes in real time, facilitating rapid responses to threats.

· 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 enables users to access certain Internet content at no additional cost or without exceeding their data share under specific conditions.

However, we are aware that in certain jurisdictions and specific cases, our operations may be subject to claims related to these practices in accordance with the applicable regulatory framework. To mitigate these risks and maintain a fair market environment for all parties involved, we strictly adhere to relevant regulations and the principles of transparency, fairness, and non-discriminatory treatment.

· Spectrum capacity

The need to expand the spectrum available to offer high-quality services presents risks related to the existence of auctions for accessing the spectrum, as well as the associated costs. Competition for spectrum, which can be costly and restrictive, can create bottlenecks in the expansion and implementation of advanced technologies, thereby affecting an organization's ability to meet demand and maintain competitiveness.

To manage these risks, we work on optimizing the use of spectrum through efficient technologies that maximize existing capacity. New technological solutions that enable better resource utilization are constantly evaluated and actively participate in regulatory processes to access new opportunities in the markets where the organization operates.

· Concessions and licenses

The risk that concessions, licenses, or permits necessary for operation are affected by not complying with their terms or not being renewed can jeopardize the long-term continuity of operations. The lack of compliance, renewal, or unforeseen regulatory conditions generates uncertainty and may necessitate operational changes that impact stability and the strategic plan.

To manage these risks, compliance with our obligations under these concessions is monitored, and proactive steps are taken to anticipate license and permit renewal processes, ensuring compliance at the appropriate times and mitigating possible adverse impacts on the operation.

· Handling of personal information

The risk of breaches or misuse of personal information can affect a company's reputation, generate legal liabilities, and incur substantial financial costs. Sensitivity and regulation surrounding data protection mean that any incident in this area has significant consequences for both customer trust and the organization.

To manage these risks, strict privacy policies are implemented that regulate the collection, use, and storage of personal data. Periodic audits are carried out to ensure the integrity and security of information management. In addition, staff members are receiving mandatory training sessions on the subject.

APPENDIX B:

ESLG GOVERNANCE AND CLIMATE DISCLOSURE

We are committed to disclose clear, comprehensive, high-quality sustainability-related information on governance, processes / procedures, financial information and impacts of climate change over América Móvil's operations. Furthermore, improving the detail on quantifying the financial implications of climate change across all our operations, thus strengthening the integration of these aspects within the company's decision-making processes.

ESLG GOVERNANCE
BOARD OVERSIGHT

PROCESS & ROLES

To ensure effective communication, collaboration, and alignment with the Board of Directors, we hold six regular Board meetings every year. If necessary, subsequent 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, Chief Information Security Officer and in some cases with the Chief Wireless Operations 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.

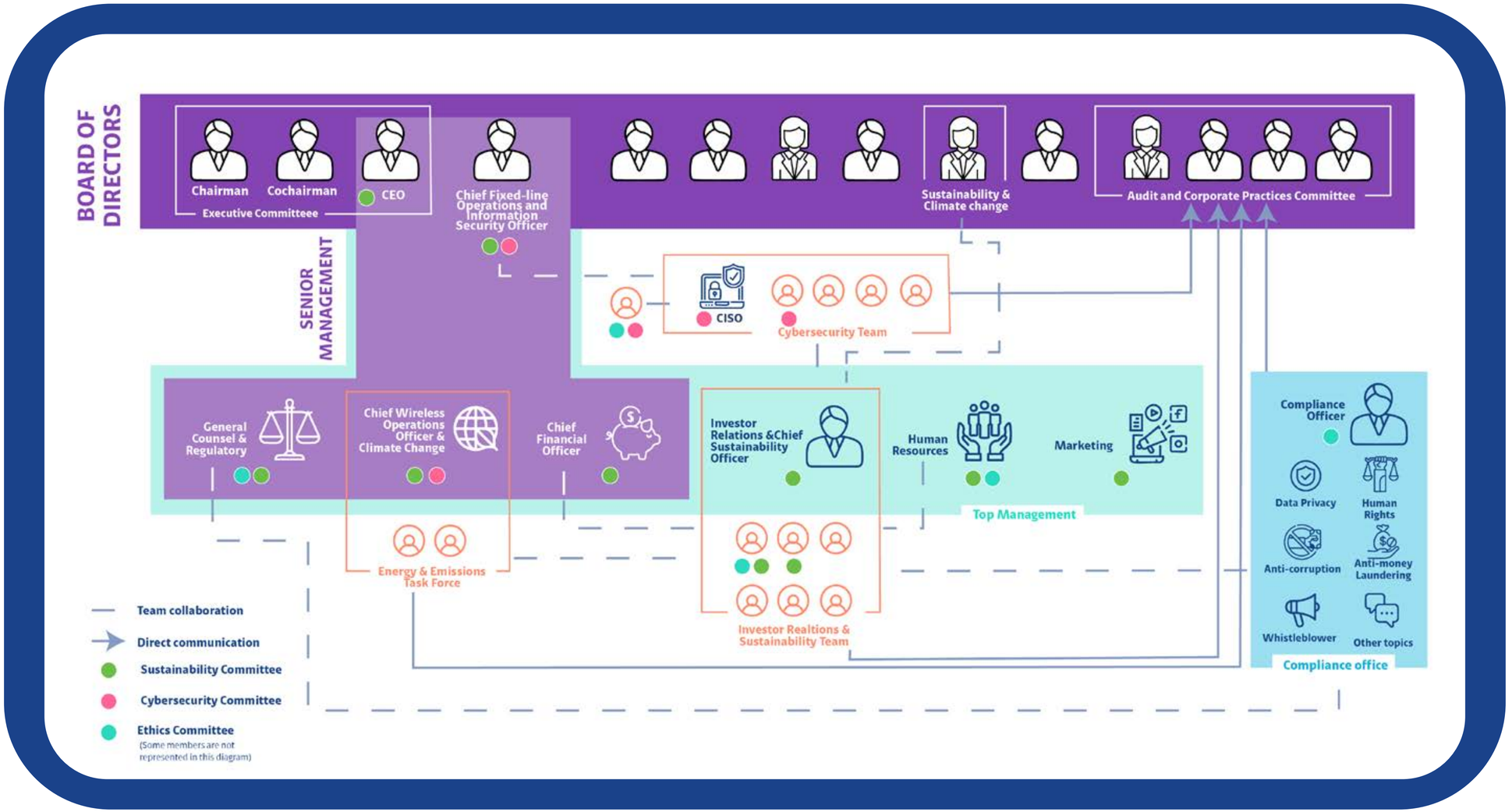
The following diagram explains the roles and responsibilities of Board, Senior Management and Top Management members regarding specific material[1] issues such as: cybersecurity, compliance, sustainability, and climate change. Additionally, it shows how information flows between the Sustainability team, the Cybersecurity team, the Energy and Emissions Taskforce, and the Compliance Office with the Board of Directors.



1 These material topics have been identified over the years through materiality analysis. The latest update was run throughout 2024; it consisted in a robust dual-materiality analysis – impact and financial perspective-. The process was carried out with the participation of internal and external experts, and it considered and integrated publicly available information, including mandatory regulations, voluntary initiatives, industry reports, information on customers, competitors, and suppliers, among others, as part of the process to ensure the integrity of the information analyzed. For further detail please refer to p.11.

CORPORATE GOVERNANCE AT AMÉRICA MÓVIL

GRI [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.

If required, we 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, 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, Task Force on Climate-related Financial Disclosures (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 ESLG dimensions which include climate related risks and opportunities.

SENIOR MANAGEMENT, TOP MANAGEMENT & ESLG TEAMS OVERSIGHT

SENIOR & TOP MANAGEMENT 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 be executed accordingly. They are also responsible of driving financial, operating and ESLG results in line with the budget, setting 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.

ESLG TEAMS PROCESS & ROLES

Our ESLG 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 Human Capital team:** labor rights, health and safety, workforce management, training and development, among others.
- **The Cybersecurity team:** critical infrastructure and network security, customer privacy, data protection, IoT, accesses controls, secure passwords, malware / ransomware, among others.
- **The Energy and Emissions Taskforce:** emissions management, energy efficiency and transition to cleaner sources, 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, climate change risks and opportunities, digital divide, among others.

All of which are responsible for defining strategic actions on ESLG topics, proposing 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 ESLG 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.

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

EXPERTISE

The ESLG teams mentioned above play an instrumental role in ensuring that employees are well-equipped to contribute to the company's sustainability goals. Employees need training or new skill sets and knowledge to effectively fulfill ESLG tasks. Therefore, the knowledge and experience of our employees is reinforced at least once a year through company training, third-party webinars, seminars, consultancy services, participation in industry associations and topic specific forums, as well as certified training according to the specific area requirements.

OUTCOMES

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

SPECIFIC DETAIL ON CLIMATE CHANGE OVERSIGHT

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.

The sustainability team relies on third-party experts to generate Company's Climate Change Exposure and/or risks and opportunities reports, under different scenarios. The sustainability team reviews, analyzes, and breaks down the high-level data into subsidiary/asset level to understand the particularities of each.

From the analysis, the sustainability team identifies key operations (Mexico, Brazil, Colombia, Peru, Puerto Rico and Dominican Republic) to interview and 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, regulatory, legal, sustainability, HR 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.

The operations analyzed have experience addressing the different climate related phenomena impacting their operations, and infrastructure has proven to be resilient. As regular practice infrastructure and equipment must meet minimum climate requirements according to the region, and to ensure they operate properly regular maintenance is ensured.

Also, most operations have backup generators and fuel in case of emergency, and when deemed necessary height of infrastructure / equipment has been altered though platforms to withstand flooding or water level rise. According to local needs, some have implemented floodgates and new air conditioning. This maturity eases the implementation of any adaptative measure needed due to climate related events intensification throughout the years.

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 resilience to climate change events.

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** · Diesel consumption **Management of Scope 2 emissions** · Percentage of clean / renewable energy consumption and self-generation · Energy consumption (MWh & MWh / TBs)	Pages. 25, 28, 111-112 Pages. 23, 25, 32-33, 110-111 Pages. 23, 24, 27, 110 Pages. 23, 26, 110
14% reduction in absolute scope 3 emissions by 2030 from a 2019 base year.	**Measurement of Scope 3 emissions** · Waste management (ton)	Pages. 29-31
Net-zero emissions by 2050 from a 2019 base year.	Emissions reduction gap to fulfill target by subsidiary (tCO^2e)	Page. 33

In 2019, América Móvil decided to strengthen its commitment to mitigate its greenhouse gas emissions to limit global warming by joining the Business Ambition for 1.5°C Pledge. This global movement seeks to push companies to set science-based targets (SBT) aligned with 1.5°C through the two options outlined below:

• 1.5°C science-based targets, by aligning the GHG emission reduction targets across all relevant scopes, with 1.5°C emissions scenarios by 2030.

• Net-zero commitment, by setting a public goal to reach net-zero emissions by no later than 2050, consistent with the interim quantitative targets and in line with the criteria and recommendations of the Science Based Targets Initiative.

The 'Guidance for Information and Communication Technology (ICT) companies setting Science-Based Targets (SBTs)' was used for Amiérica Móvil's near-term target. The guidance was developed jointly by the International Telecommunication Union (ITU), Global Enabling Sustainability Initiative (GeSI), GSMA and its members and the Science-Based Targets Initiative (SBTi), with the purpose of supporting ICT companies in setting SBTs by using an absolute contraction approach and in alignment to decarbonization pathways described in the recommendation from the ITU titled 'GHG emissions trajectories for the ICT sector compatible with the UNFCCC Paris Agreement', aligned to the IPCC Special Report on 1.5°C and developed to be used as a sectoral target-setting approach by the SBTi.

Our scope 1 & 2 absolute emissions reduction target of 52% by 2030 in comparison to 2019 levels is considered as an interim goal for our 2050 net-zero target. We foresee that for this level of ambition we will depend on external factors such as renewable energy availability, low-carbon intensity technology, and collaboration with suppliers, clients and employees.

2 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.

The associated metrics to each target were defined by América Móvil's Energy and Emissions Taskforce, after analyzing the Company's GHG footprint and identifying key elements to achieve our targets.

OTHER METRICS

• GHG Emissions footprint; further information please refer to Appendix D: Environmental Indicators (p- 117-119).

• Specific industry metrics aligned with SASB; further information please refer to Appendix K: SASB Index (p- 151).

• Operations with implemented ESLG-linked incentive scheme for a portion of their employees, and related KPIs associated to such incentives; further information please refer to Appendix E: Labor Indicators (p- 120).

• 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.

Furthermore, the accounting and sustainability team have been working together to structure a multi-phase program that will demand labeling green and social purchasing orders within SAP for the proper processing.

This will allow us to have better control of investment and expenditure associated with our Climate Transition Plan and our Sustainable Financing Framework. Infrastructure adjustments were reviewed and implemented during 2023, as well as training for relevant employees such as purchasing department and those with high probability of entering a green/social tagged purchasing order. In September 2024, Mexico started operating with SAP labeling program. The program deployment throughout the Group will continue through 2025 and 2026.

MANAMEGMENT OF CLIMATE RIKS AND OPPORTUNITIES

PHYSICAL CLIMATE RIKS ASSESSMENT

Giving continuance to last year effort, specific LATAM subsidiaries' sustainability, technical and operating teams analyzed the information given by the insurance company for the more than 360 thousand assets[2] of América Móvil.

By considering the specific environmental conditions on georeferenced assets and the evaluation by each operation, we can have a better understanding of implemented mitigation practices, as well as possible remaining impacts. Such information helps us anticipate and respond to climate changes before they may affect our financial performance, as well as identify best practices to share among subsidiaries.

Additionally, in hand with the insurance company, specific relevant sites were assessed for fire and catastrophic events (floodings, hurricanes, earthquakes, etc.) resilience. For the first time, as a corporate guideline the operations must report progress on implementing the corresponding findings.

To ensure adequate execution, aside from sharing the final reports with the findings, the insurance company engineers had meetings with corresponding operations to clarify any related doubt associated with their reports.

ASSESSMENT METHODOLOGY

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 that incorporate both observed historical data and projected scenarios based on different greenhouse gas emission trajectories:

- **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, by its acronym in Spanish). Therefore, this scenario considered historical information on hazards, without accounting for climate change.

- **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.

- **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:

- **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.

- **Future temperature projections of the average surface** air temperature, considering historical data from 1950 to 2014, and four additional climate Shared Socioeconomic Pathways (SSP: 2.6, 4.5, 7.0, and 8.5) scenarios, which consider 4 levels of greenhouse gas emissions, corresponding to 4 specific temperature projections from 2025 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).

Sea level rise, water stress, snowstorms, heat waves, tornadoes

- **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; the scope of the assessment included all our subsidiaries LATAM and Europe. 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. On the other hand, the degree of exposure to the physical risks of the sites was determined based on the distance from the operation to the areas identified at risk. The criteria with which the degree of exposure of the operation sites was assigned is the same that the IPCC used, based on the probability of short return periods (less than 25 years).

We decided to undertake the climate risk analysis under the mentioned scenarios because from an impact and adaptation point of view if the company can adapt to a significant change in climate, then it will also be able to adapt to the minor climate changes of the lower end scenarios.

On the other hand, our European operations, part of Telekom Austria AG carry out their own analysis, their information is shared with Corporate Sustainability team and reported through their respective CDP.

TRANSITIONAL RISKS ASSESSMENT

Top Management collaborated with a consulting firm in an intensive day session to identify and evaluate applicable transition risks for the Company.

ASSESSMENT METHODOLOGY

Top Management collaborated with a consulting firm in an intensive day session to identify and evaluate applicable transition risks and opportunities for the Company.

In 2017, a 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 through discussions and polls results for each type of risk and opportunity on its time frame considered (short- or medium-term)3, probability (very unlikely, unlikely, likely, very likely), relevance (low-, medium-, high-operational impact), organization context, and implications (low-, medium-, high-financial impact) the sustainability team worked on documenting on paper all that was agreed upon.

Since then, the identified risks have been reviewed in an annual basis and edited, when deemed necessary, to reflect the current Company perspective. For such purpose, the sustainability team works hand in hand with corresponding teams and key operations, aiming to understand the particularities of each operation. Through these interviews, they gather more detailed information on how these operations handle local regulatory, technological, market and reputational changes related to climate change, as well as related opportunities.

On the other hand, as América Móvil is a listed company, and it also operates under a regulated industry, the regulatory team is continuously reviewing and assessing local regulation that is applicable to us at each of our subsidiaries.

STRATEGY OF CLIMATE RIKS & OPPORTUNITIES

2024 PHYSICAL CLIMATE RELATED EVENTS THAT IMPACTED OUR OPERATIONS

As a telecommunications company, having business continuity plans (BCP) is fundamental. Over the years, as part of the periodic updates, the operations have included within their BCP scope possible physical climate related events. Therefore, América Móvil's subsidiaries have established protocols 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 are generally overviewed by an executive with direct line to the local CEO, and the general guidelines encompass:

- **Preventive** (e.g. testing of alarm systems, infrastructure and equipment maintenance, training drills, review of back-up elements, monitoring national information systems, etc.);
- **Prior to the event** (dismantling and safekeeping of key infrastructure, planification of human brigades and back-up equipment at key points, anticipating purchasing orders to avoid delivery delays, redundancy systems testing, activation communication and respond brigades, monitoring national information systems, etc.);
- **During the even** (monitoring national information systems, operation of communication brigades, etc.);
- **Post-event** (monitoring national information systems, operation of communication and response brigades, escalating / deescalating processes, damage assessment, planification and deployment of action to restore network, equipment and infrastructure, validation of proper network operation, identification of actions to improve company resilience, etc.) measures.

The protocols also specify the person/teams responsible for handling the event according to criticality phase; the criteria to categorize the event under different levels of risk and corresponding response actions; the escalating, up to Top Management, and deescalating processes, in which the incident may be handled by regular operation teams; as well as the guidelines to ensure a prompt, comprehensive and coordinated response through efficient communication among the personnel involved.

According to the severity of the incident, local response committees get together and when deemed necessary, suppliers are also invited to the meetings.

The table below is an overview of the different physical climate related events that impacted our operations during 2024.

		HYDROLOGICAL			NON-HYDROLOGICAL			
	None	Tropical Storm	Hurricane	Flooding	Drought	Wildfire	Earth-quake	Other[1]
	12/23	6/23	2/23	6/23	3/23	3/23	3/23	
Argentina	●							
Paraguay	●							
Uruguay	●							
Austria				●				
Belorussia	●							
Bulgaria	●							
Croatia	●							
Macedonia	●							
Serbia	●							
Slovenia	●							
Brazil		●		●	●	●	●	●
Colombia	●							
Ecuador					●			
Guatemala		●		●				
Costa Rica		●		●				
Honduras		●		●				
El Salvador		●						
Nicaragua	●							
Mexico		●	●				●	
Peru				●	●	●	●	●
Puerto Rico	●							
Dominican Republic			●					
Chile						●		

1 Includes: heat waves, sea level rise, landslides, strong winds and electric storms.

The different events presented throughout the operations had diverse levels of impact, among which we may list base stations energy outages and damage to infrastructure (fibber and copper cables, base stations, battery cabinets, power units, stores and its furniture, etc.), which in some of the cases caused service interruption in specific areas, increase in human resource demand, delay on new projects .

Some of the damage was covered by rutinary maintenance work, while for more prominent damages, we estimate an impact of approximately $45.6M USD which represents 0.09% of our service revenue. We have initiated claims with insurance companies to remedy this financial loss. Therefore, the company has not identified an environmental nor transitional risk associated with climate change with the potential to have a substantive/significant effect on our financial performance as of to date.

To reach our materiality threshold, we would need to experience a multiple event or a multi-regional event.

SCENARIO ANALYSYS OUTCOMES

PHYSICALS CLIMATE RIKS

RISK: Tropical storm, hurricane / cyclone / 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:

Impact 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, temperature variability

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

PROBABLIDAD E IMPACTO: 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 an 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, América Móvil's General Counsel, who is member of the Corporate Executive Sustainability Committee, supervises the local regulatory departments and collaborates with the sustainability department to ensure that our external engagement activities are consistent with our sustainability strategy, which include climate commitments.

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 ESLG 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 ESLG 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.

IMPLICACIONES:

América Móvil's will have access to capital under preferential conditions, allowing the Company a faster advancement towards improved ESLG 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 Sustainable Financing Reports, detailing the funds allocation, are publicly available at our website. To consult the most recent one, click here. 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.

STRATEGY TO REALIZE OPPORTUNITY:

We are continually strengthening our teams dedicated to exploring the potential of our digital solutions. Expanding beyond our focus in European market, we are now bringing our expertise to markets like Mexico, Central America, and the rest of Latin America, developing tailored strategies to adapt and scale our solutions to each region's unique needs, with the goal of maximizing our positive environmental impact.

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.

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 C:

CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT GOALS SDG

At América Móvil, we strive to actively contribute to the achievement of the United Nations 2030 Agenda and its Sustainable Development Goals (SDGs). As part of this commitment, we have aligned our materiality analysis with the SDGs and identified key initiatives that support progress toward these global goals.

As one of the world's leading telecommunications providers, and given our broad geographic footprint, we are uniquely positioned to make a meaningful impact. We have identified 13 SDGs where our operations, services, and sustainability strategy can contribute significantly to advancing inclusive, resilient, and sustainable development.

SDG	SDG INDICATOR	AMÉRICA MÓVIL PROGRAM	PROGRESS AS OF 2024
	**3.d.1:** International Health Regulations (IHR) capacity and health emergency preparedness.	• Reduces occupational risks and prevents workplace accidents and illnesses. • Promotes safe and healthy working environments.	**3.d.1** • For more information, refer to the chapter "A Better Workplace" and the Labor Indicators Appendix, as well as Appendix O: ISO 45001 Certified Companies (page 184), which outlines our progress in implementing this standard across our operations.

