



2015 SUSTAINABILITY REPORT

TOWARDS

HYPER-

CONNECTIVITY

15

Years encouraging
new forms of
communication

We continue to be a key factor in closing the digital divide in Latin America with pro-active involvement in the deployment and modernization of telecommunications services, which transform the possibilities of a growing population through new services that are increasingly smart and accessible.





The past five years have been transformational. We have invested more than us\$50 billion in building a convergent platform to provide comprehensive telecommunication services, and we are prepared for an exponential growth in data traffic in the near future.

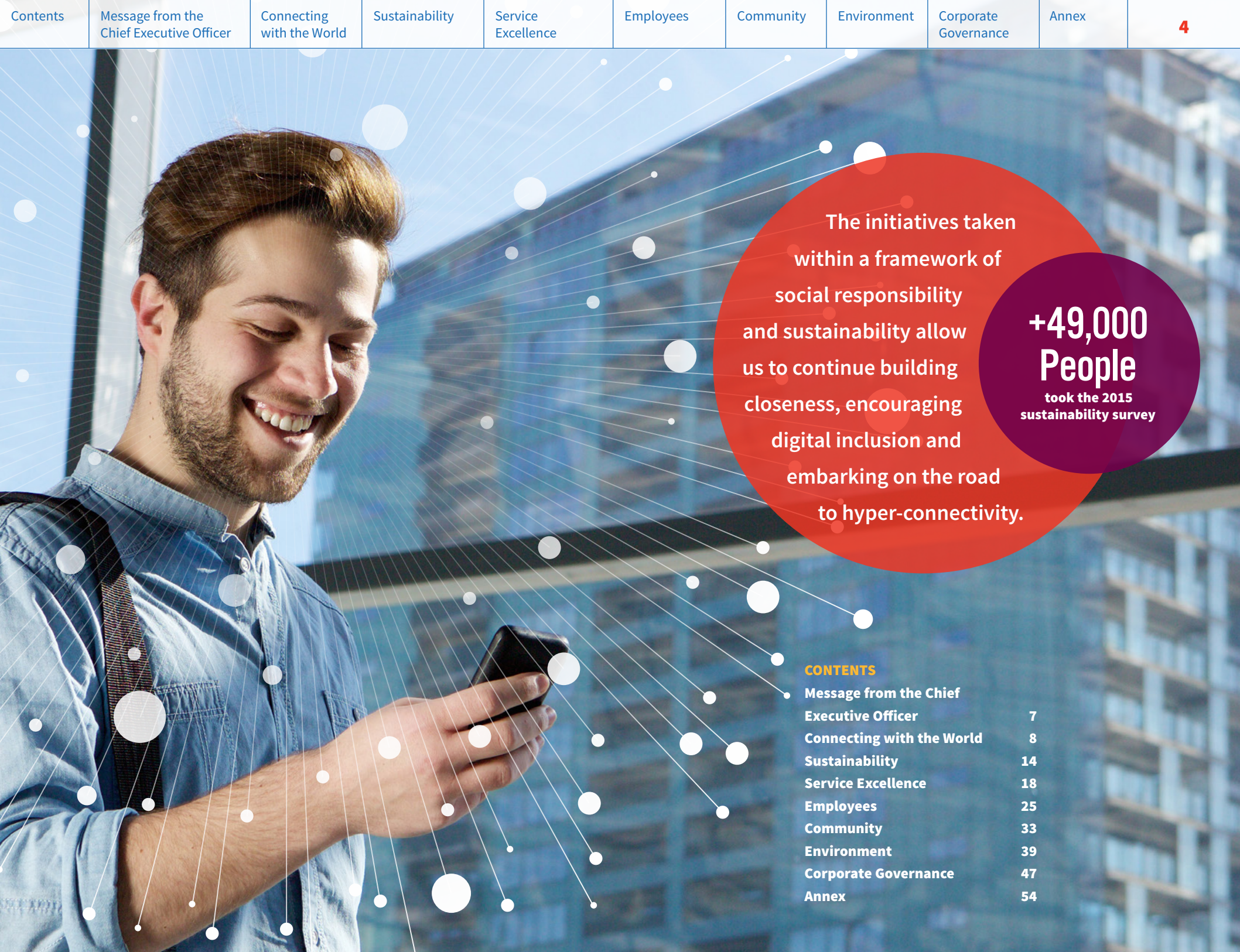
17,500
Km of submarine cable AMX-1



366.3

Million total
accesses

Besides connecting people anytime, anywhere, the social impact of connectivity is immeasurable. Hyper-connectivity will allow people, objects, businesses, transportation media, homes and almost anything to be connected to the Internet to operate more efficiently and productively.



The initiatives taken within a framework of social responsibility and sustainability allow us to continue building closeness, encouraging digital inclusion and embarking on the road to hyper-connectivity.

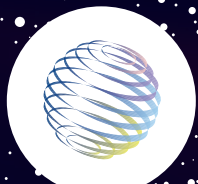
**+49,000
People**
took the 2015
sustainability survey

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OUR EVOLUTION IN

15 YEARS OF OPERATIONS



2000

Creation of América Móvil, a Mexican company with operations in Latin America; Telcel is its Mexican subsidiary.



2004

Best annual performance in América Móvil's history by adding 17.2 million mobile subscribers, and incorporating Nicaragua, Honduras and Uruguay to its operations.



2006

The adoption of the Claro brand begins in Central American countries. Claro begins as a mobile services brand.



2003

América Móvil grows exponentially and reaches 45.3 million lines, besides that acquires five companies in four Latin American countries: Brazil, Colombia, El Salvador and Argentina, extending its total operations to nine countries.



2005

Operations expand towards Peru, Chile, Paraguay and the state of Minas Gerais in Brazil. By this year, América Móvil was already offering voice and data services to almost 90% of the Latin American population, covering more than 750 million people across the continent.



2007

We completed our footprint in Latin America. One in every three people with a mobile phone is an América Móvil customer.

OUR EVOLUTION IN

15 YEARS OF OPERATIONS



2008

By this year, the company had helped increase mobile phone penetration in Latin America to 82%, almost seven times the level recorded in the year of its founding. In the same year the company obtained the license to operate in Panama.



2011

América Móvil acquires Telmex in Mexico and Telmex Internacional in South America. This year operations began in Costa Rica.



2014

América Móvil acquires Telekom Austria, extending its operations to 25 countries, 18 countries of the Americas and 7 in Central and Eastern Europe.



2010

With 211 million mobile subscribers, América Móvil is the third largest telecommunications company in the world in terms of proportional subscribers.



2012

América Móvil launches Claro Video, which provides users with unlimited access to films, TV series and other content in return for a monthly fee. Telcel launches the 4G LTE Network in Mexico.



2015

The spinoff of a new company called Telesites, S.A.B. de C.V. was approved in April. This year also saw the successful launch of the satellite Star One C4 in the Kourou Space Center in French Guiana.

MESSAGE FROM THE

CHIEF EXECUTIVE OFFICER

G4-1



Daniel Hajj Aboumrad
Chief Executive Officer
of América Móvil

In 2015 América Móvil celebrates 15 years of work, of offering information technology solutions and connecting millions of users in Latin America, and more recently, Europe. Today we proudly share with you that over these years we have positioned the company as one of the world's largest telecommunication operators.

These 15 years have been challenging. We have seized opportunities for geographic and economic expansion, have seen the evolution of our industry and the growth triggered by the use of mobile telephones with Internet access, which we have wisely taken advantage of, thanks to our financial solidity and the cutting-edge technology we have incorporated year after year.

Today, we have earned the preference of 286 million mobile subscribers and 80.8 million Revenue Generating Units (RGUs) conformed by fixed lines, broadband access and pay TV subscribers, which have positioned us as the main operator in Latin America and the fourth largest in the world.

In 2015 we continued to invest in infrastructure to strengthen and expand our service network.

Today, our platforms are made up of almost 680,000 kilometers of fiber optic cable, 173,000 base stations, 64 million homes passed (FTTH), eight satellites, 18 data centers and 17,500 kilometers of AMX-1 submarine cable.

None of this could have been achieved without the hard work and dedication of our more than 195,000 employees, who strive every day to offer our customers prompt and personalized service and attention, under a culture of cooperation and teamwork, with which we seek their ongoing growth and development.

Throughout these 15 years we have offered connectivity in zones where access to communications was null. This has encouraged the development of local communities, benefiting a tremendous number of people and businesses.

Similarly, we have supported initiatives and actions that benefit society by promoting the reduction of the digital divide, education, employment, highway safety, health, sports, culture and environmental care.

We have also made a considerable effort to optimize our technology and infrastructure, ultimately to save on the consumption of electricity, a resource that represents our greatest environmental

impact. Furthermore, we took on the task of quantifying the greenhouse gas emissions generated by our operations so we can plan ways to reduce them and contribute to the care for our planet.

The challenges ahead are many and, to meet them, we are working on major infrastructure projects that we are sure can help us stay one step ahead in offering technological solutions for hyper-connectivity and the Internet of Things.

At América Móvil we will continue developing telecommunications to increase the economic growth in Latin America and Europe.

To all of you, thank you for your preference.

Daniel Hajj Aboumrad
Chief Executive Officer of América Móvil

“More than 195,000 employees strive every day to offer our customers personalized service and attention”

CONNECTING

WITH THE WORLD

G4-4, G4-6, G4-8,
G4-9, G4-56



Million mobile customers

Life today would be inconceivable without access to telecommunications, not only because they play a primordial role in the social and economic development of all countries, but also because they have become a key industry at a global level.

In América Móvil, we connect people, organizations and technological tools through comprehensive mobile and fixed telecommunication services in 18 countries of Latin America –where we are leaders in the mobile telecommunications industry- and in seven countries in Europe, giving us the opportunity to serve a population of more than 892 million people. We also offer a wide range of value-added services that provide tools for meeting the needs of all types of industries.

Servicing more than 286 million mobile customers and more than 80 million Revenue Generating Units (RGUs)¹ makes us the fourth largest company in the world in terms of proportional subscribers. Our main brands are Telcel, Telmex, Claro, Embratel, Net, TracFone, Straight Talk, A1, Velcom, Mobitel, Vipnet, Vip Operator, Vip Mobile and Si.mobil.

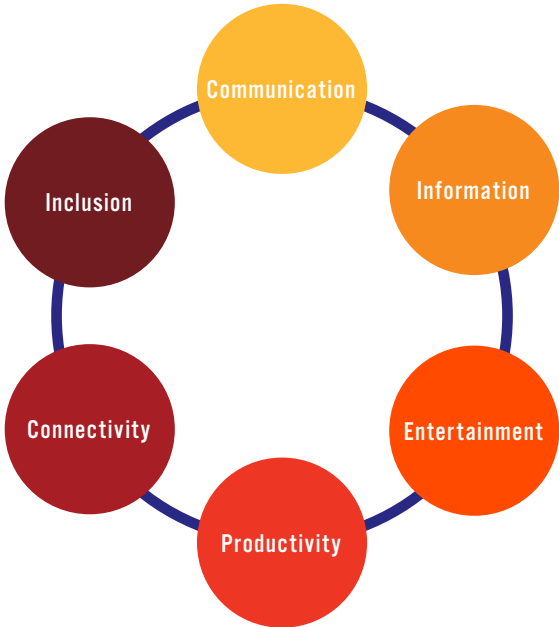
¹ RGUs: Revenue Generating Units conformed by fixed lines, broadband accesses and pay TV subscribers.

