

One of our strategic goals is to promote and protect the health, safety and well-being of our employees and visitors in our facilities. Therefore, our health and safety teams analyze, plan, and implement the necessary actions to create a favorable work environment within the organization by minimizing health and safety risks, as well as preventing work-related injuries or illnesses.

Our Corporate Health and Safety Policy seeks to guarantee a positive work environment in which the health, safety, and well-being of our employees and those within our facilities is fostered and protected. The Policy establishes the principles and guidelines that all employees should follow as part of our health and safety culture, in order for the corresponding teams to manage latent, potential, and inherent risks, supported by management systems, in compliance with applicable local laws and regulations.

To ensure that América Móvil's health and safety standards are well known by our employees, our Policy mandates that they should be informed of the training programs in order to avoid unsafe situations, respond in a timely manner to unexpected events (fires, earthquakes, social disturbances, etc.) and to encourage a strong commitment with their health and safety, as well as of those around them. This year, under the Health and Safety certification standard more than 1 million hours were allocated to health and safety training, where more than 300 thousand employees participated.¹



A key tool in the prevention and health care of our employees and their families has been the FCS Monitor App, (Carlos Slim Foundation Monitor Application) through which it was possible for them to receive recommendations to avoid the risks of COVID-19 contagion and monitor daily symptoms to identify the appropriate time to receive medical attention and avoid complications. In addition, a team of doctors is assigned to follow-up and treat cases of contagion of employees and their families.

The leadership and commitment of our management team has been essential to the full alignment and certification of all our operations under the ISO 45001 standards towards 2025. Additionally, we encourage our suppliers and contractors to present their Health and Safety Certifications during our Third Party Due Diligence Process.

¹ More than 100 thousand employees took at least 3 courses.

These certifications, in addition to strengthening our organizational climate, have given our clients and investors' confidence that our company takes care of our employees and our partners' personnel within the value chain, resulting in a reduction on absenteeism and increased productivity.



The programs of our health and safety teams are focused on three main issues:

1. Provide a healthy and safe place to work.

- Establish the necessary processes for the correct operation of our health and safety management system.
- Carry out inspections and eliminate sources or events that could cause injury or affect health.
- Identify and manage risks, considering their probability and severity.
- Address accidents or incidents related to work.
- Investigate and mitigate work related injuries, ill-health, diseases and incidents.
- Train brigades to respond to emergency situations such as: fire, earthquakes, floods, evacuation and first response, among other scenarios.

2. Prevent injuries and accidents.

- Align safety guidelines throughout the organization.
- Implement measures to prevent the recurrence of work-related accidents or incidents.
- Provide personal protection equipment, considering each employees' job descriptions.
- Raise awareness and train employees regarding preventive measures and processes to handle work related accidents or incidents.

3. Avoid health deterioration of employees.

- Monitor possible physical burnout, mental or cognitive health conditions of employees during their years of service.
- Promote a culture of continuous health monitoring among employees to detect inconsistencies at an early stage.
- Implement continuous improvement actions within the health and safety management system processes to ensure that the workplace is safe and that functions have been assigned appropriately.