SDG	SDG INDICATOR	AMÉRICA MÓVIL PROGRAM	PROGRESS AS OF 2024
	**4.3.1** Ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university. **4.4.1** Proportion of youth and adults with information and communications technology (ICT) skills, by type of skill. **4 a.1** Build and upgrade education facilities that are child, disability and gender sensitive and provide safe, non-violent, inclusive and effective learning environments for all.	• Employee training programs. • Digital Divide Strategy. • Aprende con Claro (Learn with Claro). • Connected Schools.	**4.3.1** • For additional details, refer to pages 83, 85, and 111, as well as Appendix K: Talent Management, Hiring, Turnover, and Training. **4.4.1** • Training in basic digital skills was strengthened, reaching **185,776 beneficiaries.** • Training in advanced digital and technical skills was promoted, with a total of **218 beneficiaries.** • Training in digital skills aimed at employment and entrepreneurship was expanded, benefiting **46,220 people.** • Digital safety training was promoted for children and adolescents, reaching 3,051 beneficiaries. **4.a.1** • Free wired network connection was provided in 128 schools in Colombia. For more information, see page 58 of this Report.
	**5.1.1** Whether or not legal frameworks are in place to promote, enforce, and monitor equality and non-discrimination based on sex. **5.5.2** Proportion of women in managerial positions. **5.c.1** Proportion of countries with systems to track and make public allocations for gender equality and women's empowerment.	• Integrity and Compliance Program. • Zero tolerance for human rights violations. • Board Diversity Policy. • Strong representation of women in the workforce. • Digital Divide Strategy.	**5.1.1** We have an Integrity and Compliance Program that reinforces our commitment to an ethical and respectful culture. This program integrates our Code of Ethics, Human Rights Policy, Human Rights Due Diligence Protocol, and Equity and Respect Policy, forming form a robust framework aimed at zero tolerance for discriminatory behavior. **5.5.2** As of 2024, 21 % of the Board of Directors is composed of women. We have set a target to reach 30% female representation by 2028. This goal reinforces our commitment to gender equality. By the end of 2024, **56% of revenue-generating positions** at América Móvil were held were held by women, reflecting progress in gender equity. **5.c.1** In 2024, we launched initiatives to promote digital education focused on women's entrepreneurship in **Chile, Colombia, and Ecuador.** • In **Chile**, digital tools were provided to women heads of household in vulnerable situations to help strengthen their businesses. • In **Colombia**, programs such as **"Soñadores" and "Ruta de inclusión laboral y social"** supported access to formal employment for women heads of household and other vulnerable groups. • In **Ecuador**, initiatives like **"Innováticas"** created spaces for women's inclusion in technology careers through training, mentorship, and collaborative networks. For more information, refer to the chapter "A Better Society", pages 64, 65, and 68 of this report.
	**7.2.1** Renewable energy shares in the total final energy consumption. **7.3.1** Energy intensity measured in terms of primary energy and GDP.	• Climate Transition Plan. • Climate opportunities. • GHG Emission Targets. • Initiatives to reduce energy and fuel consumption/ emissions.	**7.2.1** Percentage of energy sourced from renewable sources. For more information, see pages 38 and 39 of the "Making a Better World" chapter of this document. **7.3.1** In 2024, we achieved a 40% reduction in our energy intensity compared to our baseline year, demonstrating significant progress in operational efficiency and climate responsibility. For more information, refer to page 39 of the chapter "Making a Better World" in this report.

* All related-party social impact activities of América Móvil (unconsolidated) will be reported on an individual basis. This report only includes initiatives of América Móvil and its subsidiaries

SDG	SDG INDICATOR	AMÉRICA MÓVIL PROGRAM	PROGRESS AS OF 2024
	**8.3.1** The proportion of informal employment in total employment, disaggregated by sector and sex. **8.5.1** Average hourly earnings of employees by gender, occupation, age, and people with disabilities. **8.7.1** Proportion and number of children aged 5-17 involved in child labor, disaggregated by sex and age. **8.8.1** Frequency rates of fatal and non-fatal occupational injuries disaggregated by gender and immigration status.	• Strategies and training programs to close the digital gap. • Compensation and Pay Equity. • Zero toleran. • Zero tolerance for human rights violations. • Third-Party Due Diligence Protocol. • Third-Party Training. • Zero tolerance for human rights violations. ISO 45001 • Target 2023 Zero Fatalities.	**8.3.1** In 2024, we launched initiatives in Brazil, Chile, and Colombia to enhance youth employability and empower women in vulnerable situations. Programs such as Empregabilidade Jovem in Brazil, Emprende Conectado in Chile, and Ruta de Inclusión in Colombia are notable examples, providing training, digital tools, and job opportunities to more than 1,400 people. For more information, see pages 67 and 68 of this report. **8.5.1** For detailed information on labor-related progress, refer to the chapter “A Better Place to Work” (pp. 74–96) and in Appendix L, “Compensation and Pay Equality” of this Report. **8.7.1** In 2024, as part of our Third-Party Risk Management Strategy, we implemented a Human Rights and Labor Due Diligence Protocol to assess potential risks in our value chain. We actively promote dignified, safe, and inclusive working environments, and encourage our business partners to adhere to these principles. For more information, refer to the chapter “Enabling a Better Business Environment”, pages 116 to 118 of this report **8.8.1** For further details, refer to the chapter “A Better Workplace” (pages 74–96), as well as Appendix N: Occupational Health and Safety and Appendix O: ISO 45001 Certified Companies in this report.
	**9.4.1** CO2 emissions per unit of value-added. **9.c.1** Proportion of population covered by a mobile network, by technology.	• Climate Transition Plan. • Risks and opportunities in climate change. • Network Modernization and Internet Access. • Digital Divide Strategy, pillar of Access.	**9.4.1** In 2024, we recorded an emission intensity of 0.10 tons of CO^2e per terabyte transmitted. For more information on our environmental and climate-related actions and progress, refer to the chapter “Enabling a Better Planet” and Appendix B: ASLG Governance and Climate Disclosures in this report. **9.c.1** At the end of 2024, we surpassed 400 million accesses, including 323 million mobile subscribers and 77 million fixed-line accesses. We invested 130.8 billion pesos to strengthen our networks, which included the launch of 5G services in Colombia, Argentina, and Uruguay. Additionally, we expanded our fiber optic infrastructure, potentially covering 118 million homes in the region. For more information on coverage by technology type, see Appendix I: Connectivity. For more information on our Digital Divide Strategy, under the access pillar, see page 60 of this document.
	**10.3.1** The proportion of the population reporting having experienced discrimination or personal harassment in the previous 12 months on the basis of a ground of discrimination prohibited under international human rights law.	• Integrity and Compliance Program. • Zero tolerance for human rights violations. • Whistleblower Portal. • Human Rights Protocol.	**10.3.1** During 2024, of the total complaints received through our Complaint Portal, 6.7% were related to discriminatory treatment, 21.42% to workplace harassment, and 1.7% to sexual harassment. For more information, see the chapter “Making a Better Business Environment Possible” in the section corresponding to the Complaint Portal. (Page 106)

SDG	SDG INDICATOR	AMÉRICA MÓVIL PROGRAM	PROGRESS AS OF 2024
	**11.6.1** The proportion of municipal solid waste collected and y managed in controlled facilities out of total waste generated by cities.	• Waste management. • Integrity and Compliance Program/Environmental Policy.	**11.6.1** Refer to the chapter “Making a Better Planet Possible” (pg 46) as well as Appendix G, “Waste Management Performance”(pg 163) of this Report.
	**12.5.1** National recycling rate in tons of recycled material. **12.6.1** Number of companies publishing sustainability reports. **12.7.1** Number of countries implementing sustainable public procurement policies and action plans. **12.8.1** The extent to which (i) global citizenship education and (ii) education for sustainable development are mainstreamed in (a) national education policies, (b) curricula, (c) teacher education, and (d) student assessment. **12.a** Support developing countries to strengthen their scientific and technological capacity to move towards more sustainable consumption and production patterns.	• Recycling and reuse of mobile devices and accessories. • 2024 Sustainability Report. • Integrity and Compliance/ Due Diligence and Training Program. • Sustainability Week. • Corporate Sustainability Course. • Climate Transition Plan. • Initiatives system and projects (FRIDA).	**12.5.1** For more information, refer to chapter “Making a Better Planet Possible” (p. 46) as well as Appendix G, “Waste Management Performance”(p. 163) of this Report. **12.6.1** América Móvil 2024 Sustainability Report published in 2025 **12.7.1 In 2024, we applied our Due Diligence Protocol to 1,403 third parties, successfully concluding 674 assessments.** As a result, 415 risk mitigation plans were established, and 10 high-risk entities were replaced. These actions reflect our commitment to strengthening responsible supply chain management and upholding the highest standards of ethical and sustainable business conduct. **12.8.1** In 2024, we strengthened our sustainability culture through the launch of the “Introduction to Corporate Sustainability” training program, reaching 84.7% of our workforce. This initiative reflects our commitment to embedding ESG principles across all levels of the organization. Additionally, we hosted our 5th Annual Sustainability Week, bringing together over 600 leaders to engage in strategic discussions on key sustainability topics, fostering a shared vision for long-term impact. **12.a In 2024, we enhanced our environmental management capabilities through the development of FRIDA, a centralized system designed to monitor and manage data on energy efficiency, waste, and decarbonization.** We also implemented the UL360 platform to measure our carbon footprint using internationally aligned KPIs. These results, externally audited, are disclosed annually in our Sustainability Report and Climate Transition Plan, reinforcing our commitment to transparency and environmental accountability across our entire value chain. For more details, please refer to the chapter “Enabling a Better Planet” (page 32).
	**13.1.3** Proportion of local governments that adopt and implement local disaster risk reduction strategies in line with national disaster risk reduction strategies. **13.2.2** Annual measuring of GHG. **13.3.1** Extent to which (i) education for global citizenship and (ii) education for sustainable development are mainstreamed into (a) national education policies, (b) curricula, (c) teacher training, and (d) student assessment.	• Climate Transition Plan. • Initiatives and projects System (FRIDA) • GHG (Greenhouse Gas) Emission Reduction Targets to 2030 (SBT). • Commitment to net zero emissions by 2050. • Initiatives to reduce energy and fuel consumption/ emissions. • Sustainability Week. • Corporate Sustainability Course.	**13.1.3** For more information, refer to chapter “Making a Better Planet Possible,” as well as Appendix A, “Risks and Opportunities,” and Appendix B, “ASLG Governance and Climate Disclosures,” of this document. **13.2.2** During 2024, our greenhouse gas emissions totaled 4,069,945 tons of CO^2e, of which 311,931 tons of CO^2e correspond to Scope 1 emissions, 294,558 million tons of CO^2e for Scope 2 emissions, and 2,397,186 million tons of CO^2e for Scope 3 emissions. **13.3.1** In 2024, we reinforced our commitment to sustainability through the “Introduction to Business Sustainability” course, which reached 84.7% of our employees. We also hosted the 5th Sustainability Week, during which more than 600 leaders participated in sessions on key issues related to responsible development.

SDG	SDG INDICATOR	AMÉRICA MÓVIL PROGRAM	PROGRESS AS OF 2024
	**15.2.1** Progress in sustainable forest management. **15.a.1.b** Financing through economic instruments relevant to diversity.	• Jaguar Conservation Program. • Biodiversity conservation with the WWF Telmex Telcel Foundation Alliance: Jaguar Conservation Program.	**15.2.1** Visit the results achieved to date through the Jaguar Conservation Program at our sustainability micro-website in section 360, as well as at the Making a Better Planet Possible (Page 48) chapter of this document. **Conservation Results:** • Between 2010 and 2024, Mexico's jaguar population grew by 30%, increasing from approximately 4,100 to 5,300 individuals. This positive trend reflects the impact of sustained conservation efforts and strategic habitat protection. • Scientific assessments have identified 262,601 km³ of highly suitable jaguar habitat across the country, with priority regions including southeastern Mexico and critical areas within the Sierra Madre Oriental and Occidental. • Leveraging Telcel's mobile connectivity, we have enabled real-time tracking of jaguars, significantly enhancing the monitoring and protection of key biological corridors. This innovative use of technology underscores our commitment to biodiversity, ecosystem resilience, and the integration of science and digital infrastructure in environmental stewardship **15.a.1.b** - Sustained private sector financing: Through the Telmex Telcel Foundation, philanthropic resources have been channeled for over 17 years to conserve and monitor the jaguar, strengthen local capacities, and generate scientific knowledge. - Multi-stakeholder partnerships: Sixteen national symposiums have been held, bringing together communities, academia, and environmental authorities to assess and update the national conservation strategy.
	**16.5.2** Proportion of businesses that had at least one contact with a public official and that paid a bribe to a public official, or were asked for a bribe by those public officials during the previous 12 months. **16.a.1** Existence of independent national human rights institutions in compliance with the Paris Principles. **16.b.1** Proportion of the population that declares having felt personally discriminated against or harassed in the last 12 months for reasons of discrimination prohibited by international human rights law.	• Integrity and Compliance Program: - Anti-Corruption Policies, Money Laundering Prevention, Human Rights Policy and Policy and Whistleblower Portal. • Zero tolerance for corrupt practices. • Zero tolerance for human rights violations. • Due diligence and training to third parties.	**16.5.2** For more information, refer to chapter "Making a Better Business Environment Possible," which details the monitoring of our Anti-Corruption Policy (p. 104) and the operation of our Whistleblower Portal (pp. 106 and 107). During the year, there were no complaints related to acts of corruption or affecting freedom of expression. **16.a.1** In 2024, we strengthened our commitment to human rights by publishing a Due Diligence Protocol, which aims to identify, assess, and mitigate potential and actual impacts on our operations. This tool complements our Human Rights Policy, aligned with international frameworks, and reinforces the promotion of safe, ethical, and inclusive work environments throughout our value chain. **16.b.1** Of the total complaints received, 18.6% corresponded to allegations of unequal treatment or discrimination, 21.4% workplace harassment, and 1.7% sexual harassment. Please refer to our Whistleblower Portal section in the Enabling a Better Business Environment Chapter (p. 106 and 107) of this document.

SDG	SDG INDICATOR	AMÉRICA MÓVIL PROGRAM	PROGRESS AS OF 2024
	**17.3.1** Additional financial resources are mobilized for developing countries from multiple sources. **17.8.1** Percentage of individuals using the Internet. **17.16.1** Number of countries reporting progress on multi-stakeholder development effectiveness monitoring frameworks that support the achievement of the Sustainable Development Goals. **17.17.1** Amount in US dollars committed to public-private partnerships for infrastructure.	• Sustainable Finance Framework. • Network Investment and Modernization. • Digital Divide Strategy. • Global's Participation. • Sustainability Week. • Third-Party Due Diligence Protocol. • Third-Party Training.	**17.3.1** Please refer to our Sustainable Finance Framework as well as the "Sustainable Finance Report 2024" on our Corporate Sustainability website. **17.8.1** At the end of 2024, we surpassed 400 million accesses, including 323 million mobile subscribers and 78 million fixed-line connections.. For more information, please refer to our Digital Divide Strategy, pages 53 to 71 of this Report, as well as Appendix I: Connectivity on page 169. **17.16.1** See the progress of our global collaboration initiatives and the accolades obtained in the Making a Better World Possible Chapter (p. 18) of this document. **17.17.1** Through strategic partnerships with third parties, América Móvil has consolidated a sustainable sourcing model grounded in international best practices and industry expertise. By the end of 2024, we managed a network of over 17,000 suppliers under a robust framework that integrates environmental, social, labor, and governance (ESLG) criteria. Our Sustainable Supply Chain Program and Supplier Code of Ethics promote a culture of shared responsibility, regulatory compliance, and regional development. These efforts strengthen the integrity, operational efficiency, and resilience of our value chain. For more information, please refer to the chapter "Enabling a Better Business Environment" (pages 114–116).

APPENDIX D:

CONTRIBUTION TO THE PRINCIPLES OF THE UNITED NATIONS 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. Here are the Principles and the initiatives we have implemented to address each of them:

PRINCIPLE	COMPANY DISCLOSURE
1. Companies should support and respect the protection of internationally proclaimed human rights.	See our Human Rights Policy.
2. Companies must ensure that they are not complicit in human rights abuses.	See our Human Rights Policy. See Chapter Making a Better Business Environment in the section: Corporate Ethics and Compliance.
3. Companies must defend freedom of association and the effective recognition of the right to collective bargaining.	Please refer to our Code of Ethics and Human Rights Policy for further information. See Chapter Making a Better Business Environment in the section: Freedom of Association and Union coverage.
4. Companies must advocate the elimination of all forms of forced and compulsory labor.	Please refer to our Code of Ethics and Human Rights Policy for further information. See Chapter Making a Better Business Environment in the section: Corporate Ethics and Compliance
5. Companies must advocate for the effective abolition of child labor.	Please refer to our Code of Ethics and Human Rights Policy for further information.
6. Companies must promote the elimination of discrimination concerning employment and occupation.	See our Human Rights, Equality, and Respect Policies. See Chapter Making a Better Business Environment in the section: Corporate Ethics and Compliance.
7. Companies must foster a preventive approach against environmental challenges.	See our Environmental Policy and Third Party Due Diligence Protocol at our sustainability site. As well as Appendix B Governance ASLG and Climate, pages 139-151.
8. Companies must take initiatives to promote greater environmental responsibility.	See our Environmental Policy and Third Party Due Diligence Protocol at our sustainability site. See Chapter Making a Better Business Environment in the section: Third Party Due Diligence Protocol in this Report, pages 115-118; the Making a Better Planet chapter, pages 30-51; and Appendix B, ASLG Governance and Climate, pages 139-151, of this Report.
9. Companies must encourage the development and diffusion of environmentally friendly technologies.	See Chapter: “Making a Better Planet Possible” in this Report, pages 30-51, as well as Appendix B: Governance, ASLG and Climate, pages 139-151.
10. Companies must work against corruption in all its forms, including extortion and bribery.	See our Code of Ethics, our Anti-Corruption Policy, and the Anti-Corruption Practices section on our Sustainability site at section 360°.

APPENDIX E:

EMISSIONS PERFORMANCE

GREENHOUSE GAS EMISSIONS

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

All emissions calculations are aligned with the GHG Protocol under operational control, adjusting the 2019 baseline and subsequent years, with specific assumptions for Brazil, the Dominican Republic, Ecuador, Peru, Argentina, and Puerto Rico based on electricity factors updated by certified agencies.

2024 GREENHOUSE GAS EMISSIONS BY COUNTRY/REGION					
COUNTRY/REGION	SCOPE 1 DIRECT EMISSIONS (TONS CO2 E)	SCOPE 2 INDIRECT EMISSIONS (TONS CO2 E)	SCOPE 3 EMISSIONS (TONS CO2 E)*	OUTSIDE OF SCOPE (TONS CO2 E)**	TOTAL EMISSIONS (TONS CO2 E)
Mexico	126,520	726,293	1,015,339	38,037	1,906,189
Brazil	30,676	29,714	260,480	23,691	344,561
Colombia	32,767	20,931	204,933	328	258,958
South Cone	12,702	145,706	156,766	1,406	316,580
Andes Region	17,863	51,517	112,185	734	182,299
Central America	30,952	65,718	150,521	1,889	249,081
Caribbean	40,485	171,073	123,993	180	335,731
Europe	19,966	83,605	372,970	5	476,546
TOTAL	**311,931**	**1,294,558**	**2,397,186**	**66,270**	**4,069,945**

* The table presenting Scope 3 emissions includes a recalculation derived from an adjustment to the methodology, which allows for a more accurate calculation.

Measuring Scope 3 emissions is challenging, as it requires continuous identification of more accurate methods and adjustments that better reflect the value chain and its associated environmental impact. This process is part of our commitment to improving transparency and accuracy in managing our emissions.

Figures have been updated to include Claro Chile, as well as the acquisition of VTR, which enables consistent and approved measurement over time.

**Emissions related to Ethanol and refrigerants were excluded from Scope 1 and reclassified as Out of Scope Emissions, following the GHG Protocol. Biologically sequestered carbon-derived CO□ is reported separately, as are emissions of greenhouse gases not covered by the Kyoto Protocol, such as CFCs and NOx.

** The classification of certain refrigerants as Out of Scope was based on the public information of the document Value of the Global Warming Potential of the GHG Protocol and the IPCC, being one of the methodologies widely used in the GHG Inventories.

TOTAL GREENHOUSE GAS EMISSIONS BY SCOPE						
	2019	2020	2021	2022	2023	2024
Direct Emissions Scope 1 (Tons CO2 e)	310,204	265,832	287,855	304,734	321,151	311,931
Indirect Emissions Scope 2 (Tons CO2 e)	1,964,388	1,912,228	1,744,789	1,609,685	1,484,886	1,294,558
Scope 3 Emissions (Tons CO2 e)	2,900,186	3,453,677	2,528,693	2,527,382	2,521,116	2,397,186
Out of Scope (Tons CO2 e)	90,330	66,943	101,844	66,221	87,183	66,270
Total Emissions (Tons CO2 e)	**5,265,109**	**5,698,680**	**4,663,181**	**4,508,023**	**4,414,337**	**4,069,945**

SCOPE 1 AND 2 CARBON EMISSIONS PER TERABYTE TRANSMITTED ON THE GRID						
	2019	2020	2021	2022	2023	2024
Traffic in TBs	5,670,692	8,495,226	9,575,032	11,935,561	13,620,074	15,399,185
Tons CO2 e per TBs	0.40	0.26	0.21	0.16	0.13	0.10

SCOPE 1 AND 2 CARBON EMISSIONS BY CURRENCY UNITS					
	2020	2021	2022	2023	2024
Operating profit (in millions of Mexican pesos)	815,399	830,687	844,501	816,013	869,221
Operating income (in millions of Mexican pesos)	2.7	2.4	2.3	2.2	1.8

POWER MISSIONS LOCATION-BASED AND MARKET-BASED		
YEAR	**LOCATION-BASED**	**MARKET-BASED**
2021	1,941,048	1,744,789
2022	1,917,769	1,609,685
2023	1,990,680	1,484,886
2024	1,805,774	1,294,558

Scope 1

PUBLICATION
IPCC Fourth Assessment Report: Climate Change 2007 (AR4)
World Resources Institute (2017). Emission Factors for 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 Business Reports
EPA's Center for Corporate Climate Leadership. Emission factors for greenhouse gas inventories

Scope 2

PUBLICATION
IEA (2023), Emission factors. 2023 UK Government GHG Conversion Factors for Business Reports
Green-e Residual Blend Emission Rates 2022
EPA eGRID

2024 SCOPE 3 EMISSIONS BY CATEGORY *GRI (305-3)*

CATEGORY	EMISSIONS IN THE REPORTING YEAR (TONS OF CO^2E)	METHODOLOGY FOR CALCULATING EMISSIONS AND EXCLUSIONS
1. Purchased goods and services	1,395,518	Expense Based Method/Hybrid Method
2. Capital Goods	563,530	Expense Based Method/Hybrid Method
3. Activities related to fuel and energy (not included in Scope 1 or Scope 2)	391,765	Fuel-based method (Life Cycle Emission Factors)
4. Upstream transportation and distribution	-	Relevant, not yet calculated
5. Waste generated in operations	3,379	Waste-Type Specific Method
6. Business travel	7,763	Distance-based method
7. Employee commuting	35,232	Fuel-based method Distance-based method
8. Leased assets (upstream)	-	Relevant, not yet calculated
9. Downstream transportation and distribution	-	Relevant, not yet calculated
10. Processing of sold products	-	This category is not applicable as none of our products require further processing once they are sold to our customers
11. Use of sold products	-	Relevant, not yet calculated
12. Final disposal of sold products	-	Relevant, not yet calculated
13. Leased assets (downstream)	-	Not relevant, we will evaluate in the coming years
14. Franchises	-	Not relevant, not applicable
15. Inversiones	-	Not relevant, not applicable
TOTAL	**2,397,186**	

As part of our ongoing commitment to improving the measurement and evaluation of Scope 3 emissions, in 2024, we implemented various actions aimed at enhancing the quality of data in the categories ***Purchased Goods and Services and Capital Goods*** (Categories 1 and 2).