Main brands and businesses in the countries where we have operations			
Country or region	Main brands	Main businesses	Percentage of operation (millions of accesses)
Mexico	Telcel	Mobile services	26%
	Telmex	Fixed-line services	
Brazil	Claro	Mobile and fixed-line services; pay TV	28%
	Embratel	Mobile and fixed-line services; pay TV	
	Net	Mobile and fixed-line services; pay TV	
Central America and the Caribbean			
Costa Rica	Claro	Mobile and fixed-line services; pay TV	7.7%
El Salvador	Claro	Mobile and fixed-line services; pay TV	
Guatemala	Claro	Mobile and fixed-line services; pay TV	
Honduras	Claro	Mobile and fixed-line services; pay TV	
Nicaragua	Claro	Mobile and fixed-line services; pay TV	
Panama	Claro	Mobile and fixed-line services; pay TV	
Puerto Rico	Claro	Mobile and fixed-line services; pay TV	
Dominican Republic	Claro	Mobile and fixed-line services; pay TV	7%
United States	TracFone and Straight Talk	Mobile services	
Peru	Claro	Mobile and fixed-line services; pay TV	
Colombia	Claro	Mobile and fixed-line services; pay TV	
Ecuador	Claro	Mobile and fixed-line services; pay TV	6.4%
Argentina	Claro	Mobile and fixed-line services	
Paraguay	Claro	Mobile and fixed-line services; pay TV	
Uruguay	Claro	Mobile and fixed-line services	
Chile	Claro	Mobile and fixed-line services; pay TV	2%
Austria and Eastern Europe			
Austria	A1	Mobile and fixed-line services	7.2%
Belarus	Velcom	Mobile services	
Bulgaria	Mobitel	Mobile and fixed-line services	
Croatia	Vipnet	Mobile and fixed-line services; pay TV	
Slovenia	Si.mobil	Mobile services	
Macedonia	Vip Operator	Mobile and fixed-line services; pay TV	
Serbia	Vip Mobile	Mobile services	

COMPANY PRESENCE

The knowledge of the industry and the regions where we maintain a presence enables us to operate one of the most robust networks in the market and to continue capturing profitably growth opportunities.





VISION

“To be the fastest-growing telecommunications company and preserve our leadership in the telecommunications industry.”

In our mission is reflected our interest in bringing people closer, offering accessible prices and excellent connectivity, not just to urban and developed populations, but also to remote regions and communities where we can serve as a liaison for their development.

MISSION

“To ensure that the population, in every country where we provide services, has access to products and services with the most advanced telecommunications technology, at accessible prices, in order to bring more people closer every day.”

Our mission also spurs us to work on projects that help reduce the digital divide, contributing this way to minimize the marginalization through access to technology.

We want to remain as the best option for our customers, so we offer them an extensive portfolio of solutions, backed by latest-generation infrastructure.

INFRASTRUCTURE EVOLUTION IN 2015 G4-EC7

In 2015 we invested approximately US\$10 billion in infrastructure for América Móvil’s operations. This figure is part of the US\$50 billion² investment program assigned for the 2011-2015 period.

As part of the modernization and development of infrastructure we have been working or given continuity in 2015 are great projects like migrating the tech-

nology of our base stations to Single RAN, starting up the operations of the AMX-1 Submarine Cable, and launching our Star One C4 satellite. We have also invested in strengthening the fixed-line network in Europe, where we re-inforced and developed a fiber optic cable network to ensure the quality and efficiency of this service for our subsidiary Telekom Austria.

BASE STATIONS

We continued the technological migration towards Single RAN (technology for radio access to the network). In 2015 we optimized spaces and power at 7,508 base stations, which represents an advance of 65% of our goal of migrating 18,166 units.

This project has a number of benefits, such as energy saving, optimization of physical space where the radio bases are located, and adds network capacity, meaning a better experience for end users.

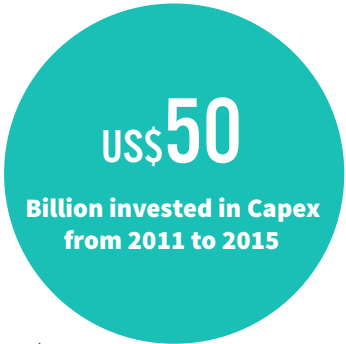
AMX-1 SUBMARINE CABLE

The AMX-1 Submarine Cable started up operations in September 2014, providing international connectivity between our subsidiaries in the Americas.

The investment amounted to US\$506 million and the design of this system is optimized for the transmission of 100 Gps, with a final trunk capacity of more than 50 Terabytes per second (Tb/s), so it has the flexibility to handle future increases in traffic.

The AMX-1 Submarine cable is a network of 17,500 kilometers, designed for data transmission. It connects seven countries with 11 landing points: Miami and Jacksonville (United States), Barranquilla and Cartagena (Colombia), Fortaleza, Salvador and Río de Janeiro (Brazil), Puerto Plata (Dominican Republic), San Juan (Puerto Rico), Puerto Barrios (Guatemala), and Cancún (Mexico).

This technology will enable us to be prepared for future demand; right now only 2 Terabytes are in use, but at maximum capacity, the cable can handle 846 million calls at one time, transfer 53 million images per second, and download 2.2 million songs per second.



STAR ONE SATELLITE FLEET

In the second half of 2015 our Star One C4 satellite was launched from the Kourou Space Center in French Guiana. This is part of the third generation of America Móvil's Embratel-Star One satellites, which consists of the C1, C2, C12, C3 and Brasilsat B4, already in orbit; and Brasilsat B2 and B3, which operate in inclined orbits.

The 5.6-ton C4, which orbits above Brazil, enables us to increase our coverage of telephony, television, radio, data transmission and Internet services in Mexico, the United States and the rest of the countries in Latin America, including the transmission of 1,056 standard definition channels, 576 high-definition channels and 192 ultra-high definition channels.

In 2016 the Star One D1 will go into orbit, with which we will begin our fourth generation of satellites. It will replace the B4 satellite which reaches the end of its useful life in 2016, enabling us to continue the services we offer in Brazil and interconnect mobile technology base stations.

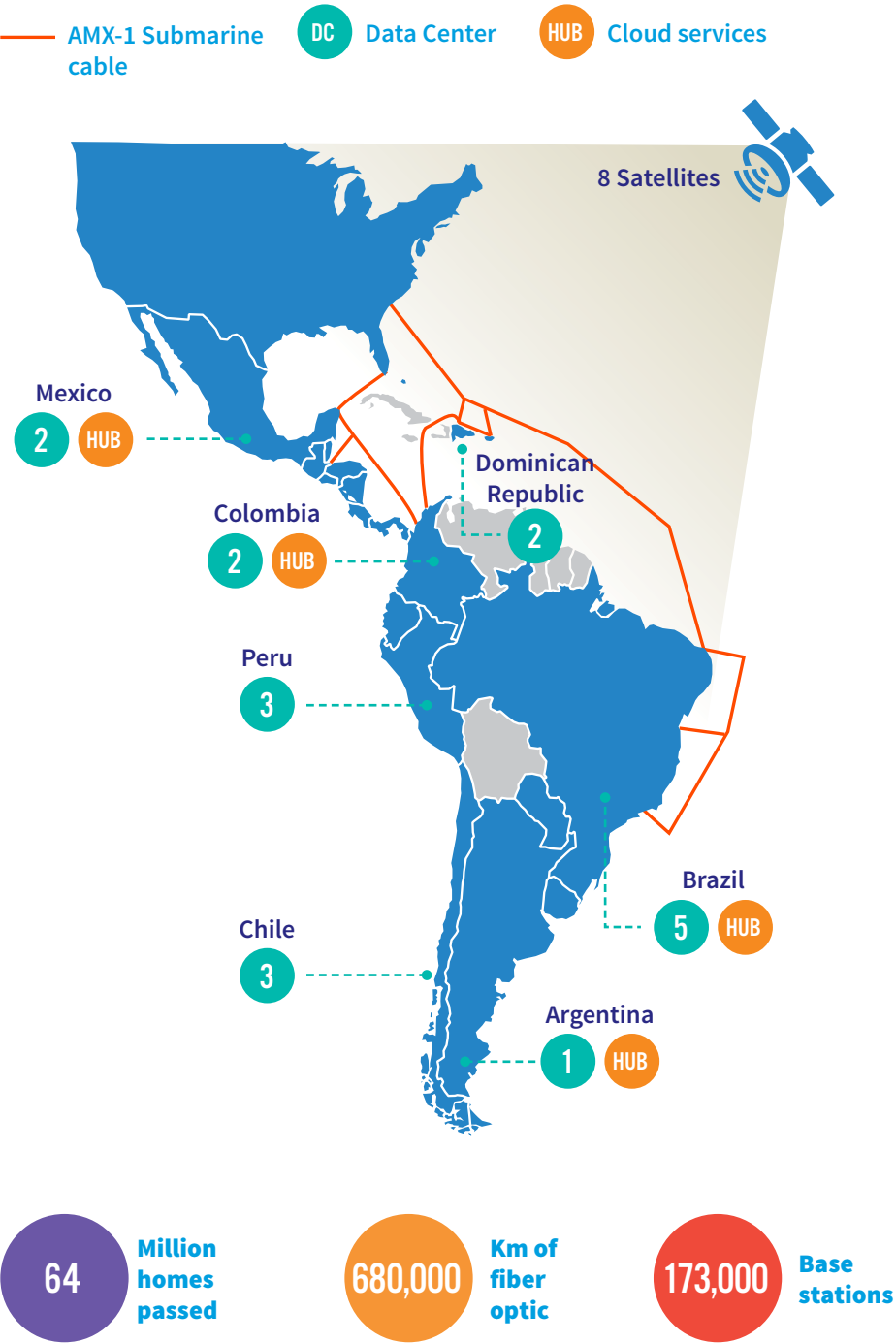
TRIARA DATA CENTERS

These are centers designed to provide hosting services for web pages, strategic data storage and hosting of online applications and services in the cloud, with the highest standards of quality, confidentiality and security for our customers.

These Data Centers are located in Querétaro and Monterrey in Mexico, Bogotá in Colombia and Río de Janeiro in Brazil. They have a unique operating model that guarantees that the business operations of our customers are in expert hands and with the best availability 24 hours a day, 365 days a year.

In the TRIARA Data Centers we provide dedicated hosting services, managed services including management of operating systems, applications, network equipment, managed hosting like starting up virtual machines, service schemes and private cloud, virtual desktops, and the Comprehensive Monitoring and Management Center.

INFRASTRUCTURE



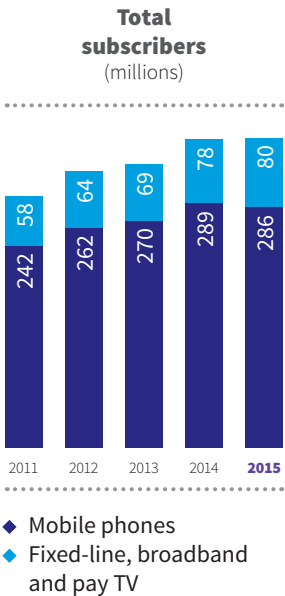
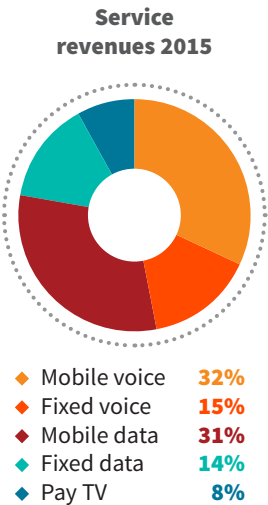
ECONOMIC PERFORMANCE G4-9, G4-EC1

At the end of 2015 we registered:

- 285.5 million mobile customers
- 80.8 million RGUs ³
- 366.3 million total accesses

Our company is known for the growth and profitability it offers its shareholders and investors. We continue to work under a robust, disciplined and consistent financial framework, with an intensive focus on costs to attain the greatest possible internal efficiency, while pursuing diversification and innovation.

We keep our goals up to date by offering the broadest range of cutting-edge telecommunications services in every country where we operate; we invest continually in expanding the coverage of all our platforms; we optimize the company’s resources to make our operations increasingly efficient and sustainable; and we make sure our clients always have the technology, service, quality and support they need to solve their telecommunications needs.