In 2024, the calculation of these categories continued to be by using the methodology ***Spend-Based*** for Latin American subsidiaries, which uses specific emission factors associated with the amounts disbursed; however, for European subsidiaries, a hybrid methodology was used ***(Hybrid Method)***, which combines direct emissions data by supplier with the methodology ***Spend-Based*** retroactively to 2019. This represents one of the main changes compared to the previous year's measurement and is under the principles established in the GHG Protocol.

Figures have been updated to include Claro Chile, as well as the acquisition of VTR, which enables consistent and approved measurement over time.
Within Scope 3 emissions, the category related to fuel and energy not included in Scope 1 and 2 shows a recalculation resulting from an adjustment in the methodology, which allows for more precise figures.
Scope 3 represents a constant challenge, requiring the continued identification of better methods and adjustments that more accurately reflect the value chain and its associated environmental impact.
This process is part of our commitment to improving transparency and accuracy in managing our emissions.

APPENDIX F:

ENERGY AND FUEL PERFORMANCE

ENERGY CONSUMPTION BY COUNTRY OR REGION (MWH CONSUMED)[1]

GRI (302-1)

COUNTRY/REGION	2019	2020	2021	2022	2023	2024
Mexico[2]	2,315,822	2,342,965	2,309,234	2,317,006	2,328,351	2,279,498
Brazil	1,379,276	1,383,779	1,442,714	1,467,856	1,535,194	1,540,950
Colombia[3]	465,213	499,560	528,519	561,845	590,366	615,842
South Cone[4]	553,128	532,498	554,717	585,007	599,265	597,882
Andes Region[5]	276,183	292,194	305,572	324,980	351,313	363,266
Central America	391,599	384,974	384,261	400,281	416,057	435,148
Caribbean	258,289	267,046	265,769	267,063	272,481	272,882
Europe	766,366	795,766	837,162	856,341	868,877	891,488
TOTAL (MWH)	**6,405,875**	**6,498,781**	**6,627,949**	**6,780,379**	**6,961,904**	**6,996,956**
TOTAL (GJ)	**23,061,148**	**23,395,611**	**23,860,617**	**24,409,363**	**25,062,854**	**25,189,042**
% Renewables	12%	14%	21%	29%	37%	42%
% Electricity Network	88%	86%	79%	71%	62%	58%

1The numbers presented in this table have been updated to align with the calculation methodology requested by GRI to ensure the accuracy and comparability of the data.
2 Includes Telmex, Telcel, AMCO, Sección Amarilla, Telvista, Global Hitss, Claro Pay, Claro Enterprise Solutions, Hitts Inc, LATAM Telecommunications, Claro Video and Telvista Inc
3 Includes Claro Colombia and Global Hitss Colombia
4 Figures updated with the inclusion of Claro Chile plus the acquisition of VTR, which allows a consistent and approved measurement over time.
5 Includes Claro Peru, Claro Ecuador, Global Hitss Peru, and Global Hitss Ecuador

Energy per Terabyte Transmitted on the Grid (TBs*)

	2019	2020	2021	2022	2023	2024
Traffic in TBs	5,670,692	8,495,226	9,575,032	11,935,561	13,620,074	15,399,185
Energy per TBs	1.13	0.76	0.69	0.57	0.51	0.45

*Terabytes per second

This year, we collectively consumed 6.9 million megawatt hours (MWh) of energy. Of this total consumption, 42% comes from renewable energy sources, while the remaining 58% comes from grid sources.

DATA CENTER EFFICIENCY

AVERAGE ENERGY USE EFFECTIVENESS (PUE)		2019	2020	2021	2022	2023	2024	2024 FISCAL YEAR OBJECTIVE
Average PUE		1.95	1.70	1.70	1.99	2.08	1.80	2
Scope (% of total TIC population)	TIC population is defined as the percentage of total computing equipment	36%	40%	40%	35%	38%	57%	45%

2019-2023* The increase recorded during this period corresponds to the organic growth in the user base and the provision of services by Operational Costs, reflecting the expansion and consolidation of its operations.
2024* The consumption of the CRBs located at NFV Sites in Mexico will be incorporated, as well as A1, as part of the operations, anticipating that the inclusion of TELMEX will be carried out in the short term to comprehensively reflect the impact of the expansion of the infrastructure and services offered.

RENEWABLE ENERGY SHARE IN DATA CENTERS *

SASB (TC-TL-130a.1.)

DATA CENTER POWER USAGE	2019*	2020*	2021*	2022*	2023*	2024*	FY 2024 RENEWABLE ENERGY TARGET
Total energy used in data centers (MWh)	295,594	317,654	317,654	388,118	403,301	595,995	-
Percentage of renewable energy (over total energy)	13.26%	14.96%	14.96%	17.48%	23.23%	56.55%	30%

*Variations in data are due to a change in the unit of measurement, allowing for greater accuracy and precision in the information presented.
2019* The process of consolidating an inventory whose calculation was made with the scope based on a partial database begins
2020* The calculation was adjusted after a review of sites that coexist with offices and sites with DC, as well as DC that coexist with offices, identifying this as the main problem detected
2021* Progress in measurement was limited and not significantly reflected in the figures
2022* Extended the scope of measurement, leading to the need to adjust the data collected
2023* Implementation of PUE automation started, including correction of previously performed measurements
2024* There is a decrease attributable to the modernization of mobile infrastructure through NFV decommissioning processes. Data Centers were identified as the most viable option to guarantee the supply of renewable energy, thus driving accelerated growth in their adoption.

FUEL CONSUMPTION

GRI [302-1]

2024 - FUEL CONSUMPTION BY COUNTRY / REGION								
PAÍS/ REGIÓN	GASOLINE (LTS)	DIESEL (LTS)	BIODIESEL (LTS)	LP GAS (LTS)	ETHANOL (LTS)	BUTANE (LTS)	CNG (M3)	NATURAL GAS (M3)
Mexico	35,310,708	5,502,005	-	321,574	-	-	-	7,666,963
Brazil	4,803,197	3,636,860	-	-	5,946,030	-	-	-
Colombia	646,847	9,588,974	-	-	-	-	-	-
South Cone	174,306	3,220,942	-	-	-	-	-	30,878
Andes Region	761,534	3,619,776	-	-	-	-	-	-
Central America	1,685,052	7,760,124	-	-	-	-	-	-
Caribbean	2,446,321	10,337,418	-	163,882	-	-	-	-
Europe	1,763,728	5,126,356	-	195,096	-	-	-	814,316
TOTAL	**47,591,694**	**48,792,456**	**0**	**680,552**	**5,946,030**	**0**	**0**	**8,512,157**

TOTAL CONSUMPTION BY FUEL TYPE[1]

TIPO	2019	2020	2021	2022	2023	2024
Gasoline (lts)	54,346,342	46,906,614	51,035,925	52,578,123	52,136,254	47,591,694
Diesel (lts)	49,064,149	45,299,055	44,689,088	46,858,094	47,556,495	48,792,456
Biodiesel (lts)[2]	-	-	-	-	-	-
LP gas (lts)[3]	770,390	627,678	619,946	625,010	495,769	680,552
Bioethanol (lts)	-	-	-	-	-	-
Ethanol (lts)[4]	5,427,150	4,200,069	2,629,748	2,740,511	4,052,783	5,946,030
Butane (lts)	-	-	-	-	-	-
CNG (m3)	6,570	4,410	3,661	884	174	-
Natural Gas (m3)	1,282,376	1,213,473	1,355,731	1,294,528	2,893,532	8,512,157
Heating oil (KWH)	1,914,562	2,364,273	450,127	431,998	-	-

1 Figures updated with the inclusion of Claro Chile plus the acquisition of VTR, which allows a consistent and approved measurement over time.
2 Re-classifications were made, especially of Biodiesel towards Diesel, until the specific cuts that allow its accounting as biofuel were defined. This is the main change from the previous version of the table.
3 The increase in the use of Natural Gas is due for the entire operation of the Hixtlahuaca plant throughout the 2024 financial year.
4 Bioethanol calculations were moved to the ethanol category to ensure more accurate measurement and consistent with reporting standards.

The figures presented in this version will serve as a reference for recalculating emissions for 2025, aligned with the GHG Protocol methodology. This adjustment enables a consistent comparison with historical data and ensures that emissions analysis is based on a recalculated base year, taking into account changes in categorization, methodologies, or the integration of new data sources.

FUEL CONSUMPTION BY COUNTRY OR REGION (MWH)						
COUNTRY/REGION	**2019**	**2020**	**2021**	**2022**	**2023**	**2024**
Mexico[1]	484,088	418,084	426,148	434,549	453,260	481,012
Brazil	60,057	53,964	92,440	96,411	94,589	84,279
Colombia[2]	112,718	109,030	108,220	114,534	124,422	107,865
South Cone	33,937	28,528	30,784	30,901	39,064	36,163
Andes Region[3]	28,105	25,371	25,394	25,643	28,987	45,641
Central America	86,340	80,982	90,124	88,594	93,350	98,345
Caribbean	148,279	138,268	115,736	133,665	116,726	134,115
Europe	112,188	97,257	94,302	93,103	85,712	81,531
TOTAL (MWH)	**1,065,712**	**951,482**	**983,148**	**1,017,398**	**1,036,110**	**1,068,950**
Brazil Ethanol (Lts)[4]	5,427,150	4,200,069	2,629,748	2,740,511	4,052,783	5,946,030
TOTAL (Lts) Renewables	**5,427,150**	**4,200,069**	**2,629,748**	**2,740,511**	**4,052,783**	**5,946,030**

1 Includes: Telmex, Telcel, AMCO, Sección Amarilla, Telvista, Global Hitss, Claro Pay, Claro Enterprise Solutions, Hitts Inc, LATAM Telecommunications, Claro Video, Telvista Inc.
2 Includes Claro Colombia and Global Hitss Colombia.
3 Includes: Claro Peru, Claro Ecuador, Global Hitss Peru, and Global Hitts Ecuador.
4 Ethanol from Brazil is reported in liters due to the lack of an official and verified conversion factor. We remain committed to taking the necessary steps to obtain and validate this metric, standardizing and improving the accuracy of measurement and reporting of this input.

APPENDIX G:

WASTE PERFORMANCE

WASTE PERFORMANCE

GRI (306-4, 306-5)

2024 - NON-HAZARDOUS WASTE BY DISPOSAL METHOD BY COUNTRY OR REGION (TONNES)

COUNTRY/ REGION	RECYCLED (TONS)	REUSED (TONS)	LANDFILL (TONS)	INCINERATED (TONS)	ENERGY RECOVERY (TONS)	REFURBISHED (TONS)*	TOTAL
Mexico	7,770	118	362	-	-	-	8,249
Brazil	2,161	244	-	-	103	-	2,508
Colombia	2,042	-	-	-	-	1,180	3,223
South Cone	1,256	-	3,231	2	-	546	5,035
Andes Region	534	13	226	3	55	126	957
Central America	1,079	1,235	-	-	-	-	2,314
Caribbean	2,493	22	873	4	-	75	3,466
Europe	2,302	-	702	-	871	-	3,875
TOTAL	**19,637**	**1,631**	**5,394**	**8**	**1,029**	**1,928**	**29,627**

* Reconditioned waste accounting corresponds to an effort to collect information from another recovery category, first incorporated in 2024.

TOTAL WASTE BY DISPOSAL METHOD

BY DISPOSAL METHOD	2019	2020	2021	2022	2023	2024
Reused (Tons)	168	522	121	160	18	1,631
Recycled (Tons)	19,759	12,236	15,171	17,059	15,258	19,637
Refurbished (Tons)	-	-	-	-	-	1,928
Energy Recovery (Tons)	1,061	751	863	939	1,141	1,029
Incinerated (Tons)	88	13	149	9	-	8
Landfill (Tons)	4,583	4,567	4,984	4,757	5,098	5,394
TOTAL (Tons)	**25,660**	**18,089**	**21,287**	**22,924**	**21,515**	**29,627**

*Reconditioned waste accounting corresponds to an effort to collect information from another recovery category, first incorporated in 2024.

TOTAL WASTE BY DISPOSAL METHOD								
YEAR		REUSED	RECYCLED	REFURBISHED	INCINERATED	ENERGY RECOVERY	LANDFILL	TOTAL
2021	Waste (Ton)	121	15,171	0	863	149	4,984	21,287
	Percentage	1%	71%	0%	4%	1%	23%	100%
2022	Waste (Tons)	160	17,059	0	939	9	4,757	22,924
	Percentage	1%	74%	0%	4%	0%	21%	100%
2023	Waste (Tons)	18	15,258	0	1,141	0	5,098	21,515
	Percentage	0%	71%	0%	5%	0%	24%	100%
2024	Waste (Tons)	1,631	19,637	1,928	1,029	8	5,394	29,627
	Percentage	6%	66%	7%	0%	3%	18%	100%

APPENDIX H:

WATER PERFORMANCE

WATER

GRI (303-3, 303-5)

WATER CONSUMPTION (millions of m3)						
	2019	2020	2021	2022	2023	2024**
Total (million m3)	3.1	2.3	4.0	3.1	2.9	3.4

* Figures updated with the inclusion of Claro Chile plus the acquisition of VTR, which allows a consistent and approved measurement over time.
**Claro Brazil centralized the information, which improved the traceability of consumption data, resulting in increased figures and a more accurate scenario.

WATER CONSUMPTION BY SOURCE BY COUNTRY/REGION 2024					
COUNTRY / REGION	GROUNDWATER (M3)	SURFACE WATER (M3)	THIRD-PARTY WATER (M3)	RAINWATER (M3)	TOTAL (M3)
Mexico	19,281	-	1,137,033	10	1,156,324
Brazil	-	-	472,537	-	472,537
Colombia	-	-	138,244	-	138,244
South Cone	-	-	207,342	-	207,342
Andes Region	-	-	175,126	-	175,126
Central America	473	478	403,071	-	404,022
Caribbean	-	-	613,784	-	613,784
Europe	336	-	233,286	-	233,622
TOTAL (m^3)	**20,090**	**478**	**3,380,423**	**10**	**3,401,001**

WATER CONSUMPTION (million m3)						
TYPE OF CONSUMPTION	**2019**	**2020**	**2021**	**2022**	**2023**	**2024**
Third-party water (m3)	2,928,408	2,152,512	3,898,510	3,018,103	2,844,433	3,380,423
Groundwater (m3)	83,519	163,946	35,543	43,388	20,555	20,090
Produced water (m3)	41,393	0	40,680	0	0	0
Rainwater (m3)	1,340	1,601	1,470	991	1,032	10
Surface water (m3)	246	113	159	160	165	478
GRAND TOTAL	**3,054,906**	**2,318,172**	**3,976,362**	**3,062,642**	**2,866,185**	**3,401,001**

2024 WATER DISCHARGE BY DESTINATION BY COUNTRY/REGION (million m3) *GRI (303-4)*					
COUNTRY / REGION	**GROUNDWATER (M3)**	**SEAWATER (M3)**	**SURFACE WATER (M3)**	**THIRD-PARTY WATER (M3)**	**TOTAL (M3)**
Mexico	-	-	-	984,998	984,998
Brazil	-	-	-	472,537	472,537
Colombia	-	-	-	138,244	138,244
South Cone	1,981	-	-	205,361	207,342
Andes Region	-	-	-	175,126	175,126
Central America	138,073	-	-	232,741	370,814
Caribbean	-	-	-	591,002	591,002
Europe	-	-	-	-	0
TOTAL	**140,054**	**0**	**0**	**2,800,010**	**2,940,064**

WATER DISCHARGE (million m3)						
DISCHARGE TYPE	**2019**	**2020**	**2021**	**2022**	**2023**	**2024**
Third-party water (m3)	2,361,477	1,219,417	2,745,772	2,255,793	2,183,448	2,800,010
Groundwater (m3)	97,730	119,863	135,557	108,310	144,901	140,054
Seawater (m3)	-	-	-	-	-	-
Surface water (m3)	-	4,925	-	-	-	-
GRAND TOTAL	**2,459,208**	**1,344,205**	**2,881,329**	**2,364,104**	**2,328,349**	**2,940,064**

WATER EXTRACTION M3 PER BUILDING 2024 *GRI (303-3)*

BUILDING	GROUNDWATER	SURFACE WATER	THIRD-PARTY WATER	RAINWATER	GRAND TOTAL
A1 Austria	-	-	155,000	-	155,000
A1 Belarus	336	-	8,712	-	9,048
A1 Bulgaria	-	-	30,136	-	30,136
A1 Croatia	-	-	18,953	-	18,953
A1 North Macedonia	-	-	9,765	-	9,765
A1 Serbia	-	-	8,500	-	8,500
A1 Slovenia	-	-	2,211	-	2,211
A1 Towers Bulgaria EOOD	-	-		-	0
A1 Towers Business	-	-		-	0
AM Wireless Uruguay, S.A. (Claro)	-	-	2,269	-	2,269
América Móvil Perú, S.A.C. (Claro)	-	-	127,295	-	127,295
AMX Argentina, S.A. (Claro)	-	-	94,867	-	94,867
AMX Contenido, S.A. de C.V. (AMCO)	-	-	120	-	120
AMX Paraguay, S.A. (Claro)	-	-	9,368	-	9,368
Anuncios en Directorios, S.A. de C.V. (Sección Amarilla)	-	-		-	0
Claro Chile S.A. (Claro)	-	-	100,838	-	100,838
Claro CR Telecomunicaciones, S.A. (Claro)	-	-	2,582	-	2,582
Claro Enterprise Solutions (Claro)	-	-		-	0
Claro S.A. (Claro)	-	-	472,537	-	472,537
Claro Video, Inc. (Claro)	-	-		-	0
Compañía de Telecomunicaciones de El Salvador, S.A. de C.V.A. (Claro)	-	-	63,665	-	63,665
Compañía Dominicana de Teléfonos, S.A. (Claro)	-	-	451,059	-	451,059
Comunicación Celular, S.A. (Claro)	-	-	137,226	-	137,226
Consorcio Ecuatoriano de Telecomunicaciones, S.A. (Claro)	-	-	47,831	-	47,831
Empresa Nicaragüense de Telecomunicaciones SA (Enitel) (Claro)	473	478	141,271	-	142,222

WATER EXTRACTION M3 PER BUILDING 2024 *GRI (303-3)*

BUILDING	GROUNDWATER	SURFACE WATER	THIRD-PARTY WATER	RAINWATER	GRAND TOTAL
Euro TeleSites d.o.o. Beograd	-	-	-	-	0
Euro TeleSites d.o.o. Slovenia	-	-	-	-	0
Euro TeleSites DOHOEL Skopje	-	-	-	-	0
EuroTeleSites Croatia d.o.o.	-	-	-	-	0
Germany	-	-	9	-	9
Grupo Telvista, S.A. de C.V. (Telvista Call Center)	-	-	43,341	-	43,341
Hitss Colombia, S.A.S. (Hitss)	-	-	1,018	-	1,018
Hitss Ecuador S.A.	-	-	-	-	0
Hitss Peru S.A.C.	-	-	-	-	0
Hitss Solutions, S.A. de C.V. (Hitss)	-	-	987	-	987
Hitss, Inc. (Hitss)	-	-	-	-	0
LATAM Telecommunications, LLC	-	-	462	-	462
Mixplay, S.A.	-	-	-	-	0
PPM TRANSFER (Procesadora de Pagos Móviles, S.A. de C.V.)	-	-	-	-	0
Puerto Rico Telephone Company, Inc. (Claro)	-	-	162,725	-	162,725
Radio Móvil Dipsa SA de CV (Telcel)	-	-	236,946	-	236,946
Servicios de Comunicaciones de Honduras, S.A. de C.V. (Claro)	-	-	21,748	-	21,748
Switzerland	-	-	-	-	0
Telecomunicaciones de Guatemala, S.A. (Claro)	-	-	173,805	-	173,805
Teléfonos de México S.A.B. de C.V. (Telmex & Infinitum)	19,281	-	855,176	10	874,467
Telvista Inc.	-	-	-	-	0
GRAND TOTAL	**20,090**	**478**	**3,380,423**	**10**	**3,401,001**