2015	
(+)	(-)
Direct Economic Value Generated (EVG)	
\$898,991,521	—
Economic Value Distributed (EVD)	
—	\$880,552,449
Economic Value Retained (EVG - EVD)	
\$18,439,072	—
<i>(In thousands of Mexican pesos)</i>	

SUPPLY CHAIN G4-12

The supply of products and services of América Móvil, for both our business concerns and our operations, is done by third parties. Our strategic supply is sustained in a centralized model that optimizes synergies of all the subsidiaries; 84% of the investment is made with 20 indispensable suppliers, achieving considerable economies of scale in pursuit of investment and expense optimization.

We sign contracts with leading suppliers in the technology industry to serve mass consumption, residential and business markets, so we can remain at the forefront and deliver a value proposition to our customers, complying with the regulatory requirements applicable to every subsidiary.

Globally, we have contracts with more than 2,000 suppliers to which we assigned \$164 billion Mexican pesos over the course of 2015. Investment in network infrastructure, which includes equipment and services represents 60% of the total investment, while 18% is assigned to equipment and service suppliers for the fixed-line residential and corporate business.

Suppliers of mobile and fixed-line technology provide us primarily with hardware, software, satellite services, professional services, information technologies (IT), content and advertising. Through these products and services, we meet the local and operating needs of the business and optimize our cost-benefit ratio at all times.

3 RGUs: Revenue Generating Units conformed by fixed lines, broadband accesses and pay TV subscribers.

SUSTAINABILITY



G4-18, G4-19, G4-20, G4-21, G4-24, G4-25, G4-26, G4-27

Managing sustainability comprehensively and in all operations is a challenge for any company, because of the complexities involved. One of the keys to the success of our business is the autonomy our subsidiaries in every country enjoy, to operate according to the needs and demands of their market. This includes managing sustainability, so, in line with global trends, for some years now we have been working on integrating and standardizing our social, environmental and labor performance to generate information that encompasses all of our operations.

At América Móvil we are advancing towards that goal in the short term, and we continue to work on unifying criteria and concepts, making sure that in this standardization process we do not limit the autonomy of each operation, so we can continue offering our customers the service that best meets their needs.

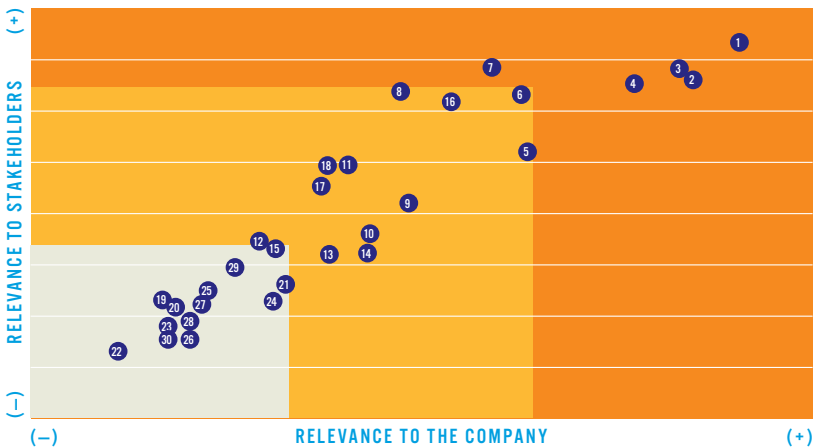
To this end, in 2015 we went through a process of identifying the most material aspects for our company through an extensive materiality analysis in which we compared companies, associations and organizations in the industry so that we could identify relevant aspects globally.

This exercise also included a consultation process, involving an online survey of representative groups of customers, employees, directors, investors, board members and suppliers of five subsidiaries in different countries. From this survey we learned about the opinions of 49,025 people, whose responses helped us prioritize the issues they considered most important for América Móvil's sustainability. Of all respondents, 73% were customers and 25% were employees.

In 2014, Telekom Austria joined América Móvil's operations, so we also conducted a review and integration of the materiality exercise of this subsidiary to complement our survey and have a global overview.

<http://www.telekomaustria.com/en/csr/sustainability-reports>

MATERIALITY MATRIX



According to this exercise, we classified issues into three categories: very relevant, relevant and less relevant. The most relevant issues were:

- 1. Promoting good Corporate Governance practices.
- 2. Ensuring company profitability.
- 3. Acting according to principles established in the code of ethics.
- 4. Satisfying our customers.
- 5. Sharing information and implementing mechanisms against corruption.
- 6. Employees training and development.
- 7. Communicating our strategy to manage the risk of service interruptions.
- 8. Reporting on practices to combat unfair competition or monopolistic conduct.

Among the issues considered as relevant were:

- 9. Remunerating and promoting employees based on performance.
- 10. Developing employee's talent in all locations.
- 11. Ensuring diversity and equal opportunities for employees.
- 12. Safeguarding occupational health and safety.
- 13. Guaranteeing accessibility of communication services in disadvantaged regions and communities.
- 14. Implementing energy efficiency programs.
- 15. Promoting and facilitating recycling of batteries, phones and electronic equipment.
- 16. Promoting human rights.
- 17. Applying practices to tackle cyber-crime.
- 18. Ensuring information privacy and security.

In the survey made to our stakeholders, the following issues were found to be less relevant than those listed above, however, they were included in this report because they are important for our business and our industry. These issues are:

- 19. Having environmental conservation programs.
- 20. Offering communication solutions for people with special needs or disabilities.
- 21. Contributing with education and digital inclusiveness to the population.
- 22. Evaluating suppliers in the areas of environment, human rights and labor practices.
- 23. Offering social programs for communities in vulnerable situations.
- 24. Providing technological solutions and training in schools as a support for education.
- 25. Taking action to reduce CO2 emissions generated by electrical energy consumption and transportation.
- 26. Offering programs or initiatives to inform customers about the environmentally responsible use of products or services.
- 27. Recycling the materials used in operations.
- 28. Recovering and recycling the products sold.
- 29. Using renewable energy sources.
- 30. Having programs to supply and maintain telecommunication services and products in emergency situations or disasters.

All of this provided us with a guide to review our performance regarding each issue and, where we found adjustments are necessary, we are planning initiatives and projects to address them in the short and medium terms.



To reinforce our commitment to the sustainable operation of our business, we are working on the following actions that will be implemented during 2016:

- Reviewing and updating our sustainability strategy.
- Continue integrating and standardizing economic, social and labor performance indicators for all of the Group’s subsidiaries.
- Reviewing and updating América Móvil’s Code of Ethics.
- Communication and training in the Code of Ethics.
- Complying with the commitment we took when we signed the United Nations Global Compact, including encouraging respect for human rights.

We have classified our stakeholders considering principally those with whom we are in constant communication and interaction.

AMÉRICA MÓVIL STAKEHOLDERS



Dialogue mechanisms	Expectations
Customers <ul style="list-style-type: none"> • Customer Service Centers and Business Service Centers • Technical Service Centers • Authorized distributors • Points of sale, self-service modules and phone service • Electronic media: Facebook, Twitter, YouTube, webpages and blogs, e-mail, service chat • Marketing: postal mail, brochures, events and sponsorships, advertising material, text messages • Suggestions mailbox • Satisfaction surveys • Whistleblower hotline 	<ul style="list-style-type: none"> • Information, service, and satisfaction with products and services • Communication and interaction regarding company activities • Transparency
 Employees <ul style="list-style-type: none"> • Administrative and technical training, personal advancement and orientation program • Workplace climate surveys • Performance and growth potential evaluations • Internal media • Whistleblower hotline 	<ul style="list-style-type: none"> • Continuous dialogue within the company • Training • Talent retention • Professional development, compensation, benefits, training and balance between personal, work and family life
 Investors <ul style="list-style-type: none"> • Events and presentations • Conference calls • Operating and financial reports • Electronic media: webpage, e-mail, phone line 	<ul style="list-style-type: none"> • Service and information about the company and its results • Investment • Profitability • Transparency



	Dialogue mechanisms	Expectations
	Suppliers	
	<ul style="list-style-type: none"> Supplier manuals Code of Ethics Personal meetings Whistleblower hotline 	<ul style="list-style-type: none"> Profitability Long-term relationships Development and timely communication Involvement Transparency Legality
	Authorities	
	<ul style="list-style-type: none"> Alliances Agreements Meetings National and international industry information 	<ul style="list-style-type: none"> Compliance with regulations of each country where the company operates Legality Transparency
	Community	
	<ul style="list-style-type: none"> Social programs and events Investment in productive projects Meetings 	<ul style="list-style-type: none"> Technological access Development and competitiveness Improvement of natural environment for communities
	Media	
	<ul style="list-style-type: none"> Corporate communications Electronic media: e-mail, webpage sections Special events Telephone service 	<ul style="list-style-type: none"> Transparency Timely communication Information on products, services, financial position, legality, social programs, sustainability and special projects
	Distributors	
	<ul style="list-style-type: none"> E-mail Phone service Specialized magazines Advertising Satisfaction surveys 	<ul style="list-style-type: none"> Development Fair treatment Profitability Timely communication Transparency
	Industry memberships and participation	
	<ul style="list-style-type: none"> Meetings Shared information for industry initiatives 	<ul style="list-style-type: none"> Legality Industry development Free competition

In our dialogue with stakeholders during 2015, we addressed the following issues in the countries where we operate:

- Customer data privacy.
- E-learning for employees.
- Focus on customer service.
- Innovative products.
- Customer satisfaction surveys.
- Networks and quality systems.
- Health problems caused by our operations.
- Safety and emergency services.
- Support to governments through social programs.
- Generation of visual contamination(unused cables on posts)
- Generation of news and editorial content for media and opinion leaders.
- Relationships with journalists, editors, directors and opinion leaders in the main media channels that have regional and national coverage.
- Working together with unions on communication issues.
- Organizational climate within the company.
- Implementation of educational alliances in the countries where we operate.



SERVICE

EXCELLENCE



Million monthly transactions in Mexico through the webpage and mobile app Mi Telcel



Disadvantaged communities in Latin America today have access to mobile and Internet services thanks to América Móvil



América Móvil subsidiaries have signed international collaboration agreements for social initiatives to benefit the population

Our technology, coverage, products and services would not have the impact and market penetration they enjoy today if they were not accompanied by an excellent customer service.

CUSTOMER SATISFACTION G4-PR5

The customer is our top priority and our reason for being; accordingly, in 2015 we realigned our strategic objectives to place a top priority on customer satisfaction.

Strategic objectives	
Before	Now
1. Profitability	1. Customer satisfaction
2. Growth	2. Growth
3. Leadership	3. Leadership
4. Customer satisfaction	4. Profitability

To guarantee that we meet these goals we have introduced a set of broadbased indicators for measuring customer satisfaction (Net Promoter Score, NPS), which gives us a chance to learn about how our users feel regarding the value we are creating.

As part of our strategy, we maintain independent operations in every country where we are present and we decentralize decision-making. This has major advantages, because it enables us to properly serve each market according to its specific needs, expediting a prompt response to our customers.

S U C C E S S S T O R Y

TELCEL

In Mexico we served more than 2 million customers a month in our 377 Customer Service Centers, and 56 million transactions were carried out each month through our webpage and mobile app Mi Telcel.

Mechanisms for listening to customers		
In person	By phone	Virtual
<ul style="list-style-type: none"> Customer Service Centers (CSC) Authorized distributors Self-service modules 	<ul style="list-style-type: none"> Special dialing lines from our customers mobile phones dialing *111 and *264 	<ul style="list-style-type: none"> Chat Social media Mi Telcel Webpage and app

Among the initiatives we have developed to improve customer experience, there is a project we worked on, during 2014 and 2015, to reengineer processes at the CSCs, which helped reduce customer waiting time to eight minutes. We also redesigned contracts to reduce the number of signatures that customers have to provide, and we are working on digitalization initiatives to speed up processes and cut back on paperwork.

We also serve our customers through a digital platform called **Mi Telcel**, through which users can check and manage their account information, re-load balances, acquire packages and look into additional services without having to go to the CSCs.