WATER DISCHARGE PER BUILDING (M3) 2024 *GRI (303-4)*

BUILDING	GROUNDWATER	SURFACE WATER	THIRD-PARTY WATER	GRAND TOTAL
A1 Austria	-	-	-	0
A1 Belarus	-	-	-	0
A1 Bulgaria	-	-	-	0
A1 Croatia	-	-	-	0
A1 North Macedonia	-	-	-	0
A1 Serbia	-	-	-	0
A1 Slovenia	-	-	-	0
A1 Towers Bulgaria EOOD	-	-	-	0
A1 Towers Business	-	-	-	0
AM Wireless Uruguay, S.A. (Claro)	-	-	2,269	2,269
América Móvil Perú, S.A.C. (Claro)	-	-	127,295	127,295.3
AMX Argentina, S.A. (Claro)	-	-	94,867	94,867
AMX Contenido, S.A. de C.V. (AMCO)	-	-	120	120.39
AMX Paraguay, S.A. (Claro)	1,981	-	7,387	9,368
Anuncios en Directorios, S.A. de C.V. (Sección Amarilla)	-	-	-	0
Claro Chile S.A. (Claro)	-	-	100,838	100,838
Claro CR Telecomunicaciones, S.A. (Claro)	-	-	2,582	2,582
Claro Enterprise Solutions (Claro)	-	-	-	0
Claro S.A. (Claro)	-	-	472,537	472,537
Claro Video, Inc. (Claro)	-	-	-	0
Compañía de Telecomunicaciones de El Salvador, S.A. de C.V.A. (Claro)	-	-	55,510	55,510
Compañía Dominicana de Teléfonos, S.A. (Claro)	-	-	451,059	451,059
Comunicación Celular, S.A. (Claro)	-	-	137,226	137,226
Consorcio Ecuatoriano de Telecomunicaciones, S.A. (Claro)	-	-	47,831	47,831
Empresa Nicaragüense de Telecomunicaciones SA (Enitel) (Claro)	138,073	-	-	138,073

WATER DISCHARGE PER BUILDING (M3) 2024 *GRI (303-4)*

BUILDING	GROUNDWATER	SURFACE WATER	THIRD-PARTY WATER	GRAND TOTAL
Euro TeleSites d.o.o. Beograd	-	-	-	0
Euro TeleSites d.o.o. Slovenia	-	-	-	0
Euro TeleSites DOOEL Skopje	-	-	-	0
EuroTeleSites Croatia d.o.o.	-	-	-	0
Germany	-	-	-	0
Grupo Telvista, S.A. de C.V. (Telvista Call Center)	-	-	40,560	40,560
Hitss Colombia, S.A.S. (Hitss)	-	-	1,018	1,018
Hitss Ecuador S.A.	-	-	-	0
Hitss Peru S.A.C.	-	-	-	0
Hitss Solutions, S.A. de C.V. (Hitss)	-	-	987	987
Hitss, Inc. (Hitss)	-	-	-	0
LATAM Telecommunications, LLC	-	-	462	461.8202
Mixplay, S.A.	-	-	-	0
PPM TRANSFER (Procesadora de Pagos Móviles, S.A. de C.V.)	-	-	-	0
Puerto Rico Telephone Company, Inc. (Claro)	-	-	139,943	139,943
Radio Móvil Dipsa SA de CV (Telcel)	-	-	236,946	236,946
Servicios de Comunicaciones de Honduras, S.A. de C.V. (Claro)	-	-	18,225	18225
Switzerland	-	-	-	0
Telecomunicaciones de Guatemala, S.A. (Claro)	-	-	156,424	156,424
Teléfonos de México S.A.B. de C.V. (Telmex & Infinitum)	-	-	705,923	705,923
Telvista Inc.	-	-	-	0
GRAND TOTAL	**140,054**	**0**	**2,800,010**	**2’940,064**

APPENDIX I:

CONNECTIVITY

CONTRY	GSM	UMTS	LTE
Argentina	99.28%	98.53%	98.99%
Austria	99.99%	93.87%	99.19%
Belarus	99.90%	99.90%	0.00%
Brazil	95.44%	96.80%	96.77%
Bulgaria	99.85%	99.37%	99.52%
Chile	90.77%	94.36%	93.39%
Colombia	89.67%	89.96%	88.82%
Costa Rica	90.74%	96.74%	97.98%
Croatia	99.00%	99.00%	98.18%
Dominican Republic	99.00%	99.00%	90.00%
Ecuador	95.95%	85.19%	84.57%
Slovenia	99.90%	-	99.40%
El Salvador	82.10%	97.40%	90.96%
Guatemala	87.51%	91.15%	90.26%
Honduras	73.93%	82.07%	75.66%
North Macedonia	99.76%	99.85%	97.50%
Mexico	95.24%	97.08%	95.18%
Nicaragua	71.66%	79.17%	79.18%
Paraguay	76.86%	81.23%	84.98%
Peru	88.03%	85.30%	85.73%
Puerto Rico	-	96.95%	99.26%
Serbia	99.70%	73.10%	99.30%
Uruguay	99.54%	99.23%	98.74%

TECHNOLOGY	POPULATION COVERED (MILLIONS)	POPULATION COVERED IN UNDERSERVED COMMUNITIES (MILLIONS)
UMTS (3G)	**558.4**	**55.8**
LTE (4G/4.5G)	**548.7**	**52.9**
5G	**232.5**	**4.4**

CONTRY	5G
Argentina	13.26%
Austria	84.01%
Brazil	50.47%
Bulgaria	86.30%
Croatia	94.29%
Colombia	11.71%
Dominican Republic	61.00%
Guatemala	29.82%
North Macedonia	98.48%
Mexico	58.69%
Perú	30.98%
Puerto Rico	91.66%
Slovenia	81.20%
Uruguay	17.27%

APPENDIX J:

ECONOMIC CONTRIBUTION

		DIRECT ECONOMIC VALUE GENERATED	ECONOMIC VALUE DISTRIBUTED	ECONOMIC VALUE RETAINED
2022	Million dollars (USD)	43,499	38,955	4,544
2023	Million dollars (USD)	48,303	43,521	4,782
2024	Million dollars (USD)	42,886	41,524	1,362

APPENDIX K:
HUMAN RESOURCES MAIN POLICIES

América Móvil Code of Ethics. It is the foundation of the Integrity and Compliance Program, establishing the principles and values that govern the conduct of all employees and promoting transparency, integrity, and respect in all company operations.

Human Resources Strategy. Defines the vision and strategic objectives of talent management in América Móvil, ensuring alignment with business needs and promoting the development and well-being of employees.

Labor Rights Policy. Wages, working hours, decent union conditions, mass layoffs, among other issues.

Corporate Policy of Organizational Control. Regulates the organizational structure by establishing clear criteria for assigning responsibilities, hierarchical levels, and internal processes that ensure efficiency and control in talent management.

Job Profile - Corporate Policy. Defines the criteria for creating, updating, and managing job descriptions, ensuring clarity in roles, responsibilities, and competencies required for each position within the company.

Corporate Talent Attraction and Candidate Evaluation Policy. It establishes guidelines for hiring new talent, ensuring objective selection processes that are transparent, unbiased, and aligned with the business's strategic needs.

Corporate Compensation Policy. Regulates salary schemes to ensure competitiveness in the market and internal equity in remuneration based on performance and responsibilities.

Corporate Variable Compensation Policy linked to results. Defines the criteria for allocating incentives and bonuses, ensuring they are aligned with the fulfillment of strategic objectives and individual performance.

Corporate Policy for Communication of Objectives. Establishes the process for defining, communicating, and monitoring organizational objectives.

Corporate Hiring Policy. Regulates hiring processes at all subsidiaries, ensuring that corporate and legal standards are met in the onboarding of new employees.

Corporate Training Policy. Establishes the training and development framework for employees, ensuring that they have the tools and knowledge to improve their performance and grow professionally within the company.

Corporate Policy for Performance Evaluation and Detection of Employees with Potential. Regulates the performance measurement process and identifies employees with high potential, ensuring the development of effective plans.

Corporate Potential Assessment Policy. Defines the criteria and methodologies for identifying and developing employees with enhanced leadership and growth capabilities within the organization.

Corporate Talent Development Policy. Establishes strategies to promote the growth and evolution of employees within the company, aligning professional development with the needs of the business.

Corporate 360 Degree Assessment Policy. It regulates the application of comprehensive performance evaluations, allowing employees to receive feedback from their superiors, peers, and subordinates for their professional development.

Corporate Policy of Social Welfare and Development of the Person. Encourages physical, mental, and social well-being programs for employees, promoting a balance between personal and work life.

Occupational Health and Safety Corporate Policy. Defines guidelines to ensure safe and healthy working conditions, reduce occupational risks, and promote a culture of prevention.

Labor Relations and Trade Union Negotiation Policy. It establishes the principles for managing relationships with trade unions and labor associations, aligning with relevant legal regulations.

Corporate Workplace Climate Policy. Defines strategies to measure and improve the work environment, fostering a positive and motivating organizational culture.

Corporate Policy on Organizational Behavior Indicators. Defines guidelines for measuring and analyzing employee behavior in terms of turnover, promotions, internal mobility, professional development, and other relevant factors. It aims to provide a clear vision of the evolution of talent within the company and support strategic decision-making in human resource management.

Corporate Policy on Social Aspects of Sustainability. It establishes the collection and analysis of demographic and socioeconomic social indicators. This data enables a better understanding of the employees' context, facilitating the development of well-being policies and strategies tailored to their specific needs.

APPENDIX L:

TALENT MANAGEMENT (RECRUITMENT, TURNOVER AND TRAINING)

OUR EMPLOYEES 2024

GRI [2-7]

YEAR	EMPLOYEES
2019	191,523
2020	186,851
2021	181,205
2022	175,867
2023	176,268
2024	178,691[1]

1 For Mexico, there are 76,031 total employees, which represents 75,193 full-time equivalent employees (FTE)

PERCENT OF FULL-TIME EQUIVALENT (FTE) EMPLOYEES

GRI [2-7]

COUNTRY/ REGION	EMPLOYEES	PERCENTAGE
Mexico	75,193[2]	42%
Caribbean	9,777	6%
Europe	17,499	10%
United States	399	0%
Colombia	11,034	5%
Central America	9,966	6%
Andes Region	8,245	4%
South Cone	7,799	4%
Brazil	37,525	21%
TOTAL	**177,435**	**100%**

2 This number includes employees of Telcel, Telmex, Global Hitss Mexico, Sección Amarilla, Telvista, AMX Content and Transfer.

FULL-TIME EQUIVALENT (FTE) EMPLOYEES BY AGE

AGE	PERCENTAGE
Under 30 years old	17%
Between 30 and 50 years old	67%
Over 50 years old	16%

FULL-TIME EQUIVALENT (FTE) EMPLOYEES BY POSITION AND GENDER

POSITION	MEN	WOMEN	TOTAL
Executives	651	176	828
Management	4,626	1,883	6,509
Employees with supervisory authority	10,152	5,242	15,393
Employees without supervisory authority	80,370	47,294	127,664
Basic level[3]	13,905	13,139	27,043
TOTAL	109,703	67,733	177,435

3 Employees within the 5% of the lowest-salary bracket.

EQUIVALENTS OF FULL-TIME EMPLOYEES (FTE) BY COUNTRY OR REGION AND GENDER, BY TYPE OF CONTRACT

GRI [2-7]

COUNTRY/REGION	PERMANENT CONTRACT		TEMPORARY CONTRACT	
	M	W	M	W
Mexico	47,241	27,670	166	116
Brazil	22,087	15,315	91	32
Colombia	6,341	3,697	488	508
South Cone	4,820	2,932	23	25
Andes Region	4,206	3,013	782	244
Central America	6,855	3,110	1	1
United States	211	188	-	-
Caribbean	5,689	4,024	39	25
Europe	10,224	6,407	441	427
TOTAL	**107,673**	**66,355**	**2,031**	**1,378**

FULL-TIME EQUIVALENT (FTE) EMPLOYEES BY POSITION AND GENDER

GRI [2-7]

POSITION	MEN	WOMEN	TOTAL
Executives	651	176	828
Management	4,626	1,883	6,509
Employees with supervisory authority	10,152	5,242	15,393
Employees without supervisory authority	80,370	47,294	127,664
Basic level[1]	13,905	13,139	27,043
TOTAL	**109,703**	**67,733**	**177,435**

1 Employees within the 5% of the lowest-salary bracket.

TOTAL TURNOVER RATE[2]

GRI [401-1]

YEAR	TURNOVER RATE	VOLUNTARY TURNOVER RATE
2019	12.92	4.88
2020	6.11	4.71
2021	11.94	8.86
2022	12.78	10.62
2023	12.16	9.86
2024	11.11	8.81

2 Figures exclude our call centers.

AGE TURNOVER RATE

GRI [401-1]

AGE	TOTAL TURNOVER RATE	VOLUNTARY TURNOVER RATE
Under 30 years old	26.43	23.30
Between 30 and 50 years old	9.97	7.73
Over 50 years old	7.97	5.34

VOLUNTARY TURNOVER RATE BY GENDER

GRI [401-1]

	TOTAL TURNOVER RATE	VOLUNTARY TURNOVER RATE
MEN	11.12	8.83
WOMEN	11.09	8.77

AVERAGE COST OF HIRING EMPLOYEES (FIGURES IN MEXICAN PESOS)[3]

POSITION	MEN	WOMEN
Executives	10,575	10,575
Management		
Employees with supervisory authority		
Employees without supervisory authority		
Basic level		

3 Average cost per full-time equivalent [FTE].

EMPLOYEES HIRED AND PERCENTAGE OF POSITIONS FILLED INTERNALLY

GRI [401-1]

POSITION	NUMBER OF EMPLOYEES HIRED		PERCENTAGE OF POSITIONS FILLED BY INTERNAL CANDIDATES	
	M	W	M	W
Executives	22	5	41%	6%
Management	152	62	35%	18%
Employees with supervisory authority	511	230	39%	27%
Employees without supervisory authority	13,499	10,578	19%	18%
Basic level	4,094	3,828	2%	2%

NEW HIRE EMPLOYEES

GRI [401-1]

	TOTAL NUMBER OF NEWLY HIRED EMPLOYEES	NUMBER OF WOMEN EMPLOYED IN NEW HIRES
2020	11,296	4,009
2021	24,971	11,136
2022	33,277	16,605
2023	30,559	14,435
2024	32,981	14,703

NUMBER OF EMPLOYEES IN SENIOR MANAGEMENT[5]

GRI [405-1]

2019	454
2020	488
2021	793
2022	820
2023	832
2024	828

5 This year, compared to last year, we consider only employees who have an executive role, play a strategic role within an organization, and are two levels away from the CEO.

WORK CULTURE SURVEY - GREAT PLACE TO WORK

In 2023, for the first time in its history, América Móvil received the 'Great Place to Work' Certification, with a score of 76%. This marks a milestone in our commitment to be one of the best employers in the region.

During 2024, several action plans were implemented to address the findings of the GPTW survey, with the aim of further strengthening our work environment and consolidating ourselves as a great place to work.

ORGANIZATIONAL CLIMATE SURVEY FOR EMPLOYEES

PERIOD	% OF PARTICIPATION IN THE SURVEY	DIFF	SCORE	DIFF
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%

YEARLY HOURS OF TRAINING PER EMPLOYEE[8]

GRI [404-1]

2019	35
2020	78
2021	61
2022	52
2023	43
2024	54

8 Average yearly training hours per FTE. The database includes part-time and temporary employees.

AVERAGE TRAINING HOURS BY GENDER AND BY POSITION, PER FTE (FULL-TIME EMPLOYEE)

GRI [404-1]

POSITION	MANDATORY TRAINING		NON-MANDATORY TRAINING	
	M	W	M	W
Executives	19	32	12	13
Management	15	19	10	14
Employees with supervisory authority	28	26	32	41
Employees without supervisory authority	28	33	18	24
Basic level	69	60	15	24
TOTAL AVERAGE	32	37	19	24

FIXED FULL-TIME EMPLOYEES WITH POSITIONS WHO RECEIVED PERFORMANCE APPRAISALS BY REGION AND GENDER[9]

GRI [404-1]

COUNTRY/REGION	MEN	WOMEN	TOTAL EMPLOYEES	% EMPLOYEES
Mexico	34,377	20,608	75,592	73%
Brazil	18,401	14,066	37,525	87%
Colombia	5,873	3,745	11,034	87%
South Cone	4,504	2,850	7,799	94%
Andes Region	3,832	2,842	8,245	81%
Central America	6,359	2,810	9,966	92%
Caribbean	5,277	3,920	9,777	94%
Europe	12,107	8,143	17,499	100%
TOTAL[10]	**90,730**	**58,984**	**177,435**	**84%**

9 In order to expand the scope of the report, the total number of collaborators who received both individual and group appraisals during this year is presented.
10 The total number of employees corresponds to the total population that should have been appraised, while the percentage corresponds to the coverage with respect to the total population.

AVERAGE TRAINING HOURS BY GENDER AND BY AGE, PER FULL-TIME EQUIVALENT EMPLOYEES (FTE)

GRI [404-1]

	MANDATORY TRAINING	NON-MANDATORY TRAINING
Under 30 years old	89	35
Between 30 and 50 years old	26	21
Over 50 years old	23	12
TOTAL	**36**	**22**

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

GRI [404-1]

COUNTRY/REGION	MANDATORY TRAINING		NON-MANDATORY TRAINING	
	M	W	M	W
Mexico	48	50	14	14
Brazil	4	5	6	8
Colombia	45	44	100	149
South Cone	1	1	21	12
Andes Region	22	21	18	19
Central America	28	54	19	14
Caribbean	46	103	28	73
Europe	4	10	21	28
TOTAL	**32**	**37**	**19**	**24**

AVERAGE INVESTMENT IN MANDATORY AND NON-MANDATORY TRAINING BY REGION AND GENDER

COUNTRY/REGION	USD		MXP	
	M	W	M	W
Mexico	80	45	1,621	912
Brazil	147	166	2,979	3,365
Colombia	162	158	3,283	3,202
South Cone	38	41	770	831
Andes Region	106	80	2,148	1,621
Central America	113	128	2,290	2,594
Caribbean	162	211	3,283	4,277
TOTAL AVERAGE	**94**	**87**	**1,905**	**1,763**

INVESTMENT IN TRAINING & DEVELOPMENT (Millions of USD)

2018	30
2019	30
2020	15
2021	16
2022	10
2023	11
2024	15

AVERAGE INVESTMENT IN TRAINING BY GENDER AND FULL-TIME EQUIVALENT (FTE) EMPLOYEE POSITION

	MANDATORY TRAINING				NON-MANDATORY TRAINING			
	USD		MXN		USD		MXN	
Puesto	M	W	M	W	M	W	M	W
Executives	157	172	3,182	3,486	119	188	2,412	3,810
Management	98	149	1,986	3,020	55	76	1,115	1,540
Employees with supervisory authority tt	82	68	1,662	1,378	70	76	1,419	1,540
Employees without supervisory authority	64	65	1,297	1,317	22	23	446	466
Basic level	50	22	1,013	446	19	12	385	243
TOTAL AVERAGE	**67**	**60**	**1,358**	**1,216**	**27**	**27**	**547**	**547**

APPENDIX M:

COMPENSATION AND PAY EQUITY

WOMEN IN THE WORKFORCE[1]

GRI [405-1]

DIVERSITY INDICATORS	PERCENTAGE
Amount of women employed	38%
Women in all managerial positions, including junior, senior, managerial, and executive (executive positions)	32%
Women in senior leadership or junior managerial positions	28%
Women in executive positions	21%
Women in management positions in income-generating roles (commercial roles)	56%
Women in positions related to Science, Technology, Engineering and Mathematics. (STEM)	18%

1 All women are considered employed as part-time and full-time employees.

NUMBER OF WOMEN IN SENIOR MANAGEMENT[2]

GRI [405-1]

2019	79
2020	97
2021	166
2022	178
2023	184
2024	176

2 This year, compared to last year, we consider only employees who hold an executive role, play a strategic role within the organization and are two levels away from the CEO.

NUMBER OF EMPLOYEES IN SENIOR MANAGEMENT[3]

GRI [405-1]

2019	454
2020	488
2021	793
2022	820
2023	832
2024	828

3 This year, compared to last year, we consider only employees who hold an executive role, play a strategic role within the organization and are two levels away from the CEO.

EMPLOYEES BY NATIONALITY

GRI [405-1]

FULL-TIME EMPLOYEES 2023		
NATIONALITY	**TOTAL WORKFORCE PARTICIPATION**	**PARTICIPATION IN ALL MANAGERIAL POSITIONS, INCLUDING MIDDLE AND JUNIOR MANAGEMENT (AS % OF THE 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%**

FULL-TIME EMPLOYEES 2024		
NATIONALITY	**TOTAL WORKFORCE PARTICIPATION**	**PARTICIPATION IN ALL MANAGERIAL POSITIONS, INCLUDING MIDDLE AND JUNIOR MANAGEMENT (AS % OF THE TOTAL WORKFORCE)**
Mexico	42%	39%
South America	36%	40%
Central America	6%	7%
United States	0%	0%
Caribbean	6%	6%
Europe	10%	7%
TOTAL	**100%**	**100%**

EMPLOYEES WITH DISABILITIES

GRI (405-1)

TYPE OF DISABILITY	PERCENTAGE BY TYPE OF DISABILITY
Motor	65%
Hearing	9%
Visual	15%
Intellectual	4%
Visceral	5%
Multiple	3%

AVERAGE YEARS WORKED BY THE COMPANY BY GENDER

	2023	2024
Employed women	8.65	9.14
Employed men	10.36	10.74

REMUNERATION INDICATORS BY GENDER[4]

GRI [405-2]

	ANNUAL BASE SALARY			ANNUAL BASE SALARY + INCENTIVES		
YEAR	**AVERAGE ANNUAL REMUNERATION FOR MALE EMPLOYEES**	**AVERAGE ANNUAL REMUNERATION OF FEMALE EMPLOYEES**	**SALARY PER EMPLOYEE**	**AVERAGE ANNUAL REMUNERATION FOR MALE EMPLOYEES**	**AVERAGE ANNUAL REMUNERATION OF 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
2024 [MXP]	454,921	324,657	404,820	610,495	446,352	547,363
2024 [USD]	22,445	16,018	19,973	30,121	22,022	27,006

4 The scope of this indicator was limited to operations in Claro (Brazil), Claro (Colombia) and Telcel (Mexico), as detailed below:

Claro (Brazil):
- Ratio of women's monthly base salary compared to men in executive positions = 0.66
- Ratio of women's monthly base salary compared to men in managerial positions = 1.04
- Ratio of monthly base salary and remuneration of women compared to men in non-management positions = 0.69
- Ratio of annual base salary plus incentives for women compared to men in executive positions = 0.63
- Ratio of annual base salary plus incentives for women compared to men in management positions = 1.06
- Ratio of annual base salary plus incentives for women compared to men in non-management positions = 0.71

Claro (Colombia):
- Ratio of women's monthly base salary compared to men in executive positions = 0.68
- Ratio of women's monthly base salary compared to men in managerial positions = 0.89
- Ratio of monthly base salary and remuneration of women compared to men in non-management positions = 0.80
- Ratio of annual base salary plus incentives for women compared to men in executive positions = 0.68
- Ratio of annual base salary plus incentives for women compared to men in management positions = 0.90
- Ratio of annual base salary plus incentives for women compared to men in non-management positions = 0.87

Telcel (Mexico):
- Ratio of women's monthly base salary compared to men in executive positions = 0.79
- Ratio of women's monthly base salary compared to men in managerial positions = 0.99
- Ratio of monthly base salary and remuneration of women compared to men in non-management positions = 0.88
- Ratio of annual base salary plus incentives for women compared to men in executive positions = 0.77
- Ratio of annual base salary plus incentives for women compared to men in management positions = 1.00
- Ratio of annual base salary plus incentives for women compared to men in non-management positions = 0.89

RATIO OF THE SALARY OF WOMEN AND MEN IN EXECUTIVE, MANAGERIAL AND NON-MANAGERIAL POSITIONS 2024

GRI [405-2]

PRESSURE	RATIO OF SALARY OF WOMEN AND MEN:	MONTHLY	ANNUAL
TELCEL	Executive Positions	0.79	0.77
	Managerial Positions	0.99	1.00
	Non-managerial Positions	0.88	0.89
	Total	**0.84**	**0.84**
COLOMBIA	Executive Positions	0.68	0.68
	Managerial Positions	0.89	0.90
	Non-managerial Positions	0.80	0.87
	Total	**0.75**	**0.83**
BRAZIL	Executive Positions	0.66	0.63
	Managerial Positions	1.04	1.06
	Non-managerial Positions	0.69	0.71
	Total	**0.65**	**0.65**

RATIO OF FEMALE TO MALE SALARY BY EMPLOYEE LEVEL

GRI [405-2]

EMPLOYEE LEVEL[5]	AVERAGE SALARY FOR WOMEN (MXN)	AVERAGE MALE SALARY (MXN)	%
Executive level (base salary only)	2,087,527.68	2,426,654.16	0.86
Executive level (base salary + other cash incentives)	3,288,438.16	4,070,765.69	0.81
Management level (base salary only)	811,306.56	839,182.68	0.97
Executive level (base salary + other cash incentives)	1,158,701.86	1,182,653.80	0.98
Non-management level (base salary only)	306,575.76	426,438.24	0.72
Non-management level (base salary + other cash incentives)	419,221.56	564,997.52	0.74

*** In the case of Telcel, the executive position category does not include certain senior executives in order to avoid bias in the statistical representation of that category**

5 The figure excludes the CEO's salary.

APPENDIX N:

ESLG-LINKED INCENTIVES

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

	TELEKOM AUSTRIA GROUP	EUROTELESITES	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.	CEO, CFO, CEOs in all subsidiaries and CFO in one subsidiary	Sustainability Director (CSO), Technology Director, Human Resources Director, Commercial / Customer Experience Director, Sustainability Manager, Health & Safety and Environmental Manager, 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	Yes
Second level management	-	-	Yes	-
MANAGERS	Yes	-	Yes	-
Other employees	-	-	Yes	-
Type of incentive	Bonus as % of salary, shares, non-monetary reward (public recognition).	Bonus as % of salary.	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	Some within the short and long-term plan	Within the short-term plan
Topics covered	Progress towards environmental target, achievement of climate transition plan, 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.	Compliance with the zero fatalities goals, reduction of accidents, renewable energy, minimizing carbon footprint, supply chain due diligence.	Decarbonization trajectory for the carbon neutral goal, renewable energy, fuel efficiency, supplier training (code of ethics, anti-corruption policies, carbon footprint), cero employee fatalities, performance evaluation, digital divide, NPS, due diligence.	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 ESLG incentive implementation	2020	2024	2021	2023

APPENDIX O:

OCCUPATIONAL HEALTH AND SAFETY

EMPLOYEE FATALITIES

GRI [403-9]

YEAR	NUMBER OF FATALITIES
2018	5
2019	1
2020	2
2021	3
2022	2
2023	4
2024	7

OPERATION	FATALITIES
Ecuador	1
Telmex	5
Bulgaria	1

Fatality Details

In 2024, we regrettably recorded fatalities in three operations: Ecuador, Telmex (Mexico), and Bulgaria. This underscores the urgent need to enhance our security and prevention measures.

In Ecuador, an employee working as a door-to-door salesman tragically fell victim to a street robbery while on duty. After bravely resisting the theft, he sustained injuries from a sharp object, resulting in severe bleeding. Despite immediate medical attention, he sadly succumbed to his injuries. This incident emphasizes the critical importance of implementing improved personal safety measures for field activities, particularly in high-risk areas.

In Telmex, Mexico, five fatalities occurred in connection with hazardous working conditions. These incidents included injuries from falling utility poles, falls at various heights, and firearm assaults. They revealed significant deficiencies in risk management related to work at height, safety procedures in the field, and exposure to uncontrolled external threats. As a response, we have strengthened our safety training programs, intensified site inspections, and instituted stricter protocols for risk assessment.

In Telekom Bulgaria, a single fatality was reported, and an investigation into the incident has recently been completed. This has allowed us to derive important lessons aimed at enhancing the preventive culture in the region.

These tragic events share a common theme: the critical need to uphold and enforce safety protocols, even in environments that appear to have adequate controls in place. The actions taken in response have focused on improving staff training, updating procedures, and enhancing supervision and risk identification in the workplace. This reaffirms our commitment to continuously improving safety standards across all our operations.

FATALITIES BY GENDER AND REGION

GRI [403-9]

COUNTRY/ REGION	2019		2020		2021		2022		2023		2024	
	M	W	M	W	M	W	M	W	M	W	M	W
Mexico	1	-	1	-	1	-	1	-	2	-	5	-
Brazil	-	-	-	-	1	-	-	-	-	-	-	-
Colombia	-	-	-	-	-	-	-	-	1	-	-	-
South Cone	-	-	-	-	-	-	-	-	-	-	-	-
Andes Region	-	-	-	-	-	-	1	-	-	-	1	-
Central America	-	-	1	-	-	-	-	-	-	-	-	-
Caribbean	-	-	-	-	1	-	-	-	-	-	-	-
Europe	-	-	-	-	-	-	-	-	1	-	1	-
TOTAL	**1**		**2**		**3**		**2**		**4**		**7**	

LOST TIME INJURY RATE[1]

GRI [403-9]

COUNTRY/ REGION	2019	2020	2021			2022			2023			2024		
	TOTAL	TOTAL	M	W	TOTAL	M	W	TOTAL	M	W	TOTAL	M	W	TOTAL
TOTAL	1.65	0.99	1.03	0.71	0.91	1.09	0.71	0.94	1.76	1.71	1.74	1.06	0.92	1.01

1 Frequency rate of injuries with lost time based on 200,000 hours worked.

RECORDABLE WORKPLACE ACCIDENT RATE[2]

GRI [403-9]

COUNTRY/ REGION	2019	2020	2021			2022			2023			2024		
	TOTAL	TOTAL	M	W	TOTAL	M	W	TOTAL	M	W	TOTAL	M	W	TOTAL
TOTAL	1.69	1.01	1.07	0.76	0.95	1.02	0.61	0.86	1.69	1.46	1.60	1.01	0.81	0.93

2 Workplace accident rate based on 200,000 hours worked.

APPENDIX P:

OPERATIONS THAT ARE ISO 45001 COMPLIANT IN 2024

ISO 45001 OPERATIONS

GRI [403-1]

COUNTRY	OPERATIONS
Argentina	Claro Argentina
Paraguay	Claro Paraguay
Uruguay	Claro Uruguay
Austria	A1 Austria
Belarus	A1 Belarus
Bulgaria	A1 Bulgaria
Croatia	A1 Croatia
Macedonia	A1 Macedonia
Serbia	A1 Serbia
Slovenia	A1 Slovenia
Colombia	Claro Colombia
Ecuador	Claro Ecuador
Guatemala	Claro Guatemala
Costa Rica	Claro Costa Rica
Honduras	Claro Honduras
El Salvador	Claro El Salvador
Nicaragua	Claro Nicaragua
Telcel	Telcel México
Telmex	Telmex México
Global HITSS	Global HITSS
AMCO	AMX Contenido (AMCO)
Peru	América Móvil Perú
Puerto Rico	Claro Puerto Rico
Total number of operations with ISO 45001 certifications	**23 Operations**

APPENDIX Q:

TAX PAYMENT

GRI [207-4]

In 2024, América Móvil recorded accrued taxes in the amount of $29.832 billion Mexican pesos. This amount corresponds to an effective rate of 47.48% with respect to our consolidated income.

In 2023, América Móvil recorded accrued taxes in the amount of $34.544 billion Mexican pesos. This amount corresponds to an effective rate of 29.95% with respect to our consolidated revenues.

The rise in the effective tax rate for the year 2024 was primarily attributable to inflationary effects in Mexico and Argentina, which impose income tax. Another contributing factor is the non-deductible expenses, predominantly attributable to workers' pensions, and a decline in consolidated accounting profit resulting from the loss due to exchange rate fluctuations compared to the year 2023.

FOR MORE INFORMATION ON OUR TAX POLICY, PLEASE VISIT THE AMÉRICA MÓVIL CORPORATE WEBSITE: AMERICAMOVIL.COM

Taxes paid, per country 2023

TAX JURISDICTION	TOTAL REVENUE	ACCOUNTING PROFIT (LOSS) BEFORE INCOME TAX FOR THE DECLARED FISCAL YEAR	ACTUALLY PAID INCOME TAX	ACCRUED INCOME TAX	NUMBER OF EMPLOYEES OF THE PRESENTED FISCAL YEAR
Argentina	29,896,738,352	-8,089,369,063	154,301,011	160,770,108	3,551
Austria	52,558,257,765	8,391,743,651	1,472,016,526	1,589,978,535	10,444
Belarus	9,044,956,000	2,740,613,000	126,443,518	814,251,000	2,182
Brazil	188,154,359,141	8,591,292,467	1,427,625,301	1,015,658,742	33,237
Bulgaria	14,090,485,000	3,604,178,000	340,255,733	362,713,000	99
Chile	25,186,527,037	-11,078,160,162	644,441	124,395	-
Colombia	65,375,466,498	7,244,836,827	2,462,935,805	1,169,638,237	10,516
Costa Rica	5,600,090,669	-40,909,914	11,688,118	-	884
Croatia	9,903,936,000	1,507,077,000	126,443,518	357,798,000	1,880
Dominican Republic	24,122,821,732	7,117,940,251	1,633,875,073	1,757,327,213	7,672
Ecuador	18,889,098,283	3,845,623,214	1,164,924,350	1,152,324,493	3,048
El Salvador	10,131,417,484	1,356,834,050	347,060,197	326,469,915	2,107
Germany	687,842,000	-200,599,000	1,286,264	-	33
Guatemala	21,803,882,388	3,920,819,458	782,389,451	781,663,501	3,764
Honduras	3,357,761,251	656,220,814	171,157,015	205,556,403	1,067
Macedonia	2,877,213,000	273,213,000	23,703,314	42,314,000	788
Mexico	726,049,630,505	63,083,057,261	33,722,995,695	30,609,946,915	71,858
Netherlands	53,807,270,558	14,445,825,339	2,189,733,145	2,993,691,620	-
Nicaragua	6,505,183,443	1,178,782,452	461,193,230	579,457,187	1,823
Paraguay	2,486,011,438	-909,864,878	1,288,406	133,836	468

TAX JURISDICTION	TOTAL REVENUE	ACCOUNTING PROFIT (LOSS) BEFORE INCOME TAX FOR THE DECLARED FISCAL YEAR	ACTUALLY PAID INCOME TAX	ACCRUED INCOME TAX	NUMBER OF EMPLOYEES OF THE PRESENTED FISCAL YEAR
Peru	38,018,567,679	6,636,709,207	2,312,580,761	2,312,447,863	3,844
Puerto Rico	19,115,594,943	-2,498,479,236	-	171,157,922	2,376
Republic of Serbia	7,214,793,000	1,091,521,000	247,000,214	188,916,000	1,572
Slovenia	4,520,851,000	-146,903,000	6,901,526	10,107,000	635
Spain	324,067,525	4,981,708	-	1,237,252	17
United States of America	7,626,453,640	4,208,872,794	677,432,291	125,776,640	234
Uruguay	1,704,643,968	-82,098,477	-	-	254
Switzerland	256,977,330	-28,218,511	334,687	21,789	31
Hungary	19,893,822	1,024,209	382,439	86,785	-
Slovakia	6,511,315	482,731	-	172,963	-
Romania	15,190,908	2,182,335	1,449,128	552,659	-
Turkey	19,820,249	-2,605,101	840,031	1,821,666	-
Poland	1,632,034	-184,510	14,476	9,201	-
Italy	6,222,323	950,624	581,153	0	-
Czech Republic	8,271,090	666,279	634,388	262,064	-
Bosnia and Herzegovina	6,146,366	404,212	139,020	40,421	-
United Kingdom of Great Britain and Northern Ireland	7,011,545	314,082	166,042	98,916	-
U.S. Virgin Islands	-	-	-	-	-
Canada	-	-43,420	-	-	-
Panama	-	-	-	-	-
Total	**1,349,401,597,281**	**116,828,730,693**	**49,870,416,267**	**46,732,526,241**	**164,384**

APPENDIX R:

TAX ORGANIZATIONAL STRUCTURE

GRI [207-4]

LEGAL STRUCTURE | COMPANY NAME	GEOGRAPHICAL LOCATION	MAIN ACTIVITY
AMX ARGENTINA S.A.	Argentina	Provision of services to independent third-parties
ERTACH S.A.	Argentina	Provision of services to independent third-parties
IDEAS MUSICALES S.A.	Argentina	Provision of services to independent third-parties
MIXPLAY S.A.	Argentina	Provision of services to independent third-parties
OPM ARGENTINA S.A.	Argentina	Other
TELMEX ARGENTINA S.A.	Argentina	Provision of services to independent third-parties
TELEKOM AUSTRIA AG	Austria	Administration, management or support services
A1 TELEKOM AUSTRIA AG	Austria	Provision of services to independent third-parties
CABLE RUNNER AUSTRIA GMBH & CO KG	Austria	Provision of services to independent third-parties
CABLE RUNNER AUSTRIA GMBH VIENNA	Austria	Provision of services to independent third-parties
KROATIEN BETEILIGUNGSVERWALTUNG GMBH	Austria	Shareholder
A1 DIGITAL INTERNATIONAL GMBH	Austria	Provision of services to independent third-parties
A1 DIGITAL DEUTSCHLAND GMBH	Germany	Provision of services to independent third-parties
INVENIUM DATA INSIGHTS GMBH	Austria	Provision of services to independent third-parties
TELEKOM FINANZMANAGEMENT GMBH	Austria	Internal finances of the group
TELEKOM AUSTRIA PERSONALMANAGEMENT GMBH	Austria	Provision of services to independent third-parties
A1 BULGARIA EAD	Bulgaria	Provision of services to independent third-parties
JETSTREAM GERMANY GMBH	Germany	Provision of services to independent third-parties
A1 OPEN FIBER GMBH	Austria	Provision of services to independent third-parties
A1 HRVATSKA D.O.O.	Croatia	Provision of services to independent third-parties
A1 TOWERS D.O.O.	Croatia	Other
MOBILKOM BETEILINGUNS GMBH	Austria	Shareholder
WEDIFY GMBH	Austria	Other
MOBILKOM CEE BETEILIGUNGSVERWALTUNG GMBH	Austria	Shareholder
A1 TOWERS INFRASTRUCTURE D.O.O.	Serbia	Other
A1 MACEDONIA DOOEL	Macedonia	Provision of services to independent third-parties
LEANWORX DOOEL	Macedonia	Other

LEGAL STRUCTURE | COMPANY NAME	GEOGRAPHICAL LOCATION	MAIN ACTIVITY
MOBILKOM BELARUS BETEILIGUNSVERWALTUNG GMBH	Austria	Shareholder
UNITARY ENTERPRISE A1 CONTENT	Belarus	Provision of services to independent third-parties
MK LOGISTK GMBH	Austria	Other
UNITARY ENTERPRISE TA ENGINEERING	Belarus	Provision of services to independent third-parties
PAYBOX SERVICE GMBH	Austria	Provision of services to independent third-parties
A1 TOWERS BULGARIA EOOD	Bulgaria	Other
STEMO EOOD	Bulgaria	Other
A1 ICT SERVICES	Belarus	Other
WORLD DIRECT EBUSINESS SOLUTIONS GMBH	Austria	Provision of services to independent third-parties
CLARO S.A.	Brazil	Provision of services to independent third-parties
EMBRATEL TVSAT TELECOMUNICACOES LTDA.	Brazil	Provision of services to independent third-parties
HITSS DO BRASIL SERVICOS TECNOLOGICOS LTDA.	Brazil	Provision of services to independent third-parties
CLARO CHILE S.A.	Chile	Provision of services to independent third-parties
CLARO COMUNICACIONES SPA	Chile	Provision of services to independent third-parties
OPERADORA DE PAGOS MOBILES DE COLOMBIA S.A.S.	Colombia	Provision of services to independent third-parties
COMUNICACION CELULAR S.A.	Colombia	Provision of services to independent third-parties
HITSS COLOMBIA S.A.S.	Colombia	Provision of services to independent third-parties
IDEAS MUSICALES DE COLOMBIA S.A.S.	Colombia	Provision of services to independent third-parties
CLARO CR TELECOMUNICACIONES S.A.	Costa Rica	Provision of services to independent third-parties
CONSORCIO ECUATORIANO DE TELECOMUNICACIONES S.A.	Ecuador	Provision of services to independent third-parties
HITSS ECUADOR S.A.	Ecuador	Other
COMPAÑIA DE TELECOMUNICACIONES DE EL SALVADOR S.A. DE C.V.	El Salvador	Provision of services to independent third-parties
CTE TELECOM PERSONAL S.A. DE C.V.	El Salvador	Provision of services to independent third-parties
PUBLITEL S.A. DE C.V.	El Salvador	Provision of services to independent third-parties
TELECOMODA S.A. DE C.V.	El Salvador	Provision of services to independent third-parties
SERVICIOS LABORALES S.A. DE C.V.	El Salvador	Provision of services to independent third-parties
CLARO ENTERPRISE SOLUTIONS S.L.U.	Spain	Provision of services to independent third-parties
TELECOMUNICACIONES DE GUATEMALA S.A.	Guatemala	Provision of services to independent third-parties
OPERADORA LABORAL S.A. DE C.V.	Guatemala	Provision of services to independent third-parties
CABLENET S.A.	Guatemala	Provision of services to independent third-parties
CLARO GUATEMALA S.A.	Guatemala	Provision of services to independent third-parties
AMERICA MOVIL B.V.	Netherlands	Shareholder
AMOV FINANCE B.V.	Netherlands	Internal finances of the group
SERVICIOS DE COMUNICACIONES DE HONDURAS S.A. DE C.V.	Honduras	Provision of services to independent third-parties
EMPRESA NICARAGUENSE DE TELECOMUNICACIONES S.A.	Nicaragua	Provision of services to independent third-parties
SERVICIOS DIVERSOS DE RECURSOS HUMANOS S.A.	Nicaragua	Provision of services to independent third-parties

LEGAL STRUCTURE | COMPANY NAME	GEOGRAPHICAL LOCATION	MAIN ACTIVITY
OLO DEL PERU S.A.C.	Peru	Provision of services to independent third-parties
HITSS PERU S.A.C.	Peru	Provision of services to independent third-parties
PUERTO RICO TELEPHONE COMPANY INC.	Puerto Rico	Administration, management or support services
COMPAÑIA DOMINICANA DE TELEFONOS S.A.	Dominican Republic	Provision of services to independent third-parties
OPERADORA DE PROCESAMIENTO DE INFORMACION Y TELEFONIA S.A.S.	Dominican Republic	Provision of services to independent third-parties
AM WIRELESS URUGUAY S.A.	Uruguay	Provision of services to independent third-parties
TELSTAR S.A.	Uruguay	Provision of services to independent third-parties
IMUSICA LLC	United States of America	Other
CLARO ENTERPRISE SOLUTIONS LLC	United States of America	Provision of services to independent third-parties
TELVISTA INC	United States of America	Shareholder
LATAM TELECOMUNICATIONS LLC	United States of America	Provision of services to independent third-parties
CLARO VIDEO LLC	United States of America	Provision of services to independent third-parties
HITSS INC	United States of America	Provision of services to independent third-parties
360 HQ S.A. DE C.V.	Mexico	Provision of services to independent third-parties
AEROFRISCO S.A. DE C.V.	Mexico	Other
ALQUILADORA DE CASAS S.A. DE C.V.	Mexico	Provision of services to independent third-parties
A1 SLOVENIJA D.D.	Slovenia	Provision of services to independent third-parties
A1 TOWERS D.O.O. SLOVENIA	Slovenia	Other
SB TELECOM LTD	Slovenia	Shareholder
AM LATIN AMERICA S.A. DE C.V.	Mexico	Shareholder
AMATECH S.A. DE C.V.	Mexico	Provision of services to independent third-parties
AMERICA MOVIL S.A.B. DE C.V.	Mexico	Shareholder
AMOV CANADA S.A. DE C.V.	Mexico	Shareholder
AMOV COLOMBIA S.A. DE C.V.	Mexico	Shareholder
AMOV I S.A. DE C.V.	Mexico	Shareholder
AMOV IV S.A. DE C.V.	Mexico	Shareholder
AMOVECUADOR S.A.	Mexico	Shareholder
AMX CONTENIDO S.A. DE C.V.	Mexico	Provision of services to independent third-parties
AMX ECUADOR S.A. DE C.V.	Mexico	Shareholder
AMX INTERNATIONAL MOBILE S.A. DE C.V.	Mexico	Provision of services to independent third-parties
AMX NICARAGUA S.A. DE C.V.	Mexico	Shareholder
AMX TENEDORA S.A. DE C.V.	Mexico	Shareholder
AMX USA HOLDING S.A. DE C.V.	Mexico	Shareholder
ANUNCIOS DE DIRECTORIOS S.A. DE C.V.	Mexico	Other
CGTEL S.A.P.I.	Mexico	Shareholder
CLARO TV S.A. DE C.V.	Mexico	Other
COMERTEL ARGOS S.A. DE C.V.	Mexico	Administration, management or support services