Among our projects to improve customer experience, we have training for CSC employees, distributors who provide customer service, and our Call Center personnel. We also have an employee productivity system through which we evaluate their performance on certain goals, including customer satisfaction, attention, attitude, sales and retention.

To guarantee that customers receive a response to their complaints when they cannot be solved through our initial contact options, users can opt for the channels established by the authorities who follow up on issues until they are resolved. The average response time in this path ranges from 48 hours, in the case of service issues, to up to 10 days when the issue involves devices. In 2015 we received 2,948 complaints with the Federal Consumer Protection Agency (Profeco) in Mexico, which positions us as the operator with the lowest complaints rate in the country compared to our total number of users (0.0041%).

In 2015, Telcel was the mobile phone company that received the greatest amount of customers who decided to change company and exercise their portability option thanks to our services, coverage and customer service. This year, more than 2.5 million customers chose us as their new telecommunications provider.

Evaluating customer service gives us a tremendous opportunity to improve our operations; at the same time we take into account the comments of our users to refocus our **communication and marketing strategy**. All the market strategies, product distribution and services we offer, along with the commu-

nication with our customers and stakeholders, are consistent with the principles and values of our Corporate Governance Policies and América Móvil's Code of Ethics, and we also comply with the laws of every one of the 25 countries where we operate.

S U C C E S S S T O R Y

COLOMBIA

Our work on measuring customer satisfaction focused primarily on three aspects: first-contact resolution, satisfaction with the service experience received, and level of recommendation.

The responses we obtained through the customer satisfaction surveys revealed key issues to be addressed through action plans; the end result was an improvement in the areas where customers expressed the greatest dissatisfaction:

- We reduced waiting times in service channels.
- We worked together with the areas involved to improve the commercial offer and to make the customer service portfolio more attractive.
- We optimized and created more self-service modules.
- We improved and simplified communications related to commercial and service conditions.
- We conciliated between legality and judicial fields by responding in a friendly, warm and effective way.
- We enhanced answering times on requests from the Corporate and Government segment through our corporate website, improving our rate of response from 69% in less than 6 hours to 82%.
- We humanized the customer service process, giving customers more memorable experiences and earning us the highest recommendation ratings.

The premises for the surveys were: to obtain customer information within 24 hours of the time they received a service through any channel, and to present both closed-end questions and a series of open-ended questions to obtain reflections and additional comments from the customer.

Another tool we used to improve customer satisfaction was our **Mystery Shopper Program** which helped us detect areas of opportunity among our employees in customer service, providing us with a clear overview of our training needs. We were able to reduce excess procedures and documentation in various processes, validating the level of involvement, empathy and concern of our team towards customers, reducing service times, and providing assistance as well as training for employees in their dealings with customers.

This awakened our employees' interest in learning more about the reasons our customers terminate their contract, in a friendly, warm and immediate way.

We also began a process of upgrading our image in the use of uniforms and personal appearance to make our people feel more identified with the brand and more confident when providing personal service.

13%

Improvement in response times for the Corporate and Government segment

S U C C E S S S T O R Y

COLOMBIA

Another initiative was **Conversation Analysis**, in which customers calls are interpreted in our call centers, which helped us find areas for improvement based on indicators such as: percentage of silences during the call, precise and prompt speech by the customer, satisfaction rating for the service received, and the products and services used, as well as the percentage of recurrence. With this tool, we created control panels and introduced action plans focused on improving customers' experience. All of this resulted in an improvement in our performance indicators in 2015.

Indicator	Call Center Service		Service and Sales Centers		Social Network Service		Audio Response	
	2014	2015	2014	2015	2014	2015	2014	2015
Recommendation level	25%	37%	28%	48%	15%	39%	25%	46%
Satisfaction	75%	81%	84%	86%	42%	61%	64%	74%
Problem resolved at first contact	72%	80%	86%	87%	42%	52%	84%	87%

S U C C E S S S T O R Y

CENTRAL AMERICA

The results of our customer satisfaction surveys led us to make improvements in the following areas:

- Massive Call Center: we introduced an automatic feedback survey through our telephone platform, monitoring surveys that turned in low ratings and improvement in Key Performance Indicators (KPIs)
- Corporate Call Center: we developed a Regional Corporate Chief's Office, standardized satisfaction surveys across Central America, and redesigned questions for corporate skills.
- CSCs: we automated and standardized services through text messages, calls and tablets, reducing wait and service times. We also introduced a system for monitoring and auditing processes by placing microphones in CSC customer service posts.

In Puerto Rico, we reached record satisfaction ratings from customers who visit our CSCs and call by phone in 2015. For our CSCs, the results were 92% satisfaction rating and 94% likelihood that they would recommend the center visited; for phone service, 90% satisfaction rating and 92% recommendation that they would recommend the service.



SERVICE ACCESSIBILITY FOR DISADVANTAGED COMMUNITIES

IO2 (Telecommunications Industry Supplement)

At América Móvil we are interested in bringing closer communities located far from urban centers through communications services. That’s why we offer mobile and Internet services to more than 5,000 disadvantaged communities in Latin America.

Disadvantaged communities served by country or region:

- Argentina: 111 communities.
- Brazil: 1,172 municipalities and 7, 962 rural schools.
- Central America: 12 municipalities.
- Chile: 100 communities.
- Colombia: 85 villages and 109 schools, 68% of them in rural areas.
- Ecuador: 37 communities.
- Panama: 2 communities from indigenous regions that are geographically remote.
- Peru: 265 villages.
- Puerto Rico: 173 communities.
- Dominican Republic: 13 communities with mobile services and 8 communities with access to internet.
- Mexico: 3,861 communities.

SAFE AND RELIABLE COMMUNICATION EXPERIENCES

PR1, PR3, PA2, PA6, IO4, IO5 (Telecommunications Industry Supplement), G4-PR8

All of these efforts are focused on protecting the privacy of our customers’, employees’ and users’ data; however, in 2015 we received complaints on this issue.

- Argentina, Paraguay and Uruguay: 20 complaints were received through the National Department of Personal Data Protection.
- Europe: 13 cases registered in Bulgaria.

- Brazil: one case that is being addressed through the Audit and Safety Committee.
- Colombia: 510 complaints were received.
- Peru: two complaints were received.
- Mexico: 6 cases were registered at Telmex and 57 at Telcel.

At América Móvil we know that the dependability of the services we provide is crucial for guaranteeing customer satisfaction. For this reason, in 2015 we strengthened the **América Móvil Security Strategy**, through which we will reinforce the actions taken in this area.

The central goal of this project is to standardize information security criteria in all our subsidiaries by introducing the standard ISO 27002:2013 on **Information Security of Personal Data**.

In the first phase of execution, **Security Committees** were created in all our subsidiaries, whose duties will include strategic guidance of security activities and guaranteeing that information security risks are appropriately managed, always keeping with the legal and regulatory framework of each country.

Each country where we operate has two committees, one at the managerial level, which handles the operating side, and a mirror committee at the senior management level to approve strategies and resources. Both committees are responsible for identifying needs and opportunities, detecting information security risks for each business unit, promoting global security initiatives, standardizing security tools and raising awareness throughout the organization regarding the importance of this issue.



One key development made in 2015 was the creation of the **América Móvil Strategic Security Framework**, developed jointly by the Audit and Income Assurance, Operation and Maintenance, and Information Technology areas.

To complement these activities, in 2015 personnel were trained at the corporate and regional levels on the principles of personal data protection and the risk of security breaches involving the data of our customers and employees. Monitoring and detection tools were reinforced for the handling of information in the internal network and internal and external audits were stepped up to review the treatment of information by our employees and suppliers. This, along with full compliance with the company’s other security policies and measures.

Also in 2015, we began an **Operating Excellence** project aimed at full implementation of the process-based operating model in all our subsidiaries, with a focus on continuous improvement. This project was focused on operating and maintaining processes in the fixed-line and mobile network, and is intended to optimize time and resources by standardizing new systems in the network, guaranteeing information security, as well as correcting and preventing possible failures. The project has been replicated in all América Móvil subsidiaries, achieving maturity and process automation for correcting failures, as well as tool centralization.



S U C C E S S S T O R Y

CYBER-SECURITY CENTER FOR MEXICO AND LATIN AMERICA

The primordial goal of this center, opened in 2014, is to prevent cyber-attacks and cyber-crime and help our customers who may be the victims of such actions. Through permanent monitoring, information is investigated and analyzed to send alerts about possible cyber-threats in order to coordinate efforts with various groups involved in emergency cases.

The service portfolio provides customers with diagnostics and protection against advanced threats, and uninterrupted management of cyber-risks based on cyber-intelligence. In 2015 the Center’s operations were extended to include the Chilean subsidiary.



WE CARE PROGRAM

In our interest of following best telecommunications industry practices around the globe we are actively involved in the Groupe Speciale Mobile Association (GSMA), an organization that promotes practices to maximize the potential of mobile technology and its economic and social contributions.

In 2015, together with other companies in our industry and government agencies, we took on a series of commitments within the framework of a campaign called **We Care**, whose goal is to empower mobile phone users with tools that enable them to enjoy services in a secure and reliable environment.

The issues that are dealt with in alliance with GSMA Latin America are: mobile privacy, response to natural disasters, health in the mobile environment, contribution to public security, environmental care, and control of text message spam.

Implementation of We Care program in América Móvil subsidiaries							
Country / Initiative	Blacklists (stolen mobile phones lists)	Child protection	Digital inclusion	Reduction of instant message spam	GARI Initiative (access for people with disabilities)	Natural disaster response	Environmental care
Argentina	✓	✓					
Brazil	✓	✓		✓			
Colombia	✓					✓	✓
Costa Rica	✓	✓			✓		
Ecuador	✓						
El Salvador	✓	✓					
Guatemala	✓						
Honduras	✓		✓			✓	
Mexico	✓	✓	✓		✓		✓
Nicaragua	✓	✓					
Peru	✓						
Panama	✓						
Dominican Republic	✓						

In Mexico, we operate this program in alliance with the GSMA and the National Telecommunications Association (ANATEL) to promote:

- Fewer mobile phone thefts.
- Protection of children through detection of websites with child pornography, trafficking or children harassment.
- Digital inclusion to facilitate access for users with some type of disability, by pointing out the mobile devices available in their region that include accessible functions. Through the Global Accessibility Reporting Initiative (GARI), we help consumers in Mexico to find devices and apps that can be used to fulfil their needs. Also we made available our service provision contract in audio form.
http://www.telcel.com/mundo_telcel/quienes-somos/corporativo/accesibilidad-telefonos
- Environmental care through promotion of mobile phones and accessories recycling under our **Green Program**.
- Initiatives for mobile privacy, providing users with information for better understanding their information protection and privacy options.

Thanks to concerted efforts by industry participants, associations and authorities, in 2015 we obtained the following results:

- More than 800,000 online lookups on the IFT website to identify stolen mobile phones.
- 673 calls to the *5533 anti-bullying hotline, 396 calls on child abuse and human trafficking involving children.
- Between 2013 and 2015, 1.8 million mobile phones were recycled as well as 558 tons of accessories in the 479 collection boxes in the country, made available by mobile phone operators and equipment manufacturers.

ELECTROMAGNETIC WAVES

We follow international practices and standards and remain abreast of the most recent scientific investigations regarding exposure to the use of mobile phones and to electromagnetic waves from cell sites.