LEGAL STRUCTURE | COMPANY NAME	GEOGRAPHICAL LOCATION	MAIN ACTIVITY
COMPAÑIA DE TELEFONOS Y BIENES RAICES S.A. DE C.V.	Mexico	Provision of services to independent third-parties
CONSTRUCCIONES Y CANALIZACIONES S.A. DE C.V.	Mexico	Other
CONTROLADORA DE SERVICIOS DE COMUNICACIONES TMX S.A. DE C.V.	Mexico	Shareholder
CONTROLADORA DE SERVICIOS EN TELECOMUNICACIONES S.A. DE C.V.	Mexico	Other
DUONO S.A. DE C.V.	Mexico	Provision of services to independent third-parties
EMPRESA DE LIMPIEZA MEXICANA S.A. DE C.V.	Mexico	Administration, management or support services
EMPRESA DE SERVICIOS Y SOPORTE INTEGRAL GC S.A.P.I. DE C.V.	Mexico	Shareholder
EMPRESAS Y CONTROLES EN COMUNICACIONES S.A. DE C.V.	Mexico	Shareholder
ENITEL DE NICARAGUA S.A. DE C.V.	Mexico	Shareholder
FUERZA Y CLIMA S.A. DE C.V.	Mexico	Other
GRUPO TECNICO DE ADMINISTRACION S.A. DE C.V.	Mexico	Administration, management or support services
GRUPO TELVISTA S.A. DE C.V.	Mexico	Provision of services to independent third-parties
HITSS SOLUTIONS S.A. DE C.V.	Mexico	Shareholder
IDEAS MUSICALES SERVICIOS INTERACTIVIDAD Y COMUNIDAD AUDIOVISUALES S.A. DE C.V.	Mexico	Other
IMPULSORA MEXICANA DE ENERGIA S.A. DE C.V.	Mexico	Internal finances of the group
IMPULSORA MEXICANA DE TELECOMUNICACIONES S.A. DE C.V.	Mexico	Other
INMOBILIARIA EL RECUERDO S.A. DE C.V.	Mexico	Other
INMOBILIARIA LAS TRUFAS S.A. DE C.V.	Mexico	Other
INMUEBLES MADAG S.A. DE C.V.	Mexico	Other
INSTITUTO TECNOLOGICO DE TELEFONOS DE MEXICO S.C.	Mexico	Other
OPERADORA MERCANTIL ADMINISTRACION Y SOPORTE INTEGRAL S.A. DE C.V.	Mexico	Administration, management or support services
OPERADORA DE PAGOS MOVILES DE MEXICO S.A. DE C.V.	Mexico	Other
RADIOMOVIL DIPSA S.A. DE C.V.	Mexico	Purchases or supplies Internal Finances of the Group Shareholder Other
RED NACIONAL ULTIMA MILLA S.A.P.I. DE C.V.	Mexico	Provision of services to independent third-parties
RED ULTIMA MILLA DEL NOROESTE S.A.P.I. DE C.V.	Mexico	Provision of services to independent third-parties
SCITUM S.A. DE C.V.	Mexico	Provision of services to independent third-parties Other
SERCOTEL S.A. DE C.V.	Mexico	Shareholder
SOPORTE DE SERVICIOS INTEGRADOS LATAM S.A. DE C.V.	Mexico	Other
TECMARKETING S.A. DE C.V.	Mexico	Other
TEINTL S.A. DE C.V.	Mexico	Owner or manager of intellectual property
TELECONSTRUCTORA S.A. DE C.V.	Mexico	Other
TELEFONOS DE MEXICO S.A.B. DE C.V.	Mexico	Provision of services to independent third-parties
TELEFONOS DEL NOROESTE S.A. DE C.V.	Mexico	Provision of services to independent third-parties
TENEDORA TELPRI S.A. DE C.V.	Mexico	Internal Finances of the Group Shareholder
TRIARA.COM S.A. DE C.V.	Mexico	Provision of services to independent third-parties
UNINET S.A. DE C.V.	Mexico	Provision of services to independent third-parties
WIDCOMBE S.A. DE C.V.	Mexico	Shareholder

LEGAL STRUCTURE | COMPANY NAME	GEOGRAPHICAL LOCATION	MAIN ACTIVITY
A1 TOWERS HOLDING GMBH	Austria	Other
AKENES S.A.	Switzerland	Provision of services to independent third-parties
JETSTREAM HUNGARY KFT	Hungary	Provision of services to independent third-parties
JETSTREAM SLOVAKIA S.R.O.	Slovakia	Provision of services to independent third-parties
JETSTREAM RO SRL	Romania	Provision of services to independent third-parties
JETSTREAM TR TELEKOM&UUML;NIKASYON HIZMETLERI VE TICARET LIMITED SIRKETI	Turkey	Provision of services to independent third-parties
JETSTREAM SWITZERLAND GMBH	Switzerland	Provision of services to independent third-parties
JETSTREAM POLAND SPOLKA Z ORGANICZONA ODOPOWIEDZIALNOSCIA	Poland	Provision of services to independent third-parties
JETSTREAM ITALY S.R.L.	Italy	Provision of services to independent third-parties
TA CZ SITE S.R.O.	Czech Republic	Provision of services to independent third-parties
JETSTREAM BH DOO DRUSTVO ZA TELEKOMUNIKACIJE BOS HERZEGOV	Bosnia and Herzegovina	Provision of services to independent third-parties
JETSTREAM ENGLAND LTD	United Kingdom of Great Britain and Northern Ireland	Provision of services to independent third-parties
METRORED HOLDINGS S.A.	Argentina	Owner or manager of intellectual property
U.T.E. ERTACH S.A. Y TELECOM ARGENTINA S.A.	Argentina	Provision of services to independent third-parties
CANAL + AUSTRIA GMBH VIENNA	Austria	Without activity
A1NOW TV GMBH	Austria	Without activity
MOBILKOM BULGARIEN BETEILIGUNGSVERWALTUNG GMBH	Austria	Shareholder
MOBILKOM MAZEDONIEN BETEILIGUNGSVERWALTUNGS GMBH	Austria	Shareholder
A1 TOWERS AUSTRIA GMBH	Austria	Other
A1 TOWERS CROATIA HOLDING GMBH	Austria	Provision of services to independent third-parties
A1 TOWERS SLOVENIA HOLDING GMBH	Austria	Shareholder
A1 TOWERS BULGARIA HOLDING GMBH	Austria	Shareholder
A1 TOWERS MACEDONIA HOLDING GMBH	Austria	Shareholder
UNITARY ENTERPRISE SOLAR INVEST	Belarus	Provision of services to independent third-parties
ASDRUBAL FINANCE LTD	U.S. Virgin Islands	Without activity
INGENIAL LIMITED	U.S. Virgin Islands	Without activity
TELGLOBE FINANCIAL HOLDINGS CORP.	U.S. Virgin Islands	Without activity
AMERICEL S.A.	Brazil	Provision of services to independent third-parties
BRASIL CENTER COMUNICACOES LTDA	Brazil	Provision of services to independent third-parties
CLARO NXT TELECOMUNICACOES LTDA	Brazil	Provision of services to independent third-parties
CLARO PAY S.A.	Brazil	Provision of services to independent third-parties
CLARO TELECOM PARTICIPACOES S.A.	Brazil	Shareholder
EG PARTICIPACOES S.A.	Brazil	Shareholder
REYC COMERCIO E PARTICIPACOES LTDA	Brazil	Purchases or Procurement
SUNBIRD PARTICIPACOES LTDA	Brazil	Provision of services to independent third-parties
SUNBIRD TELECOMUNICACOES LTDA	Brazil	Provision of services to independent third-parties
TELMEX DO BRASIL LTDA	Brazil	Provision of services to independent third-parties

LEGAL STRUCTURE | COMPANY NAME	GEOGRAPHICAL LOCATION	MAIN ACTIVITY
TELMEX SOLUTIONS TELECOMUNICACOES LTDA	Brazil	Provision of services to independent third-parties
CLARO PAY HOLDING S.A.	Brazil	Provision of services to independent third-parties
APRIMIS EOOD	Bulgaria	Provision of services to independent third-parties
CABLETEL PRIMA AD	Bulgaria	Provision of services to independent third-parties
CES TECHNOLOGY SOLUTIONS LTD	Canada	Without activity
CLARO HOLDING S.A.	Chile	Shareholder
INFRACEL S.A. E.S.P.	Colombia	Provision of services to independent third-parties
AMOV INTERNATIONAL TELESERVICES S.A.S.	Dominican Republic	Provision of services to independent third-parties
TELECOM PUBLICAR DIRECTORIOS S.A. DE C.V.	El Salvador	Provision of services to independent third-parties
COMPAÑIA DE RELACIONES LABORALES S.A.	Honduras	Provision of services to independent third-parties
ESCUCHA (HONDURAS) S.A. DE C.V.	Honduras	Provision of services to independent third-parties
TELECOSMOS DE HONDURAS S.A. DE C.V.	Honduras	Provision of services to independent third-parties
A1 TOWER DOOEL	Macedonia	Provision of services to independent third-parties
TELEMEDIA DOOEL	Macedonia	Provision of services to independent third-parties
AMX WELLINGTON GARDENS S.A. DE C.V.	Mexico	Internal Finances of the Group Shareholder
PROCESADORA DE PAGOS MOBILES S.A. DE C.V.	Mexico	Owner or manager of intellectual property
REDES DE INFORMACION Y EDUCACION DEL SIGLO XXI S.A. DE C.V.	Mexico	Sales, Marketing or Distribution
SERVICIOS DE TELECOMUNICACIONES ULTIMA MILLA S.A. DE C.V.	Mexico	Provision of services to independent third-parties
GUATEMALA CELULAR HOLDINGS B.V.	Netherlands	Shareholder
OLYMPIC PLAZA HOLDINGS N.V.	Netherlands	Internal finances of the group
CABLENET S.A.	Nicaragua	Provision of services to independent third-parties
SOCIEDAD INFORMATICA Y TECNOLOGIA DE NICARAGUA S.A.	Nicaragua	Without activity
INGENIERIA DE TELEFONOS Y COMUNICACIONES S.A.	Nicaragua	Without activity
MULTICARRIER S.A.	Nicaragua	Without activity
MENSAJERO ELECTRONICO S.A.	Nicaragua	Without activity
ESTESA HOLDING CORP	Panama	Without activity
TELECOMUNICACIONES DE PUERTO RICO INC	Puerto Rico	Owner or manager of intellectual property
A1 SRBIJA D.O.O.	Republic of Serbia	Provision of services to independent third-parties
STUDIO PROTEUS D.O.O.	Slovenia	Provision of services to independent third-parties
WIENER BORSE AG	Austria	Provision of services to independent third-parties
FINTEL HOLDINGS LLC	United States of America	Shareholder
INTERNET HOLDING LLC	United States of America	Shareholder
MCCAW INTERNATIONAL (BRAZIL) LLC	United States of America	Owner or manager of intellectual property
RIVOLI REINSURANCE COMPANY	United States of America	Insurance
TECHNOLOGY AND INTERNET HOLDING CO	United States of America	Shareholder
TELMEX HOLDINGS INC	United States of America	Shareholder
TELMEX VENTURE USA INC	United States of America	Shareholder

LEGAL STRUCTURE | COMPANY NAME	GEOGRAPHICAL LOCATION	MAIN ACTIVITY
FLYMAY S.A.	Uruguay	Provision of services to independent third-parties
VTR COMUNICACIONES SPA	Chile	Other
VTR.COM SPA	Chile	Other
VTR GLOBAL CARRIER SPA	Chile	Provision of services to independent third-parties
VTR INGENIERIA SPA	Chile	Other
VTR MOVIL SPA	Chile	Provision of services to independent third-parties
MAS VENTA SPA	Chile	Sales, Marketing or Distribution
JONAVA	Brazil	Shareholder
USTORE	Brazil	Shareholder
CLARO NXT TELECOMUNICACOES DE LONGA DISTANCIA LTDA	Brazil	Provision of services to independent third-parties
A1 TOWERS SERBIA HOLDING GMBH	Austria	Shareholder
PAYBOX BANK AG	Austria	Provision of services to independent third-parties. Regulated Financial Services
ESTACIONES TERRENAS DE SATELITE S.A.	Nicaragua	Provision of services to independent third-parties
OPERADORA DE PAGOS MOVILES PARAGUAY S.A.	Paraguay	Other
AMX PARAGUAY S.A.	Paraguay	Provision of services to independent third-parties
AMERICA MOVIL PERU S.A.C.	Peru	Provision of services to independent third-parties
Amx Paraguay, S.A.	Paraguay	Provision of services to unrelated 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.	Peru	Provision of services to unrelated parties
Amx Torres Perú, S.A.C.	Peru	Inactive
Hitss Perú, S.A.C.	Peru	Other. Service provision
Olo del Perú S.A.C.	Peru	Provision of services to unrelated parties
TVS Wireless S.A.C.	Peru	Provision of services to unrelated parties
Jetstream Poland Spolka Z Ograniczona Odopowiedzialnoscia	Poland	Infrastructure leasing
Coquinet Corporation	Puerto Rico	Provision of services to unrelated parties
Puerto Rico Telephone Company, Inc.	Puerto Rico	Provision of services to unrelated parties
Telecomunicaciones de Puerto Rico, Inc.	Puerto Rico	Holder of shares or other instruments
Sites Puerto Rico LLC	Puerto Rico	Inactive
Jetstream England Limited	United Kingdom	Infrastructure leasing
Ta CZ Site S.R.O.	Czech Republic	Infrastructure leasing
Amov International Teleservices, S.A.S.	Dominican Republic	Provision of services to unrelated parties
Compañía Dominicana de Telefonos, S.A.	Dominican Republic	Provision of services to unrelated parties
Operaciones de Procesamiento de Información y Telefonia, S.A.S.	Dominican Republic	Administration, management or support services
Jetstream Ro SRL	Romania	Infrastructure leasing
A1 Srbija d.o.o.	Serbia	Provision of services to unrelated parties
A1 Towers Infrastructure d.o.o.	Serbia	Provision of services to unrelated parties

LEGAL STRUCTURE | COMPANY NAME	GEOGRAPHICAL LOCATION	MAIN ACTIVITY
Akenes, S.A.	Switzerland	Provision of services to unrelated parties
Jetstream Switzerland GmbH	Switzerland	Infrastructure leasing
Jetstream Tr Telekomünikasyon Hizmetleri Ve Ticaret Limited Sirketi	Turkey	Infrastructure leasing
Am Wireless Uruguay, S.A.	Uruguay	Provision of services to unrelated parties
Flymay, S.A.	Uruguay	Inactive
Telstar, S.A.	Uruguay	Provision of services to unrelated parties
Sitios Telecomunicaciones Uruguay S.A.	Uruguay	Inactive

APPENDIX S:

SASB INDEX

TOPIC	CODE	ACCOUNTING METRIC	UNIT OF MEASURE	COMPANY RESPONSE 2024
Environmental Footprint of Operations	TC-TL-130a.1	(1) Total energy consumed	GigaJoules	25'189,042
		(2) Percentage grid electricity	Percentage (%)	58%
		(3) Percentage renewable	Percentage (%)	42%
Data Privacy	TC-TL-220a.1	Description of policies and practices relating to behavioral advertising and customer privacy	NA	Go to page 112
	TC-TL-220a.2	Number of customers whose information is used for secondary purposes	Number	1.27%
	TC-TL-220a.3	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Reporting Currency	Go to page 110
	TC-TL-220a.4	(1) Number of law enforcement requests for customer information	Number	Go to page 113
		(2) Number of customers whose information was requested	Number	Go to page 113
		(3) Percentaje resulting in disclosure	Percentage (%)	Go to page 113
Data Security	TC-TL-230a.1	(1) Number of data breaches	Number	Go to page 110
		(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 pages 109-1113, 137

TOPIC	CODE	ACCOUNTING METRIC	UNIT OF MEASURE	COMPANY RESPONSE 2024
Product End of Life Management	TC-TL-440a.1*	(1) Materials recovered through take back programs	Metric tons (t)	Go to page 45, 46
		(2) Percentage of recovered materials that were reused	Percentage (%)	6%
		(3) Percentage of recovered materials that were recycled	Percentage (%)	66%
		(4) Percentage of recovered materials that were landfilled	Percentage (%)	18%
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)	16
		(2) Average actual sustained download speed of non associated content	Megabits per second (Mbps)	16
	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 134
Managing Systemic Risks from Technology Disruptions	TC-TL-550a.1	(1) System average interruption duration	Disruptions per customer	21.04
		(2) System average interruption frecquency		3.7%
		(3) Customer average interruption duration	Hours per customer	.35 hr
	TC-TL-550a.2	Discussion of systems to provide unimpeded service during service interruptions	NA	Go to page 59, from 134 to 139
Activity Metrics	TC-TL-000.A	Number of Wireless Subscribers (millions)	Number	323
	TC-TL-000.B	Number of Wireline Subscribers (millions)	Number	78
	TC-TL-000.C	Number of Broadband Subscribers (millions)	Number	35
	TC-TL-000.D	Network Traffic	Petabytes	15,399.19

* Information refers to the total of operational waste and collected materials.

** Information of the mobile network in Mexico at December 2024. We don't maken a distinction between owned and commercially associated content versus non-associated content.

APÉNDICE T: GRI INDEX

STATEMENT OF USE	América Móvil has reported the information cited in this GRI content index for the period January 1, 2024 to December 31, 2024 with reference to the GRI Standard
GRI 1 USED	GRI 1: FOUNDATION 2021

GRI STANDARD	DISCLOSURE	LOCATION	REFERENCE
	GRI 2: GENERAL DISCLOSURES 2021		
2-1	Organizational details	3	For more information about the location of the company's headquarters, see page 2 of our 2024 Annual Report. For more information about the countries where the company operates, please see pages 2, 3, and 7 of our 2024 Annual Report. For more information about Ownership and Legal Structure, please see pages 2 and 50 of our 2024 Annual Report.
2-2	Entities included in the organization's sustainability reporting	3	For more information about the Entities included in the report, see pages 3 and 7 of our 2024 Annual Report.
2-3	Reporting period, frequency and contact point	3, 132	-
2-4	Restatements of information	3	-
2-5	Externa! assurance	3, 222	-
2-6	Activities, value chain and other business relationships	114, 118	More information about Activities, brands, products, and services can be found on pages 2, 6, 7, 8, 9, and 10 of our 2024 Annual Report. In 2024, 0.03% of our total revenue was derived from the sale of adult-rated content, a proportion that remained unchanged from 2023. For further information about Markets served, see pages 4 and 5 of our 2024 Annual Report. Since 2022, the Third Party Due Diligence Protocol has been implemented to identify and assess potential risks associated with suppliers, retailers, and others. In 2023, the Supplier Code of Ethics was introduced.
2-7	Employees	114, 118	More information about Activities, Brands, Products, and Services can be found on pages 4 to 7 of our 2024 Annual Report. For more information about Served Markets, see pages 3 to 7 of our 2024 Annual Report.
2-8	Workers who are not employees	80, 171	
2-9	Governance structure and composltion	16, 33, 98, 99, 100, 101, 102, 141,	For more information about the Corporate Governance structure, see pages 61 to 69 of our 2024 Annual Report. For more information about the Composition of the highest governing body and its Committees, see pages 62, 63, 64, and 65 of our 2024 Annual Report.
2-10	Nomination and selection of the hlghest governance body	16, 98, 99	Information about the Appointment and Selection of the highest governing body can be found on page 75 of our 2024 Annual Report.
2-11	Chair of the highest governance body	99, 100	More information about the Chairperson of the highest governing body is available on pages 62 to 66 of our 2024 Annual Report.
2-12	Role of the highest governance body in overseeing the management of Impacts	5, 11, 14, 16, 18, 19, 20, 98, 140, 141	-
2-13	Delegation of responsibility for managing impacts	18, 19, 20, 98, 99, 100, 101	-

GRI STANDARD	DISCLOSURE	LOCATION	REFERENCE
GRI 2: GENERAL DISCLOSURES 2021			
2-14	Role of the highest governance body in sustainability reporting	5, 14, 18, 98, 100, 101, 140	
2-15	Conflicts of interest	105, 106	
2-16	Communication of critical concerns	106	
2-20	Process to determine remuneration	88 , 102	Consult our 2025 Annual Corporate Governance Report, as well as our Form 20-F available on América Móvil's corporate website.
2-21	Annual total compensation ratio	88, 102	Consult our 2025 Annual Corporate Governance Report, as well as our Form 20-F available on América Móvil's corporate website.
2-22	Statement on sustainable development strategy	4	-
2-23	Policy commitments	4, 5, 7, 18, 21, 31, 53, 76, 174	-
2-24	Embedding policy commitments	15, 18, 21, 22, 23, 24, 25, 101, 103,	-
2-25	Processes to remediate negative impacts	16, 102, 104,106, 107	-
2-26	Mechanisms for seeking advice and raising concerns	11, 16, 18, 20, 105, 106, 107, 111,	-
2-27	Compliance with laws and regulations	105, 108	-
2-28	Membership associations	10	-
2-29	Approach to stakeholder engagement	9, 10	-
2-30	Collective bargaining agreements	90	-
GRI 3: MATERIAL TOPICS 2021			
3-1	Process for determining material topics	3, 11, 12, 13, 14, 15, 16, 17	-
3-2	List of material topics	13	-
3-3	Management of material topics	15, 18, 21, 16, 33, 40, 53, 57, 75, 98, 103, 109, 112, 114, 119, 124	-
GRI TOPIC STANDARDS			
GRI 201: ECONOMIC PERFORMANCE 2016			
201-1	Direct economic value generated and distributed	70, 173	Check our latest financial report
201-2	Financial implications and other risks and opportunities due to climate change	137, 147	-
GRI 202: MARKET PRESENCE 2016			
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	88	-
GRI 203: INDIRECT ECONOMIC IMPACTS 2016			
203-1	Infrastructure investments and services supported	25, 53, 173	-
203-2	Significant indirect economic impacts	59, 69, 173	Check our latest financial report

GRI STANDARD	CONTENTS	LOCATION	REFERENCE
GRI 204: PROCUREMENT PRACTICES 2016			
204-1	Proportion of spending on local suppliers	114	-
GRI 2015: ANTI-CORRUPTION 2016			
205-2	Communication and training about anti-corruption policies and procedures	103, 104, 105	-
205-3	Confirmed incidents of corruption and actions taken	108	-
GRI 207: TAX 2019			
207-1	Approach to tax	130, 189, 191	-
207-4	Country-by-country reporting	189, 190, 191	-
GRI 302: ENERGY 2016			
302-1	Energy consumption within the organization	39, 40, 163, 164, 105	-
302-3	Energy intensity	39	-
302-4	Reduction of energy consumption	39	For more information, refer to the Auditor's Report.
GRI 304: BIODIVERSITY 2016			
304-2	Significant impacts of activities, products and services on biodiversity	48, 49	-
304-3	Habitats protected or restored	48, 49	-
GRI 303: WATER AND EFFLUENTS 2018			
303-1	Interactions with water as a shared resource	47	-
303-3	Water withdrawal	168, 169, 170, 171	-
303-4	Water discharge	169, 171,	-
303-5	Water consumption	47, 168, 16, 170	-
GRI 305: EMISSIONS 2016			
305-1	Direct (Scope 1) GHG emissions	36, 160, 161, 162	-
305-2	Energy indirect (Scope 2) GHG emissions	36, 161, 162, 163	-
305-3	Other indirect (Scope 3) GHG emissions	36, 161, 162, 163	-
305-4	GHG emissions intensity	161	-
305-5	Reduction of GHG emissions	36, 37, 161, 162, 163	-
GRI 306: WASTE 2020			
306-1	Waste generation and significant waste-related impacts	44, 45, 46	-
306-2	Management of significant waste-related impacts	44, 45, 46	-
306-3	Waste generated	166, 167	-
306-4	Waste diverted from disposal	45, 46, 166, 167	-
306-5	Waste directed to disposal	166, 167	-
GRI 308: ENVIRONMENTAL ASSESSMENT OF SUPPLIERS 2026			
308-1	New suppliers that were screened using environmental criteria	114	-

GRI STANDARD	CONTENTS	LOCATION	REFERENCE
GRI 401: EMPLOYMENT 2016			
401-1	New employee hires and employee turnover	83, 177	-
401-3	Parental leave	85	-
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018			
403-1	Occupational health and safety management system	91, 93, 185	-
403-2	Hazard identification, risk assessment and incident investigation	91	-
403-5	Worker training on occupational health and safety	91	-
403-6	Promotion of worker health	91, 92, 93	-
403-9	Work-related injuries	91, 92, 185, 186, 187	-
GRI 404: TRAINING AND EDUCATION 2016			
404-1	Average hours of training per year per employee	83, 84, 85, 178, 179, 180	-
404-2	Programs for upgrading employee skills and transition assistance programs	83, 84, 85,	-
404-3	Percentage of employees receiving regular performance and career development reviews	85, 178	-
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016			
405-1	Diversity of governance bodies and employees	80, 81, 82, 99, 100,175, 176, 181	-
405-2	Ratio of basic salary and remuneration of women to men	181, 182, 183	-
GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016			
414-1	New suppliers that were screened using social criteria	114	-
GRI 418: CUSTOMER PRIVACY 2016			
418-1	Substantiated complaints concerning breaches of customer privacy and loss of customer data	109, 110, 112	No significant security incidents were reported, and we were not subject to any sanctions or repercussions from regulatory bodies regarding customer privacy breaches.

APPENDIX U:

GSMA ESG METRICS FOR MOBILE INDUSTRY

TOPIC	SUB-TOPIC	KPI NAME	GSMA CODE	GSMA CODE	AMÉRICA MÓVIL RESPONSE 2024 / RESULTS
ENVIRONMENT	Emissions	Science-based targets	GSMA-ENV-01	Disclose whether you have set, or committed to set, GHG emissions targets thal are in line with the goals of the Paris Agreement to limit global warming to well below 2 C above pre industrial levels and pursue efforts to limit warming to 1.5 e and to achieve net zero emissions before 2050. (yes/no)	Yes – Chapter Enabling a Better World (Page 20)
		Scope 1, 2 and 3 Emissions	GSMA-ENV-02	Absolute Scope 1 and 2 emissions (lonnes CO^2e)	1,606,489
				Absolute Scope 1 and 2 emissions (lonnes CO^2e) per 1GB data	0.000101878
				Percentage change in absolute Scope 1 and 2 emissions since last reporting period	- 29% compared to the 2019 base year.
				Absolute Scope 3 emissions (tonnes CO^2e)	2,397,186
				Absolute Scope 3 emissions {tonnes CO^2e) per 1GB data	0.0002
				Percentage change in absolute Scope 3 emissions since las! reporting period	- 17% compared to the 2019 base year.
	Energy	Energy Consumplion	GSMA-ENV-03	Total energy consumed (MWh)	6,996,956
				Total energy consumed (MWh) per 1GB of data	0.0004
				Percentage grid non renewable	The company reports in accordance with GRI 302; as of the date of this report, AMX is working on this specific allocation.
				Percentage off grid renewable	
				Percentage off grid non renewable	

TOPIC	SUB-TOPIC	KPI NAME	GSMA CODE	GSMA CODE	AMÉRICA MÓVIL RESPONSE 2024 / RESULTS
ENVIRONMENT	Waste Reduction	Materials Repaired or Reused	GSMA-ENV-04	Percentage of Network equipment repaired or reused, by units	The company reports in accordance with GRI 306-4 and 306-5; 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 Generated	GSMA-ENV-05	Total waste generated (tonnes) per 1 GB of data	
				Network waste (tonnes) per 1 PB of data	
				Handsets and other Customer premlses equipment (CPE) waste (tonnes) per 1 PB of data	
				Ali other waste (tonnes) per 1 PB of data	
	Waste Reduction	Materials Recycled	GSMA-ENV-06	Percentage of Network waste (from 1.5 b) recycled (units)	
				Percentage of purchase price of recycled Network waste	
				Percentage of Handsets and CPE waste (from 1.5c) recycled (units)	
				Percentage of purchase prioe of recycled Handsets and CPE waste	
				Percentage of ali other waste (from 1.5d) recycled (units)	
				Percentage of purchase price of ali 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 171
	Affordability	Device and Subscription Affordability	GSMA-INC-02	Cost of the most affordable data-enabled phone, as percentage of monthly GDP per capita	6%
				Average cost of 1 GB of data, as percentage of monthly GDP per capita	0.6%
	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	45%

TOPIC	SUB-TOPIC	KPI NAME	GSMA CODE	GSMA CODE	AMÉRICA MÓVIL RESPONSE 2024 / RESULTS
DIGITAL INTEGRITY	Data Protection	Customer Data Incidents	GSMA-INT-01	Number of data breaches, per millíon subscríbers	Total number of severe digital security breaches or incidents: 0 / GRI 418-1
				PPercentage of data breaches involving personally identifiable information (PII)	0%
				Number of customers affected, per milllon 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 Chaln	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	No
				Consumer issues	No
				Community involvement and development	-
		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	Since the implementation of the Due Diligence Protocol, 2,355 assessment processes have been initiated, of which 1,221 had been completed as of December 31, 2024. (For more information, see the Sustainability in the Supply Chain Program section in the chapter Enabling a Better Business Framework)
				Percentage of suppliers assessed against the Pollcy through site visits, within the previous 2 years	7.6%

APPENDIX V:

CERTIFICATION

ANNEX BY COUNTRY/OPERATION

COUNTRY	OPERATION	CERTIFICATION (i)
Mexico	Telcel	Clean Industry Certificate (PROPAEM, Government of the State of Mexico)
		Socially Responsible Company
		ISO 22301
		ISO 31000 (Compliance Report)
		ISO 45001
		ISO 9001
		IEC 20000-1
		IEC 27001
		Federal Law on Personal Data Protection Held by Private Parties (Self-binding regulation scheme)
		Great Place to Work
Mexico	Telmex	TIA-942-B:2017 (2)
		Avaya Diamond
		AWS: Advanced Consulting Partner
		AWS: Public Sector Partner
		Environmental Quality Performance Level 2 (52)
		Cisco: Enterprise for DNA Authorized- Switching and Wireless Routing
		Cisco: Enterprise Agreement for Collaboration, Authorized Partner UC TP PC
		Cisco: Enterprise Agreement for Collaboration, Authorized Partner VTO
		Cisco: Enterprise Agreement for Collaboration Flex Plan Authorized Partner

COUNTRY	OPERATION	CERTIFICATION (i)
Mexico	Telmex	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
		Cisco: Unified Contact Center Enterprise
		Cisco: Advanced Data Center
		Cisco: Multinational Certified
		Cisco: Collaboration Saas Authorized
		Cisco: Secure Network Management Specialized
		Cisco: Secure Networking Specialized
		Cisco: Hybrid Cloud Computing Solution Specialization
		Cisco: Hybrid Cloud Networking Solution Specialization
		Cisco: Customer Experience Specialized
		Cisco: Gold Integrator
		Cisco: Powered Validated Service for Managed SD - WAN
		Cisco: Powered Validated Service for Infrastructure as a Service
		Cisco: Powered Validated Service for UC as a Service Based on HCS
		Cisco: Gold Provider

COUNTRY	OPERATION	CERTIFICATION (i)
Mexico	Telmex	Cisco: Advanced Security
		Cisco: Powered Validated Service for Catalyst SD-WAN
		Cisco: Powered Validated Service for Cloud Calling
		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 (2)
		IBM Partner Gold
		ICREA LEVEL III S-WCQA (3)
		ICREA LEVEL V HSHA-WCQA (4)
		ICREA LEVEL VI
		ISO 9001 (4)
		ISO 14001
		ISO 18788
		ISO/IEC 20000-1 (7)
		ISO 22301 (3)
		ISO/IEC 27001 (4)
		ISO/IEC 27002 (Compliance Report)
		ISO/IEC 27005 (Compliance Report)
		ISO/IEC 27014 (Compliance Report)
		ISO/IEC 27017
		ISO/IEC 27017 (Compliance Report)
		ISO/IEC 27018
		ISO/IEC 27701
		ISO 31000 (Compliance Report)
		ISO 37001 (2)
		ISO/IEC 38500 (Compliance Report)

COUNTRY	OPERATION	CERTIFICATION (i)
Mexico	Telmex	ISO 45001
		Federal Law on Personal Data Protection Held by Private Parties (Self-binding regulation scheme)
		NMX-R-025-SCFI-2015 (2)
		Mexican Standard on Labor Equality and Non-Discrimination (2)
		Oracle: Service Expertise in Microsoft Applications to Oracle Cloud
		Oracle: Service Expertise in Cloud Native Applications on Oracle Cloud
		Oracle: Service Expertise in Oracle Cloud Platform Application Development
		Oracle: Service Expertise in OCI Data Management in Mexico
		Oracle: Service Expertise in Database to Oracle Cloud
		Oracle: Service Expertise in OCI Migration in Mexico
		Oracle: Service Expertise in DevOps on Oracle Cloud
		Oracle: Sell Expertise in NAS Storage in Mexico
		Oracle: Sell Expertise in E-Business Suite
		Oracle: Sell Expertise in Enterprise Resource Planning
		Oracle: Sell Expertise in Exadata Database Machine
		Oracle: Sell Expertise in Cloud Platform
		Oracle: Sell Expertise in Oracle Hyperion
		Oracle: Sell Expertise in Oracle Solaris
		Oracle: Sell Expertise in PeopleSoft
		Oracle: Sell Expertise in SPARC Servers
		Oracle: Sell Expertise in Siebel
		Oracle: Sell Expertise in x86 Systems
		Oracle: Sell Expertise in StorageTek Tape Storage
		Oracle: Sell Expertise in Supply Chain & Manufacturing
		Oracle: Partner Network Member
		PCI DSS

COUNTRY	OPERATION	CERTIFICATION (i)
Mexico	Telmex	Fire Protection in Data Center (2)
		SOC 1 Tipo II | ISAE 3402 / SOC 1 Type II | ISAE 3402
		SOC 1 Tipo II | ISAE 3416 | SSAE 18 / SOC 1 Type II | ISAE 3416 | SSAE 18
		Microsoft Solutions Partner for Data & AI
		Microsoft Solutions Partner for Infrastructure
		Microsoft Solutions Partner for Digital & App Innovation
		Microsoft Solutions Partner for Modern Work
		Genesys Cloud Reseller Bronze Partner
		TELDAT: Network Architecture and Business Solutions Certificate
		TELDAT: Computer and IT Security Certificate
		TELDAT Gold Partner (3)
		Google Cloud Partner Advantage
Mexio	AMCO	ISO 45001
		Great Place to Work
Mexio	Global Hitss	CMMI DEV Level 3
		CMMI DEV Level 5
		CMMI SVC Level 5
		ISO 9001 (4)
		IEC 27001
		ISO 45001 (2)
		The 500 most important companies in Mexico (Expansión)
		Federal Law on Personal Data Protection Held by Private Parties (Self-binding regulation scheme)
Mexio	Telvista	ISO 9001
		IEC 27001
		Global Quality Model for Customer Interaction
		PCI DSS 3.2.1
		SOC 2 Type II

COUNTRY	OPERATION	CERTIFICATION (i)
Mexio	LATAM Telecom (Claro Enterprise Solutions)	Comparably: "Best Company Outlook 2024"
		Comparably: Best Leadership Team
		Comparably: Best CEOs for Diversity and Best Leadership Teams
		IEC 27001
		IEC 27701
		Best and Brightest in the Nation
		Best and Brightest in South Florida
		TITAN Business Awards Platinum - Information Technology - Cyber Security
Guatemala	Claro Guatemala	IEC 20000-1
		IEC 27001
		ISO 45000:2018
		Great Place to Work
Costa Rica	Claro Costa Rica	ISO 45001
		Country Brand, Costa Rica Essential
El Salvador	Claro El Salvador	ISO 45001
		Great Place to Work
Honduras	Claro Honduras	EMAT
		FUNDAHRSE
		ISO 45001
Nicaragua	Claro Nicaragua	ISO 45001
		Great Place to Work
Brazil	Claro Brazil & BCC	ISO 9001 (Certificate of Conformity)
		ISO 14001 (2)
		IEC 27001 (3)
		Great Place to Work

COUNTRY	OPERATION	CERTIFICATION (i)
Colombia	Claro Colombia	ICREA Level IV HS-WCQA
		ICREA Level V HSHA-WCQA
		Evaluation of the Minimum Standards of the Occupational Health and Safety Management System (Resolution 0312 of 2019)
		ISAE 3402
		ISO 9001
		ISO 14001
		ISO 20000-1
		IEC 27001
		ISO 45001
		Authorized Economic Operator
		PCI DSS v4.0
		Uniform Registry of Evaluation for Contractors (RUC, by its initials in Spanish)
		SAP Certified (2)
		Inclusive Company Seal
		Gold Equity Labor Seal
		Eco II Green Seal
Ecuador	Claro Ecuador	ISO 9001
		ISO 14001
		IEC 27001
		ISO 45001
		PCI DSS - SAQ D-SP, v4.0 (2)
		Tier III of Constructed Facility
		Tier III of Design Documents (2)

COUNTRY	OPERATION	CERTIFICATION (i)
Argentina	Claro Argentina	IEC 20000-1
		IEC 27001
		ISO 45001 (2)
		Great Place to Work
		PCI DSS 3.2.1
Paraguay	Claro Paraguay	ISO 45001
Uruguay	Claro Uruguay	ISO 9001
		ISO 45001
Chile	Claro SpA	TIA-942-B
		ISO 9001
		IEC 20000-1
		IEC 27001
		NCh-ISO 50001
		LEED v4. BD & C: Data Centers
		PCI DSS v.4.0
		SOC 1 ISAE 3402 Type 2
		TIER III B3 & B4: Facility, Design and Operations
		TIER IV B5: Facility and Design
Peru	Claro Peru	Certification from the Good Employers Association of AMCHAM Peru
		Distinctive Sustainable Management Company
		FIRST: Forum of Incident Response and Security Teams
		ISO 9001
		ISO 27001
		ISO 37001
		ISO 45001
		Merco Companies
		Merco ESG Responsibility
		Merco Talent
		MTC Observatory
		Ranking Par
Puerto Rico	Claro Puerto Rico	ISO 45001
		PCI DSS v4.0

COUNTRY	OPERATION	CERTIFICATION (i)
Dominican Republic	Claro Dominican Republic, AMOV Y OPITEL	Compliance with Regulation 522-06 on Health and Safety at Work (50)
		Great Place to Work
		Dominican Republic (OEA-RD) / Dominican Republic Authorized Economic Operator (AEO-DR)
		PCI DSS v4.0.1 (2)
		Golden Seal of Good Inclusive Labor Practices
		Platinum Seal - Igualando RD
		Tier II Faciliy
Austria	A1 Austria	Eco Datacenter (5)
		EMAS
		IDW PS 980 (ii)
		ISO 9001 (2)
		ISO 14001
		ISO 18295-1
		ISO 20000-1
		IEC 27001
		IEC 27011
		ISO 45001
		ISO 50001
		EN 50600 Design (2)
Belarus	A1 Belarus	IDW PS 980 (ii)
		ISO 9001
		ISO 14001
		IEC 27001
		IEC 27001 (2)
		ISO 37001
		ISO 45001
		PCI DSS
		Tier III Facility Data Center

COUNTRY	OPERATION	CERTIFICATION (i)
Bulgaria	A1 Bulgaria	Cisco Gold Partner
		IDW PS 980 (ii)
		ISO 9001
		ISO 14001
		IEC 20000-1
		IEC 27001
		IEC 27017
		IEC 27018
		IEC 27701
		ISO 30301
		ISO 37001
		ISO 39001
		ISO 45001
Croatia	A1 Croatia	IDW PS 980 (ii)
		ISO 9001
		ISO 14001
		ISO 22301
		IEC 27001
		IEC 27017
		ISO 45001
		PCI DSS 4.0.1
		Tier III Faciliy
North Macedonia	A1 North Macedonia	IDW PS 980 (ii)
		ISO 9001
		ISO 14001
		IEC 20000-1
		ISO 22301
		IEC 27001
		IEC 27018
		ISO 45001

COUNTRY	OPERATION	CERTIFICATION (i)
Serbia	**A1 Serbia**	Family Fiendly Enterprise
		IDW PS 980 (ii)
		ISO 14001
		ISO/IEC 27001
		ISO 45001
		Employer Partner
Eslovenia	**A1 Eslovenia**	ESG Champion
		EMAS
		Family Fiendly Enterprise
		Green Star
		IDW PS 980 (ii)
		ISO 14001
		ISO 22301
		IEC 27001
		ISO 45001
		Top Investor in Education
		Great Place to Work
		Employer Partner

(i) 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 contact contacto-rse@americamovil.com.

(ii) German audit-standard for compliance management systems, which is based on different legal requirements, including the FCPA, UK Bribery Act and international standards, such as ISO 37301, ISO 37001, ISO 37002, as well as the UN Global Compact and the OECD Guidelines for Multinational Enterprises. This means that the audit is specifically for all compliance management system and not for any of the specific standards by which the management system is composed.

ANNEX BY TOPIC: QUALITY

COUNTRY	OPERATION	CERTIFICATION (i)
Mexico	**Telcel**	ISO 9001
Mexico	**Telcel**	ISO 9001 (4)
Mexico	**GLOBAL HITSS**	ISO 9001 (4)
México	**TELVISTA**	ISO 9001
		Global Quality Model for Customer Interaction
Brazil	**Claro Brazil y BCC**	ISO 9001 (Certificate of Conformity)
Colombia	**Claro Colombia**	ISO 9001
Ecuador	**Claro Ecuador**	ISO 9001
Uruguay	**Claro Uruguat**	ISO 9001
Chile	**Claro SpA**	ISO 9001
Peru	**Claro Peru**	ISO 9001
Austria	**A1 Austria**	ISO 9001 (2)
		ISO 18295-1
Belarus	**A1 Belarus**	ISO 9001
Bulgaria	**A1 Bulgaria**	ISO 9001
Croatia	**A1 Croatia**	ISO 9001
North Macedonia	**A1 North Macedonia**	ISO 9001

- 52% of the countries have quality management certificates, such as ISO 9001 or ISO 18295, among others.

- 48% of the operations have quality management certificates, such as ISO 9001 or ISO 18295, among others.

- 85% of operations (weighted by total revenue) have quality management certificates, such as ISO 9001 or ISO 18295, among others.

(i) 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 contacto-rse@americamovil.com.

ANNEX BY TOPIC: HEALTH AND SAFETY AT WORK

COUNTRY	OPERATION	CERTIFICATION (i)
Mexico	**Telcel**	ISO 45001
Mexico	**Telmex**	ISO 45001
Mexico	**AMCO**	ISO 45001
Mexico	**GLOBAL HITSS**	ISO 45001 (2)
Guatemala	**Claro Guatemala**	ISO 45001
Costa Rica	**Claro Costa Rica**	ISO 45001
El Salvador	**Claro El Salvador**	ISO 45001
Honduras	**Claro Honduras**	ISO 45001
Nicaragua	**Claro Nicaragua**	ISO 45001
Colombia	**Claro Colombia**	Evaluation of the Minimum Standards of the Occupational Health and Safety Management System (Resolution 0312 of 2019)
		ISO 45001
		Uniform Registry of Evaluation for Contractors (RUC, by its initials in Spanish)
Ecuador	**Claro Ecuador**	ISO 45001
Argentina	**Claro Argentina**	ISO 45001 (2)
Paraguay	**Claro Paraguay**	ISO 45001
Uruguay	**Claro Uruguay**	ISO 45001
Peru	**Claro Peru**	ISO 45001
Puerto Rico	**Claro Puerto Rico**	ISO 45001
Dominican Republic	**Claro Dominican Republic , AMOV Y OPITEL**	Compliance with Regulation 522-06 on Health and Safety at Work
Austria	**A1 Austria**	ISO 45001
Belarus	**A1 Belarus**	ISO 45001
Bulgaria	**A1 Bulgaria**	ISO 45001
Croatia	**A1 Croatia**	ISO 45001
North Macedonia	**A1 North Macedonia**	ISO 45001
Serbia	**A1 Serbia**	ISO 45001
Slovenia	**A1 Slovenia**	ISO 45001

- 91% of the countries have health & safety management certificates, such as ISO 45001, among others.

- 77% of the operations have health & safety management certificates, such as ISO 45001, among others.

- 80% of operations (weighted by total revenue) have health & safety management certificates, such as ISO 45001, among others.