In 2015, scientific studies by the European Commission related to public health published a document entitled “Final opinion on potential health effects of exposure to electromagnetic fields” (EMF), which states that to date no adverse health effects have been detected in the general population from the use of mobile phones because they are low radio frequency emitters.

http://ec.europa.eu/health/scientific_committees/emerging/opinions/index_en.htm



EMPLOYEES



Employees make up our work force



New talents joined the Group in 2015

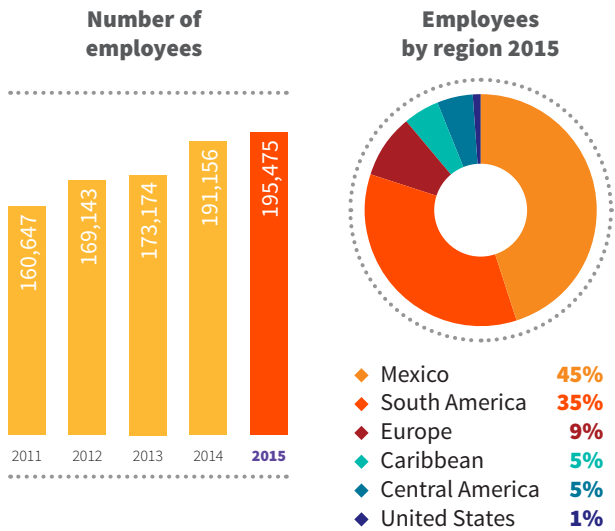


Average hours invested in training per employee

The success and evolution achieved over the past 15 years, along with the quality of service we offer to our customers, would not be possible without the effort, know-how, constancy and dedication that every one of our employees brings to their day to day activities.

EMPLOYEES G4-10, G4-11, G4-15, G4-EC3, G4-LA1, G4-LA2, G4-LA12

Our human capital is fundamental in the services we provide. Our co-workers enable us to achieve the goals set for our business, deriving in the success of the enterprise, the one that represents a development platform for those 195,475 persons which daily share their talent and knowledge, in order to give our customers the service with the quality they deserve.



Excluding operations in Europe, at the end of 2015 our work force was made up of 107,861 men and 69,942 women, all of whom received benefits according to the laws of the countries where we operate, and fair pay according to their performance and level of responsibility within their work area.

Some of the benefits they receive (which vary from country to country) are: life insurance, private medical insurance, medical insurance with coverage for full or partial disability, dental insurance, paternity and maternity leave, school supply stipend, purchase of handsets at preferential prices, transportation with connections to the workplace, economic support for funeral expenses and family bereavement leave, among others.

Besides being vigilant about respecting human rights throughout our value chain, we know how important it is to include minority groups in our business. In Brazil, for example, 19% of our work force is people belonging to these groups.

Employees by region, country and gender 2015				
Region	Country	Men	Women	Total
North America	United States	514	388	902
	Mexico	55,691	32,755	88,446
South America	Argentina, Paraguay and Uruguay	2,349	1,831	4,180
	Brazil	25,329	18,912	44,241
	Chile	2,082	1,444	3,526
	Colombia	5,888	4,492	10,380
	Ecuador	1,643	1,316	2,959
	Peru	2,239	1,744	3,983
Central America	Costa Rica	355	224	579
	El Salvador	1,470	705	2,175
	Guatemala	2,726	878	3,604
	Honduras	560	301	861
	Nicaragua	1,109	783	1,892
Caribbean	Panama	209	261	470
	Puerto Rico	2,241	1,276	3,517
	Dominican Republic	3,456	2,632	6,088
Europe		—	—	17,672
Total		107,861	69,942	195,475

Our employees have the right to sign collective bargaining contracts in accordance with the labor laws of each country. In Brazil and Colombia, for example, 100% of our employees are covered by collective bargaining agreements; in Mexico and Puerto Rico, more than 70%; and in Argentina, Paraguay, Uruguay and Chile, almost half of our employees are union members.

Given the magnitude of our operations, we are also responsible for creating jobs, and thus contributing to local development. In 2015 we hired a net 4,125 new employees.

Hiring and turnover by age and gender 2015				
Age	Income		Turnover	
	Men	Women	Men	Women
- 30 years	8,192	8,636	5,189	6,296
30-50 years	4,585	3,363	4,096	3,656
+ 50 years	257	68	1,116	623
Total gender	13,034	12,067	10,401	10,575
Global total	25,101		20,976	

Not including European operations.

For those who are dismissed from our company, we provide compensation in compliance with the laws of each country, and in addition, in some countries, we have transition support programs. In Argentina, Paraguay, Uruguay, Colombia and Mexico (Telmex), we provide severance pay depending on age, years of service and physical condition according to the laws of each country; while in the United States we offer relocation services.

TRAINING AND DEVELOPMENT G4-LA9, G4-LA10, G4-LA11

In order to provide quality services for our customers, our employees need to have the necessary tools, knowledge and skills, both personal and professional, to do their jobs and to develop professionally.

Our training plans in each country are consistent with the employees’ and the region’s requirements. This way, we can be sure our people have the appropriate skills for meeting our customers’ needs, which may vary from one country to another.

To contribute to this professional advancement, in 2015 we invested an average of 33 hours of training per employee. ¹

¹ Not including European operations.

In 2015, we offered courses in more than 120 different areas such as: leadership, communication, negotiation, project management, effective conversation, time management, customer satisfaction, sales, languages, personal and professional development, ethics, telecommunications specialization courses, facilitator training, image development tools for dealing with the public, teamwork and emotional intelligence, among others.

One of our most representative lines of personal development is **ASUME**, a human development program under way in 16 of the countries where we operate. This program, carried out in coordination with the Carlos Slim Foundation, seeks the comprehensive advancement of our employees and their families through development of the values necessary to create responsible, happy, peaceful people, committed to themselves, their families, their jobs and their country.

During 2015 we coordinated 4,273 sessions, attended by 75,104 employees and 46,261 family members, and for the seventh year in a row we brought the program to our Customer Service Centers.



Average annual training by gender and country (hours)						
Country / Region	Women			Men		
	Total employees	Total training hours	Average annual training hours	Total employees	Total training hours	Average annual training hours
Argentina, Paraguay, Uruguay	1,831	16,762	9	2,349	50,126	21
Brazil	18,912	1,658,867	88	25,329	897,887	35
Central America	3,152	54,325	17	6,429	82,201	13
Chile	1,444	23,866	17	2,082	31,534	15
Colombia	4,492	72,985	16	5,888	77,131	13
Ecuador	1,316	70,577	54	1,643	107,131	65
United States	388	0	0	514	0	0
Peru	1,744	98,313	56	2,239	92,235	41
Puerto Rico	1,276	6,700	5	2,241	12,040	5
Dominican Republic	2,632	202,119	77	3,456	172,574	50
Mexico	32,755	588,368	18	55,691	1,313,400	23
Total	69,942	2,792,882	40	107,861	2,836,259	26

Does not include operations in Europe; this information accounts for approximately 93% of our operation.

S U C C E S S S T O R Y

TRAINING FOR THE JOB

Training For The Job is a Carlos Slim Foundation initiative that provides free online courses for different areas and industries with the purpose to help anyone develop the skills they need to get a better job or start their own business. In 2015, participants from 23 Spanish-speaking countries enrolled in the program.

People who want to join the program just have to register online, choose an occupation from the more than 30 available courses and pass the course. There is no set time or limit on the number of tries and, at the end, the participant gets a certificate. Different courses can be taken simultaneously.

+30

Courses
available



For example, in the **Dominican Republic**, the three most popular courses were Data network technician, Computer technician and Mobile phone and tablet repair specialist. In 2015, 5,453 employees and

165,643 persons from outside the company signed up for courses, of which 13,981 completed their training. 52% of the enrolled participants were men and 47% women, most between 20 and 30 years of age.

The largest percentage of completed courses in this country by area of interest was technology, followed by customer service, fashion and beauty, food and retailing.

S U C C E S S S T O R Y

CLARO COLOMBIA UNIVERSITY

Claro Colombia University seeks to improve the contributions of people and teams, encourage employees' emotional commitment to the Claro brand, and introduce a cultural transformation through Training Schools.

These Training Schools have enrolled more than 577,000 classroom assistants, where the following courses are given: **Engineering**, to develop skills and abilities in infrastructure and technology; **Experiences**, to understand and guide customer experience; **Retailing**, to improve interaction with our products and their features; **Multi-area programs**, providing ongoing education in areas related to the employees' job; and **Leaders**, which encourages continuing and sustainable development of the leaders.

The schools are structured into modular programs that can be attended either in person, virtually or combined through workshops, experiential methodologies, on-site diagnostics and forums.

In 2015 we reached 9,744 direct employees and 40,000 people from affiliated companies.

577

Thousand
classroom assistants
in Training Schools



S U C C E S S S T O R Y

TELCEL

Telcel organizes multiple training programs for employees at all levels of the organization. In 2015, the investment in this area was 19% more than in 2014, and the range of course offerings increased by 5.7% in relation to the previous year.

Among the courses offered are: leadership ability development, negotiation, conflict resolution and communication, coaching, project management, building customer culture and satisfaction, sales techniques, languages, teamwork, management and executive evaluation, facilitator training, supervision and leadership, assertive communication, idea management, change orientation and spelling, among others.

2015 Telcel training

Courses organized	Number of people trained	Hours of training	Average training hours*
2,407	40,299	544,033	6.1

*Average calculated based on the total of Mexico employees: 88,446

We also offer workshops on our Code of Ethics, data security, business etiquette and emotional intelligence. We support external training and pay for courses for our employees. We also offered programs in technology, trends, processes, products and services, development of skills for a specific job or duty courses, and occupational health and safety programs.



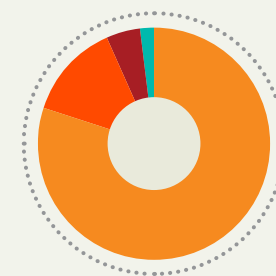
Along with training, we seek to develop skills, abilities and attitudes in our employees that contribute to their professional careers, and are consistent with their personal motivation and América Móvil's mission and goals. We call this process, which extends to both union and non-union employees, **Performance Feedback**, and its results are taken into account in the promotion process.



We also have the **Potential Evaluation** program for employees in managerial positions. This evaluation provides the basis for decisions on promoting employees to positions of higher responsibility. In 2015, we conducted 1,153 evaluations under this scheme, which complemented the Performance Feedback program.

Furthermore, every year we recognize employees that have been working in the company for 10, 15 or 20 years. In 2015, 2,384 employees from various areas and countries received these recognitions, which we hope will strengthen retention and bolster their sense of commitment and pride at being part of América Móvil.

Employees trained by program



Administrative	32,351
Technical	5,304
Social Wellbeing	1,919
Information Technologies	725

The Performance Evaluation and Development, Organizational Climate and 360 Evaluation processes are applied every year in most of the countries where we operate, in order to detect opportunities and possibilities for employees’ development. In 2015, we conducted 52,243 performance evaluations.

Number and percentage of employees who received performance evaluations, by gender, region and country					
Region	Country	Number of employees evaluated		Percentage of employees evaluated	
		Men	Women	Men	Women
North America	United States	64	46	7%	5%
	Mexico	45,608	26,214	52%	30%
South America	Argentina, Paraguay, Uruguay	1,965	1,528	47%	37%
	Brazil	6,662	4,361	15%	10%
	Chile	1,823	1,179	52%	33%
	Colombia	5,221	3,905	50%	38%
	Ecuador	1,511	1,222	51%	41%
	Peru	2,182	1,695	55%	43%
Central America	Costa Rica	312	186	54%	32%
	El Salvador	1,452	666	67%	31%
	Guatemala	2,612	825	72%	23%
	Honduras	555	295	64%	34%
	Nicaragua	1,081	768	57%	41%
Caribbean	Panama	192	234	41%	50%
	Puerto Rico	2,193	1,262	62%	36%
	Dominican Republic	3,696	2,660	61%	44%
Total		31,457	20,786	47%	31%

Does not include operations in Europe; this information accounts for 93% of our operation.



HEALTH AND SAFETY G4-LA6

Providing and maintaining a safe and healthy environment for our workers is our duty and a priority at América Móvil. For this reason we have a variety of training, information and knowledge initiatives, and we comply strictly with the laws in every county where we operate to protect the wellbeing of our workers. One example is the safety training given to 2,796 Telcel employees on areas such as first aid, emergency evacuation, firefighting and techniques for moving through high-rise towers.

Being committed with the health and safety of our people means to prevent as far as possible injuries, illnesses and fatalities. In order to guarantee this, we monitor the number of incidents in each category so we can reduce our accident rate.

Work-related injuries, illnesses and fatalities in 2015						
Country	Injuries		Illnesses		Fatalities	
	Women	Men	Women	Men	Women	Men
Brazil	24	102	0	0	0	0
Central America	1	10	0	1	0	1
Chile	7	16	2	0	0	0
Colombia	146	122	10	2	0	0
Ecuador	18	33	0	0	0	0
United States	8	2	0	0	0	0
Europe	43	120	0	0	0	0
Mexico*	451	229	1	1	0	1
Panama	12	3	50	16	0	0
Peru	7	4	0	0	0	0
Puerto Rico	35	72	29	30	0	0
Dominican Republic	13	59	21	48	0	0
Uruguay	1	2	0	0	0	0
Total	766	774	110	98	0	2

* Does not include information for Telmex; this information covers approximately 87% of our operation.

Work-related injuries, illnesses and fatalities in 2015 (Subcontractors)						
Country	Injuries		Illnesses		Fatalities	
	Women	Men	Women	Men	Women	Men
Chile	19	34	0	0	0	0
Colombia	7	1,346	0	0	0	5
Panama	14	1	575	139	0	0
Peru	0	1	0	0	0	1
Total	40	1,382	575	139	0	6

G4-LA14, G4-LA15

As part of our responsibility with people providing services to our company through outsourcing companies, we carry out evaluations in order to identify irregularities, areas of opportunity and improvements in the supply chain. In this sense, during 2015 we evaluated a total of 837 suppliers.

From this evaluation, we identified negative impacts in some countries, taking measures to solve or mitigate them.

Supplier impacts in the supply chain		
Country	Description of the identified impact	Measures taken
Brazil	Increase in the number of labor lawsuits and inspections.	We conducted a documentary analysis of employers' compliance with labor obligations and payments withheld for this reason.
Chile	In Chile, there is a law on service subcontracting by which companies are obligated each month to review and certify their suppliers regarding compliance with various aspects. A labor justice court may make Claro Chile responsible for any breach of this law once it has pursued and settled collection options with the supplier.	Every month, Claro Chile complies with the subcontracting law, maintaining specialized and legally certified human resources and web platforms in the country to supervise and review suppliers with regard to the payment of compensation and social benefit laws for workers in that company.
Colombia	Labor-related risks of job intermediation and solidarity. The user company is considered as the true employer of the subcontractor's employees (simple intermediary). The subcontractor is jointly responsible for obligations stemming from the labor relationship.	Evaluation of subcontractors regarding performance and results.
Mexico (Telcel)	We identified suppliers that were in breach of labor obligations such as not enrolling employees at the IMSS (Mexican Institute for Social Security), failing to fulfill their INFONAVIT obligations and failure to take responsibility in labor lawsuits.	Third party certifications are being implemented; obligations are stipulated in their contracts and we follow up on letters of commitment to assume responsibility of labor claims from outsourced employees.

This information corresponds approximately to 53% of our operation.

COMMUNITY



16.5

Million 1 kilo bags of nutritious candy donated



133,625

Community beneficiaries of the ASUME integral development program



5,138

Volunteers make up the Telmex volunteer network

At América Móvil we also connect with society and its needs. In every country where we operate, we have social responsibility programs that embody our commitment to benefiting communities and helping improve their quality of life.

G4-SO1, IO2

We support social responsibility programs in a number of areas such as education, health, driver safety, sports, environment, human development and humanitarian aid. Some of these projects are carried out in coordination with the Carlos Slim Foundation, which supports us in managing and implementing these initiatives, while others are executed by our subsidiaries in each country or in partnership with government agencies, business organizations and non-governmental organizations.

SUPPORT IN NATURAL DISASTERS PA6

When we become aware of humanitarian crises caused by natural disasters, we feel compelled to participate actively in the affected communities. Our **Support in Natural Disasters** program delivers humanitarian aid to places where emergency situations prevail.

In these circumstances we also try to guarantee the continuity of our telephony and data services. We have a Disaster Prevention Department that establishes action protocols depending on the type of event, whether predictable or unpredictable. For example, in the case of predictable events like hurricanes, we secure our base stations and bring work crews, spare parts, supplies, mobile and portable emergency power plants and the fuel necessary to operate at strategic points in the region where the storm is expected to touch ground.

We coordinate with local governments and authorities to share information and restore service as quickly as possible once the emergency has passed. As part of our support to affected communities, we offer free fixed-line and mobile telephony services in the hours following the disaster so people can get in touch with their families or report emergency conditions. In 2015 Mexico confronted the ravages of Hurricane Patricia, considered the strongest hurricane ever registered on record. We were able to restore mobile telephone service to a level of 70% in the first six hours after the hurricane passed.

SOME RESULTS

- In the Support in Natural Disasters program 28.9 tons of humanitarian aid and 26.4 million liters of fresh water were delivered, 136 water purification plants were installed.

- The resources assigned by Telmex in this emergency included 78 people (30 workers and 48 volunteers), a helicopter, a fixed-wing aircraft and 10 vehicles.
- We installed 2,026 fixed-line phones in the cities of Colima, Manzanillo and Puerto Vallarta, and we offered 2,975 free calls to anywhere in Mexico.

EDUCATION PA2, PA7

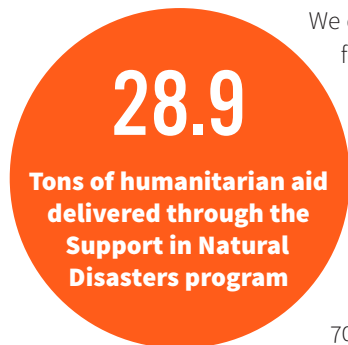
Education is the area where we have the most initiatives, in order to meet the needs of the communities where we are present, because we are convinced that a better educated society has more possibilities for progress.

In this topic, we have a number of educational platforms like **Académica**, **Khan Academy in Spanish**, **Ponte a Prueba 2015**, **MIT Open Course Ware** and **Udacity**. These platforms promote the generation and exchange of knowledge among students, teachers and researchers from higher educational institutions in a variety of fields, with the goal of providing free, world-class education and strengthening the learning process and professional development. Through them we provide access to specialized and personalized information while offering Spanish-language training opportunities with a technical focus on the use of new technologies.

SOME RESULTS

- **Académica:** 170,157 users enrolled and 495 agreements signed with educational institutions.
- **Khan Academy in Spanish:** 5.1 million new users in 2015 from 199 countries.
- **MIT Open Course Ware:** 50 Mexican students received fellowships for masters and doctoral degrees in science and arts.

Through the **Carso Digital Fellowship** and the **Telmex Foundation Fellowships** we support the academic development of our employees' children in elementary school, middle school and high school by giving them computer and Internet equipment. We also promote the academic performance of outstanding undergraduate and postgraduate students with economic support and food stipends to study English at the National Autonomous University of Mexico (UNAM).



S U C C E S S S T O R Y

TELCEL 4G LTE - INFINITUM DIGITAL VILLAGE

This digital inclusion event has been declared the largest of its kind in the world, certified by Guinness World Records, and its goal is to offer access and training in Information and Communication Technologies (ICTs) for people of all ages through free courses, workshops and conferences.



In 2015, the event was recognized by Guinness World Records as the largest digital inclusion event in the world for the third year in a row, after welcoming 400,524 people. It obtained two other Guinness Records as well: one for the most people enrolled in eight hours in the Training for the Job platform, and another one for the most selfies taken in eight hours with various Augmented Reality motifs.

In the **XXI Century Mexico** event, dedicated every year to nearly 10,000 Telmex Foundation scholarship recipients, we offered unique experiences in sharing ideas with world-class speakers in areas like politics, economy, sports, science, culture and human development, among others.

SOME RESULTS

- 106,277 digital scholarships given.
- 330,702 scholarships given from Telmex Foundation Scholarships.
- 130,000 fellow participants in the XXI Century Mexico event in 13 annual gatherings.

In addition, we promote the digital inclusion topic through initiatives like **Digital Libraries, Telmex Hub and Telcel 4G LTE - Infinitum Digital Village**. The first two are forums for learning with digital resources and tools that promote inclusion to information and communication technologies, as well as spaces for collaborative efforts, both in person and online, in order to help create and strengthen projects that benefit society in Mexico and throughout Latin America.

SOME RESULTS

- More than 3,600 Digital Libraries, 17 of them located in Teletón Child Rehabilitation Centers (CRIT).
- 594,885 beneficiaries of Telmex Hub.

The Technology and Innovation Center (CTIN) provides opportunities for university students to work on hardware and applications projects planned from América Móvil's headquarters in Mexico. Today, this center provides economic support to 100 students who work in teams that develop projects for the design, social, hardware, software, marketing and finance areas. Five years after its creation, this program has produced 60 graduates who now work in our corporate offices.

Some examples of the most outstanding educational initiatives of América Movil's subsidiaries are:

School supplies donation program for **Back-to-School!** at Claro Argentina, which provided needy children with the supplies they need to successfully attend school in the year.

In Brazil, we launched the fourth edition of the **Mobile Campus** educational initiative, whose purpose is to identify, stimulate and contribute to the training of talented youth who can participate in developing new mobile telephone content and services, and promote social development in the country. This year its mission was to create solutions in two areas: *Easiness and Education*. In *Easiness*, proposals were requested for mobile device apps that could make life more comfortable, safe and fun, encouraging healthy habits or to get people to exercise more. In the *Education* category, the challenge was to develop apps for innovative products or services that improve or promote learning in and out of school, the classroom environment, or interest in study.

Also in Brazil we welcomed more than a million visitors to the **NET Education** website, offering free content, cultural contests and collaboration projects with the aim of encouraging students, teachers and communities to get involved in education-related projects.

400,524

Participants in the
2015 Digital Village

During the process of rolling out the telecommunications infrastructure for the 2.6 Mhz band, **Claro Chile** made a series of donations to communities and neighbors, connecting them to the digital world for the first time. The main goal was to deliver data connection free of charge and mobile phone equipment to schools and isolated rural areas, in order to give them access to the rest of the world through Internet and voice.

Claro Colombia introduced programs for children, young people and teachers to improve academic performance, share knowledge, use ICTs in the educational system, demonstrate and promote better teaching practices, create an unlimited and constantly-growing knowledge base, as well as to improve quality standards through access to technology.

With our **Goal for Education** program in Ecuador we donated scholarships to an educational fund run by Fundación Fe y Alegría, to cover the cost of uniforms, school supplies, materials and part of the administrative expense during one school year for children 5 to 14 years old. These scholarships are given for every goal scored by the Ecuadorian Soccer Selection, of which Claro is the official sponsor.

Through the **Connecting Education** program in the Dominican Republic, we donated computer equipment and mobile Internet service to high school and polytechnic school graduates who were attending leading universities for the first time. The program was reformulated in 2011, and today continues to operate under an alliance with important higher education institutions. Since 2007, 785 students have benefited from this program.

The **Training for Teachers** program, also in the Dominican Republic, encourages digital learning for teachers in the public school system through basic computer tools like Microsoft Office, Internet navigation and social networks. Participating teachers are selected through the Ministry of Education and training is given by employees that belong to Claro's corporate volunteer program: **Volunteers in Action**. Since the program was launched, in 2011, 676 teachers have graduated.



At **Claro El Salvador**, we help narrow the digital divide, benefiting more than 2,000 students through Internet service and computer equipment, 10 computers for each school in four municipalities.

With the **Claro NET** project in Nicaragua, we benefited 7,300 teachers and 175,000 students in 2015, providing broadband connectivity to 315 public schools in underprivileged communities throughout the country.