(i) 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 contact contacto-rse@americamovil.com.

ANNEX BY TOPIC: INFORMATION SECURITY AND DATA PRIVACY

COUNTRY	OPERATION	CERTIFICATION (i)
Mexico	**Telcel**	IEC 27001
		Federal Law on Personal Data Protection Held by Private Parties (Self-binding regulation scheme)
Mexico	**Telmex**	Cisco: Enterprise Agreement for Security
		Cisco: Secure Network Management Specialized
		Secure Networking Specialized
		Cisco: Advanced Security
		ISO/IEC 27001 (4)
		ISO/IEC 27002 (Compliance Report)
		ISO/IEC 27005 (Compliance Report)
		ISO/IEC 27014 (Compliance Report)
		IEC 27017
		ISO/IEC 27017 (Compliance Report)
		IEC 27018
		IEC 27701
		Federal Law on Personal Data Protection Held by Private Parties (Self-binding regulation scheme)
Mexico	**Global Hitss**	IEC 27001
		Federal Law on Personal Data Protection Held by Private Parties (Self-binding regulation scheme)
Mexico	**Telvista**	IEC 27001
		PCI DSS 3.2.1
		SOC 2 TYPE II
Mexico	**LATAM Telecom (Claro Enterprise Solutions)**	IEC 27001
		IEC 27001
Guatemala	**Claro Guatemala**	IEC 27001
Brazil	**Claro Brazil y BCC**	IEC 27001 (3)
Colombia	**Claro Colombia**	IEC 27001
		PCI DSS v4.0
Ecuador	**Claro Ecuador**	ISO 27001
		PCI DSS - SAQ D-SP, v4.0 (2)
Argentina	**Claro Argentina**	IEC 27001
		PCI DSS 3.2.1
Chile	**Claro SpA**	IEC 27001
		PCI DSS v.4.0
Peru	**Claro Peru**	FIRST: Forum of Incident Response and Security Teams
		IEC 27001
Puerto Rico	**Claro Puerto Rico**	PCI DSS v4.0
Dominican Republic	**Claro Dominican Republic, AMOV Y OPITEL**	PCI DSS v4.0 (2)
Austria	**A1 Austria**	IEC 27001
		IEC 27011
Belarus	**A1 Belarus**	IEC 27001
		PCI DSS
		SBT ISO/IEC 27001 (2)
Bulgaria	**A1 Bulgaria**	IEC 27001
		IEC 27017
		IEC 27018
		IEC 27701
Croatia	**A1 Croatia**	IEC 27001
		IEC 27017
		PCI DSS 4.0.1
North Macedonia	**A1 North Macedonia**	IEC 27001
		IEC 27018
Serbia	**A1 Serbia**	IEC 27001
Slovenia	**A1 Slovenia**	IEC 27001

- 74% of the countries have information security management and data privacy certificates, such as ISO 27001, among others.
- 68% of the operations have information security management and data privacy certificates, such as ISO 27001, among others.
- 96% of operations (weighted by total revenue) have information security management or data privacy certificates, such as ISO 27001, among others.

(i) 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 contact contacto-rse@americamovil.com.

ANNEX BY TOPIC: ENVIRONMENT AND ENERGY

COUNTRY	OPERATION	CERTIFICATION (i)
Mexico	**Telcel**	Clean Industry Certificate (PROPAEM, Government of the State of Mexico)
Mexico	**Telmex**	Environmental Quality Performance Level 2 (52)
		ISO 14001
Brazil	**Claro Brazil y BCC**	ISO 14001 (2)
Colombia	**Claro Colombia**	ISO 14001
		Eco II Green Seal
Ecuador	**Claro Ecuador**	ISO 14001
Chile	**Claro SpA**	LEED v4. BD & C: Data Centers
		NCh-ISO 50001
Austria	**A1 Austria**	EMAS
		ISO 14001
		ISO 50001
Bielorrusia	**A1 Bielorrusia**	ISO 14001
Bulgaria	**A1 Bulgaria**	ISO 14001
Croatia	**A1 Croatia**	ISO 14001
North Macedonia	**A1 North Macedonia**	ISO 14001
Serbia	**A1 Serbia**	ISO 14001
Slovenia	**A1 Slovenia**	EMAS
		Green Star
		ISO 14001

- 48% of the countries have environmental and/or energy management certificates.

- 39% of the operations have environmental and/or energy management certificates.

- 80% of operations (weighted by total revenue) have environmental and/or energy management certificates.

(i) 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 contact contacto-rse@americamovil.com.

ANNEX BY TOPIC: ANTI-BRIBERY

COUNTRY	OPERATION	CERTIFICATION (i)
Mexico	**Telmex**	ISO 37001 (2)
Peru	**Claro Perú**	ISO 37001
Belarus	**A1 Belarus**	ISO 37001
Bulgaria	**A1 Bulgaria**	ISO 37001

- 17% of the countries have antibribery certificates, such as ISO 37001, among others.

- 13% of the operations have antibribery certificates, such as ISO 37001, among others.

- 17% of operations (weighted by total revenue) have antibribery certificates, such as ISO 37001, among others.

(i) 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 contact contacto-rse@americamovil.com.

APPENDIX W:

SUSTAINABILITY-LINKED LOAN (SLL) INDICATORS

	KEY PERFORMANCE INDICATORS (KPIS)	DEFINITIONS	BASELINE (2019)[1]		2021	2022	2023	2024	2025
E	1. Reduce absolute CO^2 Emissions (Ton Co^2e).	Scope 1 and 2 emissions (market-based), in accordance with the Greenhouse Gas Protocols (WRI) and the World Business Council for Sustainable Development (WBCSD).	**2,397,186 Ton CO^2e**	Target	2.0%	4.0%	7.3%	12.4%	19.0%
				Annual Result	14.80%	19.01%	21.0%	29%	-
				Threshold	2.0%	2.0%	3.50%	5.50%	7.50%
S	2. Increase the number of subsidiar-ies 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	23	-
				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	3	-
				Threshold	1	1	2	2	3

At the Ordinary General Shareholders' Meeting held on May 14, 2025, the continuity of the acting board members was ratified, and the appointment of a new female board member was formalized. As of December 31, 2024, the composition of the Board of Directors included three women, representing 21.4% of its total members.

(1) We adjusted the 2019 baseline in accordance with the Greenhouse Gas Protocol to ensure data comparability, taking into account the following considerations:
- Updated figures include Claro Chile and the acquisition of VTR, allowing for consistent and standardized measurement over time.
- Emissions related to ethanol and refrigerants were excluded from Scope 1 and reclassified as Out-of-Scope Emissions, in line with the GHG Protocol. CO2 from biologically sequestered carbon is reported separately, as are GHG emissions not covered by the Kyoto Protocol, such as CFCs and NOx.
- The classification of certain refrigerants as Out-of-Scope is based on publicly available information from the GHG Protocol's Global Warming Potential (GWP) document and the IPCC, one of the most widely used methodologies for GHG inventories.

All our emissions calculations are aligned with the Greenhouse Gas Protocol (GHG Protocol).

APPENDIX X:

GLOSSARY OF TERMS

ANATEL: Asociación Nacional de Telecomunicaciones - National Telecommunications Association.

ESLG: Environmental, Social, Labor and Governance.

EETF: Emissions and Energy Task Force.

AI: Artificial Intelligence (AI)

ICMA: Principles of Green and Social Bonds.

LMA: Principles of Green Loans.

SOC: Global Security Operations Center

OSH: Occupational Health and Safety.

UNGC: United Nations Global Compact

API: (Application Programming Interface), is a set of protocols and tools that allow interaction and communication between different applications or platforms, facilitating the integration and development of open digital solutions.

ASUME A.C. (Association for Self-improvement): program that promotes integral human development through self-improvement in eight aspects: physical, economic, aesthetic, affective, intellectual, social, moral and spiritual.

Digital Divide: Inequality in the access, use or impact of information and communication technologies (ICTs) between different groups of individuals or societies.

Connectivity: Ability to access and use electronic communication services such as the internet, mobile telephony and social networks.

S&P CSA: S&P Global Corporate Sustainability Assessment. It is an annual assessment of companies' sustainability performance, used to determine companies' eligibility for the S&P Dow Jones Sustainability Indices.

CSRD: Corporate Sustainability Reporting Directive. It is European Union legislation that requires companies to report on their impact on the environment and society.

Due Diligence: Process to identify, prevent, mitigate and account for how actual and potential negative impacts on human rights and other relevant standards are addressed.

Circular economy: Model of production and consumption that involves sharing, renting, reusing, repairing, renewing and recycling existing materials and products for as long as possible.

STEM: Acronym for Science, Technology, Engineering and Mathematics.

Net zero emissions: A state in which the amount of greenhouse gases (GHG) released into the atmosphere is balanced with the amount removed, achieving a net zero emissions balance.

Personal protective equipment (PPE): Set of equipment and devices designed to protect workers from occupational hazards, such as helmets, gloves, goggles and safety footwear.

GRI (Global Reporting Initiative) : Global Reporting Initiative. It is a widely used framework for sustainability reporting. The GRI provides guidance for organizations wishing to report on their economic, environmental, and social performance.

Stakeholders: Individuals or entities that may affect or be affected by an organization's actions, objectives, and policies.

GSMA - Global System for Mobile Communications Association: Global System for Mobile Communications Association: It is a global association representing the interests of mobile network operators worldwide. The GSMA is focused on promoting innovation, interoperability and sustainable growth in the mobile industry.

Environmental Footprint: Measure of the impact that human activities have on the environment.

Carbon footprint: Measurement of greenhouse gas (GHG) emissions generated by an activity, product or service.

IFRS-S1: International Financial Reporting Standard S1 on General Requirements for Sustainability-Related Disclosures. This standard sets out the general requirements for sustainability-related disclosures, with the aim of improving the comparability and transparency of sustainability reporting.

Internet of Things (IoT): Network of physical objects (devices, vehicles, appliances, etc.) integrated with sensors, software and other technologies that allow them to connect and exchange data with other devices and systems via the Internet.

Impact Materiality: focused on the significant effects of our activities on society and the environment.

Financial Materiality: focused on ASLG risks and opportunities that may influence our financial position, strategy, and economic performance.

MSCI: Morgan Stanley Capital International. It is an investment index provider that offers a variety of sustainability indices to help investors assess companies' environmental, social and governance (ESG) performance.

Net Promoter Score (NPS): Metric that measures customer loyalty, asking customers how likely they are to recommend a company or product to others.

Science-Based Targets (SBTi): Emission reduction targets that are aligned with climate science recommendations and seek to limit global warming to 1.5°C.

SDGs: Sustainable Development Goals: They are a set of 17 global goals established by the United Nations in 2015 as part of the 2030 Agenda for Sustainable Development. These goals address a wide range of social, economic and environmental challenges, including poverty, hunger, health, education, gender equality, climate change and environmental sustainability.

Compliance Officer: is a key member of the Corporate Ethics Committee, among his duties is overseeing the application of our policies, ensuring compliance with the highest ethical and regulatory standards, and leading the implementation of the Integrity and Compliance Program.

Digital Learning Platforms (LMS): Systems that allow access to online training content, facilitating self-management of learning and continuous development.

Significant Suppliers: These are suppliers that hold strategic importance for the company, or pose significant risks of negative impacts on environmental, social, and governance (ESG) criteria, or both.

Tier 1 Suppliers: These are suppliers that have a direct business relationship with the company. These suppliers typically supply critical components, materials, or services that are directly integrated into the company's final products or services. Because of their close relationship, Tier 1 suppliers have a significant impact on the quality, cost and sustainability of the company's supply chain.

Non-Tier 1 Suppliers: These are suppliers that provide products or services to Tier 1 suppliers, positioning themselves at levels such as Tier 2, Tier 3, or higher within the supply chain. Additionally, they are responsible for ensuring that their goods or services meet the quality and quantity standards required by Tier 1 suppliers, thereby maintaining the integrity and efficiency of the entire value chain.

WEEE: Waste Electrical and Electronic Equipment.

LTE Network: High-speed mobile technology standard that enables high-speed data transmission.

SASB: Sustainability Accounting Standards Board. It is an organization that develops specific sustainability standards for different industries. These standards help companies identify and report on the sustainability issues most relevant to their business.

Up-skilling and Re-skilling: Learning and development processes that allow employees to acquire new skills and knowledge to adapt to changes in the labor market and in the needs of the organization.

AMX SUSTAINABILITY
Enabling a Better World

américa móvil



EXTERNAL

VERIFICATION LETTER

América Móvil, S.A.B de C.V.

Limited assurance report for selected sustainability information included in the Sustainability Report 2024 for the year ended December 31, 2024.



Deloitte.

Galaz, Yamazaki,
Ruiz Urquiza, S.C.
Paseo de la Reforma 505, piso 28
Colonia Cuauhtémoc
06500 Ciudad de México
México

Tel: +52 (55) 5080 6000
www.deloitte.com/mx

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 Sustainability Report 2024 for the year ended December 31, 2024.

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 Sustainability Report 2024, 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.

Deloitte se refiere a Deloitte Touche Tohmatsu Limited, sociedad privada de responsabilidad limitada en el Reino Unido, y a su red de firmas miembro, cada una de ellas como una entidad legal única e independiente. Conozca en www.deloitte.com/mx/conozcanos la descripción detallada de la estructura legal de Deloitte Touche Tohmatsu Limited y sus firmas miembro.

Deloitte.

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 accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our Responsibility

Our responsibility is to express a limited assurance conclusion on selected sustainability information for the year ended December 31, 2024, based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with the *International Standard on Assurance Engagements 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 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 methodologies in accordance with *GRI*, as the basis for the preparation of the selected sustainability information, assessing the risks of material misstatement of the 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 nor obtain evidence about their implementation, nor 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 information.
- Performed substantive tests on the information referred in this report and to corroborate that the data has been adequately measured, recorded, compiled, and reported through the following procedures:
  - Inspection;
  - Observation;
  - Confirmation;
  - Recalculations.
- Compared the contents presented by the Management with what is established in the section of *Criteria* of this report.

Deloitte.

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 if we had performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether América Móvil's selected 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.

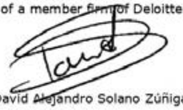
Limited assurance conclusion

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, 2024, 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, 2025

Appendix A

The following include the *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 consumption: 35,310,708 liters • LPG consumption: 321,574 liters • Natural gas consumption: 7,666,963 m^3 • Diesel consumption: 5,502,005 liters • Fuel consumption: 481,012 MWh • Electricity consumption: 2,279,498 MWh **Brazil:** • Gasoline consumption: 4,803,197 liters • Ethanol consumption: 5,946,030 liters • Diesel consumption: 3,636,860 liters • Fuel consumption: 84,279 MWh • Electricity consumption: 1,540,950 MWh **Colombia:** • Gasoline consumption: 646,847 liters • Diesel consumption: 9,588,974 liters • Fuel consumption: 107,865 MWh • Electricity consumption: 615,842 MWh **Southern Cone:** • Gasoline consumption: 174,306 liters • Natural gas consumption: 30,878 m^3 • Diesel consumption: 3,220,942 liters • Fuel consumption: 36,163 MWh • Electricity consumption: 597,882 MWh **Andean Region:** • Gasoline consumption: 761,534 liters • Diesel consumption: 3,619,776 liters • Fuel consumption: 45,641 MWh • Electricity consumption: 363,266 MWh **Central America:** • Gasoline consumption: 1,685,052 liters • Diesel consumption: 7,760,124 liters • Fuel consumption: 98,345 MWh • Electricity consumption: 435,148 MWh **Caribbean:** • Gasoline consumption: 2,446,321 liters • LPG consumption: 163,882 liters • Diesel consumption: 10,337,418 liters • Fuel consumption: 134,115 MWh • Electricity consumption: 272,882 MWh

GRI Indicators	Metric
302-1 Energy consumption within the organization	**Europe:** • Gasoline consumption: 1,763,728 liters • LPG consumption: 195,096 liters • Natural gas consumption: 814,316 m^3 • Diesel consumption: 5,126,356 liters • Fuel consumption: 81,531 MWh • Electricity consumption: 891,488 MWh **Total América Móvil:** • Total gasoline consumption: 47,591,694 liters • Total diesel consumption: 48,792,456 liters • Total ethanol consumption: 5,946,030 liters • Total LPG consumption: 680,552 liters • Natural gas consumption: 8,512,157 m^3 • Total fuel consumption: 1,068,950 MWh • Total renewable electricity consumption: 2,908,226 MWh • Total non-renewable electricity consumption: 4,088,730 MWh • Total electric power consumption: 6,996,956 MWh 58% of the energy comes from non-renewable sources 42% of the energy comes from renewable sources
305-1 Direct (Scope 1) GHG emissions	Emissions from fuel consumption: 311,931 tCO_2e • Mexico: 126,520 tCO_2e • Brazil: 30,676 tCO_2e • Colombia: 32,767 tCO_2e • Southern Cone: 12,702 tCO_2e • Andean Region: 17,863 tCO_2e • Central America: 30,952 tCO_2e • Caribbean: 40,485 tCO_2e • Europe: 19,966 tCO_2e
305-2 Energy indirect (Scope 2) GHG emissions (*market-based*)	Emissions from energy consumption: 1,294,558 tCO_2e • Mexico: 726,293 tCO_2e • Brazil: 29,714 tCO_2e • Colombia: 20,931 tCO_2e • Southern Cone: 145,706 tCO_2e • Andean Region: 51,517 tCO_2e • Central America: 65,718 tCO_2e • Caribbean: 171,073 tCO_2e • Europe: 83,605 tCO_2e
305-3 Other indirect (Scope 3) GHG emissions	Emissions from waste: 3,379 tCO_2e
305-5 Reduction of GHG emissions* *The limited assurance only considers the reduction of Scope 1 and Scope 2 emissions.	• 668,103 tCO_2e reduced compared to base year (2019**). • 29% reduction compared to the base year (2019**). **The base year is not included in the scope of the limited assurance.

GRI Indicators	Metric
306-4 Waste diverted from disposal* *The limited assurance does not consider the waste generated by employees' administrative activities.	**Mexico:** Non-hazardous waste diverted from disposal • Reuse: 118 ton • Recycling: 7,770 ton **Brazil:** Non-hazardous waste diverted from disposal • Reuse: 244 ton • Recycling: 2,161 ton • Other recovery operations (Energy recovery): 103 ton **Colombia:** Non-hazardous waste diverted from disposal • Recycling: 2,042 ton • Other recovery operations (Reconditioning): 1,180 ton **Southern Cone:** Non-hazardous waste diverted from disposal • Recycling: 1,256 ton • Other recovery operations (Reconditioning): 546 ton **Andean Region:** Non-hazardous waste diverted from disposal • Reuse: 13 ton • Recycling: 534 ton • Other recovery operations (Energy recovery): 55 ton • Other recovery operations (Reconditioning): 126 ton **Central America:** Non-hazardous waste diverted from disposal • Reuse: 1,235 ton • Recycling: 1,079 ton **Caribbean:** Non-hazardous waste diverted from disposal • Reuse: 22 ton • Recycling: 2,493 ton • Other recovery operations (Reconditioning): 75 ton **Europe:** Non-hazardous waste diverted from disposal • Recycling: 2,302 ton • Other recovery operations (Energy recovery): 871 ton

GRI Indicators	Metric
306-5 Waste directed to disposal* *The limited assurance does not consider the waste generated by employees' administrative activities.	**Mexico:** Non-hazardous waste directed to disposal • Landfill: 362 ton **Southern Cone:** Non-hazardous waste directed to disposal • Incineration: 2 ton • Landfill: 3,231 ton **Andean Region:** Non-hazardous waste directed to disposal • Incineration: 3 ton • Landfill: 226 ton **Caribbean:** Non-hazardous waste directed to disposal • Incineration: 4 ton • Landfill: 873 ton **Europe:** Non-hazardous waste directed to disposal • Landfill: 702 ton
403-1 Occupational health and safety management system* *The scope of this indicator was limited to subsidiaries that have ISO 45001 certification.	23 operations 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 governing body.	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 Brazil (Claro and Center), Colombia (Claro) and Mexico (Telcel). In Telcel's case, the management category does not include certain senior executives in order to avoid bias in the statistical representation of that category.	**Brazil (Claro and Center):** <u>Ratio of monthly based salary:</u> • Ratio of monthly base salary of women to men in executive positions of 0.66 • Ratio of monthly base 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 0.69 • Total ratio of monthly base salary and remuneration of women to men of 0.65 <u>Ratio of annual based salary:</u> • 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 • Total ratio of annual base salary plus incentives of women to men of 0.65

GRI Indicators	Metric
405-2 Ratio of basic salary and remuneration of women to men* *The scope of this indicator was limited to operations of Brazil (Claro and Center), Colombia (Claro) and Mexico (Telcel). In Telcel's case, the management category does not include certain senior executives in order to avoid bias in the statistical representation of that category.	**Colombia (Claro):** <u>Ratio of monthly based salary:</u> • Ratio of monthly base salary of women to men in executive positions of 0.68 • Ratio of monthly base 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 0.80 • Total ratio of monthly base salary and remuneration of women to men of 0.75 <u>Ratio of annual based salary:</u> • Ratio of annual base salary plus incentives of women to men in executive positions of 0.68 • Ratio of annual base salary plus incentives of women to men in management positions of 0.90 • Ratio of annual base salary plus incentives of women to men in non-management positions of 0.87 • Total ratio of annual base salary plus incentives of women to men of 0.83 **Mexico (Telcel):** <u>Ratio of monthly based salary:</u> • Ratio of monthly base salary of women to men in executive positions of 0.79 • Ratio of monthly base salary of women to men in management positions of 0.99 • Ratio of monthly base salary and remuneration of women to men in non-management positions of 0.88 • Total ratio of monthly base salary and remuneration of women to men total of 0.84 <u>Ratio of annual based salary:</u> • Ratio of annual base salary plus incentives of women to men in executive positions of 0.77 • Ratio of annual base salary plus incentives of women to men in management positions of 1.00 • Ratio of annual base salary plus incentives of women to men in non-management positions of 0.89 • Total ratio of annual base salary plus incentives of women to men total of 0.84
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	• 0 significant information security incidents registered during 2024. • 0 sanctions or repercussions received from regulatory bodies regarding client privacy data violations.

******



américa móvil

AMX SUSTAINABILITY
Enabling a Better World

Sustainability Report **2024**