HEALTH

To preserve the health of low-income and disadvantaged people and groups, we carried out programs that address very specific needs. One example is the donation of **Hearing Aids** to needy people, bringing about an immediate improvement in their quality of life.

In the area of health and nutritional welfare we distributed **Dulce Nutritivo** (sweet nutritious snacks), a product enriched with iron, zinc and other nutrients that we give to children, pregnant women and the elderly in rural populations.

We are part of the **(RED)** initiative, which promotes fighting the transmission of the HIV/AIDS virus from mothers to their children, therefore reducing the number of babies born with this illness throughout the world.

Keeping in line with our business, we have the **CLIKISalud Website**, an educational tool that promotes health care and the adoption of healthy lifestyles.

SOME RESULTS

- 27,498 hearing aids donated.
- 16.5 million 1-kilo bags of sweet nutritious snacks donated.
- 1.9 million visitors to the CLIKISalud website.

Through a program called **Telesalud: telemedicine systems**, which complements the Project to Reduce Vulnerability and Vertical Transmission of HIV/ AIDS in pregnant women, **Claro Nicaragua** benefited 45,000 people in rural communities of the municipality of Waslala. The program was developed in partnership with the Ministry of Health and includes initiatives like optimizing health problem-solving programs for the people, improving access to quality primary care services for communities through the use of telemedicine via mobile phones.

ROAD SAFETY



For América Móvil and the Carlos Slim Foundation, the issue of road safety is of utmost importance because of the number of accidents caused by the use of mobile phones and other distractors while driving.

Aware of this problem, we have a program called **Drivers for Road Safety**, in which we promote ethical and responsible road culture among young people, drivers, pedestrians and public or private transportation passengers.

SOME RESULTS

- 457 conferences.
- 112,957 students.
- 252 high schools and colleges in Mexico.

At Claro Costa Rica, in an alliance with the Highway Safety Council (COSEVI), we launched an initiative called **Run Ring Pum**, and brought it to more than 30,000 schoolchildren 3 to 7 years old. The initiative is a song, performed by children, whose content reminds their parents or caretakers not to use the mobile phone while they drive.

The programs called **Hands on the Wheel** in Ecuador and **Chatting and Driving Don't Mix**, in Peru, seek to raise drivers' awareness about the hazards of using mobile devices while driving, thus helping reduce highway accidents.

SPORTS

Sports are a fundamental component of social wellness because of their positive repercussions for health care, keeping young people away from vio-

lence and crime by promoting healthy closeness for families and communities, and providing an opportunity for professional development. For these reasons, we support various disciplines through a number of programs and sponsorships.

For motorsports we have the **Escudería Telmex-Telcel** racing team which develops talent among young racecar drivers, helping them to reach the world's top racing series.

With **Ring Telmex**, we provide scholarships to boxers at the start of their career so they can dedicate themselves to the sport and achieve the success they are seeking. We also support former boxing champs to help them enjoy a more dignified retirement at the end of their career.

SOME RESULTS

- In 12 years the Escudería Telmex-Telcel has obtained the following achievements: 707 races placed, 331 races won, 227 pole positions, 41 championships and 16 sub-championships.
- Ring Telmex gave sponsorships to 18 professional boxers and pension to 22 Mexican world former champions in 2015.

From the Street to the Field with Telmex and the **Telmex Soccer Cup** programs encourage physical activity among young people, keeping them away from addictions and promoting family unity.

We support the practice of tennis, basketball, taekwondo, baseball, track & field and volleyball through the **Telcel Tennis Team**, **Telmex Nájera League**, **Telmex Taekwondo Cup**, **Telmex Baseball League**, **Telmex Track & Field Promises**, and **Volleyball and Beach Soccer tournaments**. In 2015, 378,575 athletes participated in these initiatives.

We also held charitable events throughout the year, for example the **Mexico Telmex Tour**, which brought an international cycling event closer to the local public, and **Running to Change Stories**, in which we delivered wheelchairs, hearing aids, scholarships



and computers to people in need at the end of each of the **Telcel Super-Cup** and National Quarter-Mile Championship in Mexico.

Our subsidiaries also promote initiatives to encourage sports activities, for example in Honduras we supported the **Special Olympics**, where athletes competed for medals in *bochas* (bowls), rhythmic gymnastics and swimming.

In Colombia, the **Claro Soccer** and **Baseball Cups** brought together boys, girls and young people throughout the country to practice sports in spaces created for recreation, developing skills and acquiring fundamental values like leadership, teamwork, respect for rules and discipline, use of free time, and a spirit of integration and closeness that strengthens social networking. In 2015, the Claro Soccer and Baseball Cups united more than 49,000 boys, girls and young people from throughout the country.

Work for Taxes is an initiative introduced in Peru through which we built a multi-sports complex with soccer and volleyball courts, recreational pool, gym and play areas for kids, benefiting 30,000 people. This complex aims to reduce crime rates in the district and keep kids away from gangs.

HUMAN DEVELOPMENT

We believe it is fundamental for every person to achieve their full potential, and on this principle the **Asociación de Superación por México (ASUME)** was created, extending beyond the walls of our company to other communities. This human development program is based on the values needed to create responsible, happy, peaceful individuals who are committed to themselves, their families, their work and their country.



SOME RESULTS

- ASUME is present in 267 cities.
- 133,625 people participated in this program in 2015.
- Since the program began, more than 19,000 volunteers have shared their knowledge; the program is now in 1,990 companies, institutions, hospitals, penitentiaries and other places.

Amigos del Alma in Colombia, in an alliance with the Best Buddies foundation, creates spaces where people with intellectual disabilities can socialize and work with other people. In 2015, six young people were employed as Customer Service Assistants at our Customer Service and Sales Centers in Bogotá, Colombia. The program allowed these young people to develop their productive capacities and serve as examples of advancement and effort for everyone.



VOLUNTEER WORK AND HUMANITARIAN AID

Supported by the **Techo** organization, we invited our employees in Argentina, Paraguay and Uruguay to volunteer in order to help communities build emergency housing for needy families.

On the other hand, the **Telmex Volunteer Network** helped charitable institutions by promoting and distributing information about organ and tissue donation programs, among other efforts.

SOME RESULTS

- The Support in Natural Disasters program delivered 28.9 million tons of humanitarian aid, 26.4 million liters of purified water and installed 136 water purification plants.
- Through Techo, 23 homes were built in Argentina, 17 in Paraguay and 18 in Uruguay.
- The Telmex volunteer network has 5,138 volunteers who donated more than 702,000 hours of work, benefiting 1.3 million people.

For more information on the programs of the Carlos Slim Foundation, go to: www.fundacioncarlosslim.org

ENVIRONMENT



Million KW/h from clean energy sources in 2015



We planted one tree for every mobile phone recycled under the *Salva lo Bonito* program in Nicaragua



Biodiversity conservation projects in Mexico supported under an alliance with the WWF

Our connection to the planet also translates into projects to preserve natural resources. We do this through action initiatives inside and outside our operations, and by building awareness among our employees and the communities we affect.

G4-15

For América Móvil, preserving nature and natural resources is a strategic priority, so we are constantly seeking to incorporate innovation to our processes to reduce the environmental impact that we generate, and in this manner, contribute to the sustainability of the business.

We address this issue from two perspectives, which are described in this chapter:

- Environmental performance of América Móvil’s operations, where we present indicators on consumption and management.
- Environmental culture, where we discuss our initiatives in partnership with other members of society to promote environmental care or support projects to protect natural resources or biodiversity.

ENVIRONMENTAL PERFORMANCE

ENERGY AND EMISSIONS G4-EN3, G4-EN4, G4-EN6, G4-EN15, G4-EN16, G4-EN19

Given the nature of our activities, the most significant environmental impact we generate has to do with electrical energy consumption. Keeping our customers around the world optimally connected requires billions of kilowatts of electricity, which is why we have focused on continually improving our energy efficiency. In recent years we have succeeded in narrowing our environmental impact and also reducing our costs.

To encourage proper energy management and to improve environmental impacts and savings in this area, we have taken a series of measures geared toward redesigning the activities of the **Energy Management Committees** of each subsidiary, promoting CAPEX-related energy saving projects, conceptual testing of alternative technologies and introducing a process management framework for this resource. In 2016 we will continue to work with these teams to develop a best practices manual, standardizing processes and initiatives that assure our goals and targets related to the use and consumption of this resource.

In 2015 we consumed 4.3 billion KW/h in all our operations, representing 15.6 million gigajoules (GJ) of energy in internal consumption.



Internal energy consumption 2015		
Country or region	KW/h	GJ
Argentina	172,003,384	619,212
Brazil	851,405,073	3,065,058
Central America	295,768,227	1,064,766
Chile	949,718	3,419
Colombia	403,757,963	1,453,529
Dominican Republic	129,181,175	465,052
Ecuador	100,148,640	360,535
Europe	49,462,622	178,065
Mexico	2,053,841,158	7,393,828
Panama	21,884,278	78,783
Paraguay	4,441,000	15,988
Peru	112,184,161	403,863
Puerto Rico	136,439,423	491,182
United States	9,154,000	32,954
Uruguay	16,150,141	58,141
Total	4,356,770,963	15,684,375

In Europe we also measure energy consumed outside the company, which includes the energy consumed by our customers’ mobile phones and business trips by the employees of Telekom Austria Group (taxi, train and air transportation). This consumption totaled 49,462,622 KW/h, equivalent to 178,065 GJ.

In addition, as part of our mitigation initiatives, in some countries we consume clean energy from renewable sources generated by solar panels and wind-driven plants. In 2015 we consumed 573.7 million KW/h, equivalent to 2 million GJ.

Consumption of energy from renewable sources in 2015		
Country or region	KW/h	GJ
Central America	1,387,961	4,997
Chile	296,026	1,066
Dominican Republic	129,337	466
Ecuador	155,808	561
Europe	457,105	1,646
Mexico	1,228,879	4,424
Peru	211,573	762
Total	3,866,689	13,922

This information covers approximately 48% of our operation

To provide our services, we require fleets of trucks and cars, this means we use fuels like gas, gasoline and diesel. In 2015 , consumption totaled 83.3 million liters of fuel.

Fuel consumption 2015	
Country or region	Liters
Argentina	2,082,000
Brazil	832,375
Central America	5,319,331
Chile	630,000
Colombia	8,840,732
Dominican Republic	11,456,570
Ecuador	690,262
Europe	98,747
Mexico	46,324,682
Panama	392,310
Paraguay	154,700
Peru	2,749,680
Puerto Rico	3,750,139
Uruguay	71,113
Total	83,392,641

This information covers 93% of our operation

Our environmental commitment is also expressed in the efforts of each of our subsidiaries to reduce energy consumption and be more efficient, through initiatives to lower the amount of greenhouse gases (GHG) we emit into the atmosphere.

In some areas we did not report any reduction in our energy consumption, mainly because of an expansion of operations. Telekom Austria is one example, where energy consumption increased by 6% (40,383,957 KW/h) while data volume increased 44%; there were also some mergers as part of the subsidiary. Proportionally we can conclude that our energy management was more efficient than the previous year.



Country or region	Total reduction in energy consumption		Total reduction in fuel use
	Kw/h	GJ	Liters
Brazil	145,000	522	0
Central America	3,490,520	12,566	244,021
Chile	37,843	136	0
Dominican Republic	2,683,987	9,662	2,195,020
Ecuador	1,085,868	3,909	145,577
Mexico	36,297,101	130,670	5,535,605
Peru	9,463,359	34,068	326,164
Puerto Rico	78,745	283	0
Total	53,282,423	191,816	8,446,387

This information covers 70% of our operation

Some examples of the initiatives taken in **Central America** to reduce energy consumption were: adjusting thermostats for automatic control of air conditioning, turning off equipment when not in use, migrating technology, changing lighting fixtures and carrying out preventive maintenance in facilities and equipment.

In **Nicaragua**, we introduced a comprehensive project for joint actions by the Internal Plant, Engineering, and Purchasing Management areas, along with internal technical personnel at the 20 sites that consume the most energy at Claro Nicaragua. We also set up a number of sites with renewable power generation, which resulted in savings of 403,832 KW/h, or \$83,269 dollars in 2015. Also, we encouraged fuel savings by controlling vehicle use and reducing the operating hours of the Generator Engines, as well as shortening energy cutoff times at fixed-line telephone sites.

In **Peru** we began the process of changing base stations to optimize space and energy consumption, while modernizing equipment to improve service. In 2015 the project was 50% complete, and the rest will be done in 2016 with the migration of all the stations and an expected reduction of 35 amperes. This initiative, in combination with other actions, has saved us 9.4 million KW/h.

Also in Peru, we worked together with energy companies or hybrid projects to operate Base Transceiver Stations (BTS) in rural areas, which run on fuel. These stations combine battery power with fuel use to reduce consumption of this natural resource. As soon as the local power companies extend their networks to these zones we will stop using fuel for this purpose.

In the **Dominican Republic**, we replaced lighting fixtures, systems for turning lights on and off, sensors and shutdown of the phone central in Duarte. We also installed catalytic converters in 21 fuel-saving generators and replaced 107, reducing greenhouse gas emissions.

The *Yo Amo mi Mundo* initiative in **Colombia** combines all the actions aimed at rational use of natural resources and the preservation and conservation of the natural environment. One of these is the plan for remote shutoff of equipment at 63 Service and Sales Centers, which covers approximately 820 desk-top computers.

At Telmex in **Mexico**, we reduced electricity consumption through actions like automatic consumption control, replacement of conventional light fixtures with LED, automated air conditioning, migration to ATM ports and projects in the TRIARA data center. In fuel reduction, the biggest saving came from an upgrade to more efficient vehicles and more efficient fleet routes. At Telcel, we reduced our consumption by 1.4 million KW/h by changing lighting fixtures and installing solar panels.

All of these energy saving initiatives have reduced our greenhouse gas emissions (GHG), an effort for which we are working to obtain increasingly precise readings for all of América Móvil’s operations.

Emissions (Tons CO2 eq) 2015		
Country or region	Direct emissions (scope 1)	Indirect emissions (scope 2)
Argentina	25,355	-
Brazil	35,968	-
Central America	281,221	966,454
Chile	27,242	193
Colombia	389,646	-
Dominican Republic	488,506	58,777
Ecuador	40,587	50,911
Europe	4,084	176,201
Mexico	3,710,778	932,444
Panama	25,377	-
Paraguay	7,402	-
Peru	136,482	-
Puerto Rico	304,732	94,082
Uruguay	5,106	-
Total	5,482,486	2,279,062

The information related to direct emissions (scope 1) covers 93% of our operation, while the information provided for indirect emissions (scope 2) corresponds to 45% of our operation

Now with greater clarity on our annual GHG emissions, we began introducing more initiatives for reducing them. In **Guatemala**, we reduced CO2 emissions by 162.11 metric tons through energy-saving policies, appropriate insulation of spaces, as well as the responsible and efficient use of air conditioning, introducing electrical energy in continuous generation sites, and solar panels.

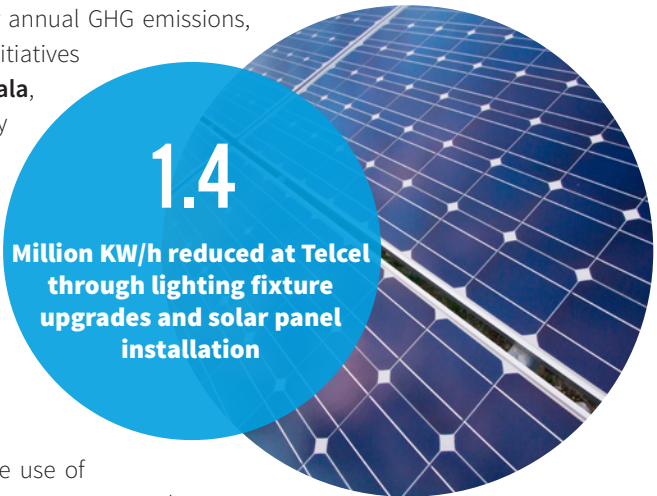
In **Nicaragua**, we controlled the use of fuel in our vehicle fleet, reducing consumption by 9,032 gallons of diesel in 2015 and avoiding the emission of 90.032 metric tons of CO2. In mobile services, we reduced CO2 emissions by 198,000 metric tons at Claro Nicaragua.

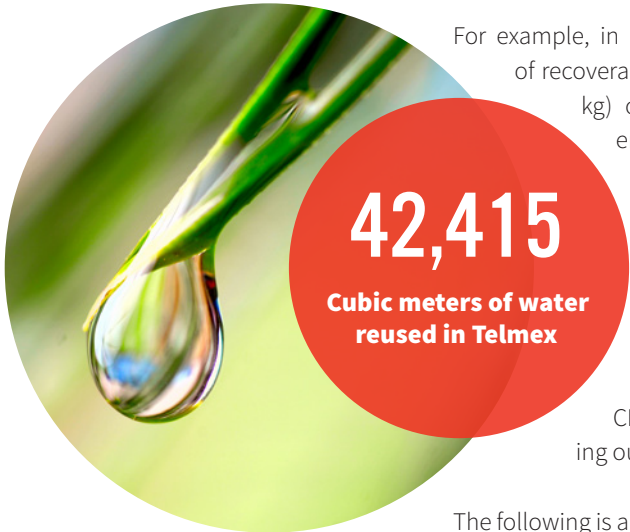
In **Chile** we reduced CO2 emissions by 24.6 metric tons replacing normal filament-type light bulbs with solar LED lights in base station towers. In **Puerto Rico** we cut CO2 emissions by 54.3 metric tons replacing cooling units in the air conditioning system and continuously monitoring the energy saving program.

In the **Dominican Republic**, we reduced CO2 emissions from fuel by 5,707 metric tons through energy saving initiatives. In **Mexico** we reduced CO2 emissions by 24,339 metric tons through energy and fuel saving initiatives introduced at Telmex.

WASTE G4-EN23, G4-EN27

We also have initiatives to build environmental awareness, including encouraging clients to recycle their mobile phones and accessories once they completed their useful life, and through alliances with associations we ensure they are appropriately disposed or that their components are recycled. Furthermore, we started up actions for managing the waste generated in our operations.





For example, in **Ecuador**, we recycled 398,496 kg of recoverable waste, a 38% increase (152,254 kg) over 2014, which shows that our employees are becoming increasingly involved in and aware of the importance of recycling. Also, during the year we generated 347,904 kg of hazardous waste, 28% less (133,811 kg) than in 2014, and we rebuilt 2.1 million equipment units (Smart Cards, CPEs and accessories), further reducing our carbon footprint.

The following is a list of our recycled, reused or properly disposed products and materials, a list that grows longer every year.

Materials reclaimed, recycled, reused and/or properly disposed of in Mexico (metric tons)			
Material	2014	2015	Method of elimination
Electronics	47	6,051	Recycling
Paper and cardboard	4,361	2,584	Recycling
Copper cable	2,602	2,500	Reclaiming
Batteries	-	1,951	Recycling
Modems	368	412	Recycling
Towers	-	193	Recycling
Aluminum	199	176	Reclaiming
Air conditioning	-	107	Controlled confinement
Toner	-	46	Recycling
Lubricant oils	-	9.6	Recycling
Transformer	-	9.5	Controlled confinement
Alkaline batteries	-	2	Controlled confinement
PET	0.8	1.6	Recycling

This information covers 26% of our operation

As for the batteries in our base stations, once they are decommissioned at the end of their useful life they are checked to see if any of their components can

be rebuilt and reused. In 2015 we reclaimed 7,739 Telcel base station batteries, and 11% of them (865) were 80% rebuilt for reuse. The rest was channeled toward final disposal in accordance with environmental legislation.

WATER G4-EN8

To promote water conservation, Telmex launched an awareness raising campaign among its workers, and introduced initiatives like changing water-charge urinals for waterless ones in buildings with more personnel.

In the same subsidiary, out of 852,724m³ of water consumed, 14,867m³ were recycled, which represents 2% of total consumption, and 42,415m³ were re-used, equivalent to another 5%.

In one of the TRIARA data centers in Mexico, we built a wastewater treatment plant that works with solar panels and is equipped with fixed packed bed technology and a tertiary high-filtration system to supply high quality water for infrastructure cooling.

Total water consumption in 2015	
Country or region	m ³
Brazil	468,248
Central America	301,177
Chile	260,861
Colombia	146,948
Dominican Republic	2,982,887
Europe	304,542
Mexico*	852,725
Panama	5,501
Peru	6,325
Puerto Rico	312,945
Uruguay	3,000
Total	5,645,159

**Does not include Telcel's information.
This information covers approximately 70% of our operation*

ENVIRONMENTAL SCREENING OF SUPPLIERS G4-EN32, G4-EN33

In Colombia, Ecuador and Puerto Rico we evaluated key companies in our supply chain, with the following findings.

Number of suppliers evaluated	Type of impact	Potential impact
11	Waste generation	Increase in ordinary waste to be disposed. Increase in recoverable waste. Increase in hazardous waste to be disposed of or treated.
6	Fuel consumption	Possible spills or leaks of combustion engine fuel (CEF) in minor amounts. Possible spills or leaks of gasoline in minor amounts.
3	Water consumption	Possible waste of natural resources (water) in minor amounts. Possible reduction of water flow in minor amounts.
3	Soil and air pollution	Air alteration from emission of combustion gases. Soil alteration from spills of fuels and refrigerants. Soil alteration from mismanagement of special wastes (inoperative electronic equipment) and hazardous waste.
4	Atmospheric contamination	Emission of chemical substances that deplete the ozone layer.

Telmex introduced a pilot initiative involving environmental clauses in its supplier contracts, which will be included starting in 2016. We hope this pilot program will serve as the basis for implementing similar measures in the rest of our operations.

With this, contracts will include a section in which suppliers pledge to comply with legislation, introduce programs to save energy, water and fuel, have a program for efficient hazardous waste management and introduce environmental awareness campaigns among their employees.

G4-EN29, G4-EN34

For América Móvil there are ongoing lawsuits in some countries over alleged environmental damage. The largest number of these are in Brazil, and we have other cases, for example in Peru, relating to infrastructure installation. The company is addressing all these cases and has set aside the corresponding provisions in its Financial Statements.

In 2015 in Puerto Rico we received a notification of liability from the Environmental Protection Agency (EPA) regarding an investigation that began in 1991 about land belonging to a waste and recycling company (Scorpio Recycling). The EPA made Claro Puerto Rico jointly liable for contamination of the land, claiming payment for cleanup and associated expenses.

None of these cases is considered material from the company’s perspective.

In addition to the fines, in 2015 we also received some environmental claims, most of which were resolved; the rest are in administrative processes for being addressed.

Environmental grievances in 2015	
Country or region	Number of claims
Argentina, Paraguay, Uruguay	20
Brazil	926
Central America	22
Ecuador	17
Mexico (Telmex)	4
Peru	4
Puerto Rico	1

ENVIRONMENTAL CULTURE G4-15, G4-EN28

Through various actions designed by our team of employees, or in partnership with local governments and different nonprofit organizations, we are involved in environmental conservation and protecting biodiversity.

385,788

Mobile phones reclaimed for recycling

As part of our responsibility to the value chain in which we participate, we encourage clients and users to **recycle** mobile phones and accessories they are no longer using so they can be properly disposed of. This initiative, known in some countries as **Claro Recycle**, seeks to minimize the impact of electronic trash in the environment by making people more aware about the importance of correctly disposing of mobile phones, rechargeable batteries, chips and accessories that are not being used. Clients of any one of our carriers can dispose of obsolete material made by any manufacturer in the collection boxes placed in our Customer Service Centers or in corporate offices.

In 2015, some countries kept count of the number of equipment units received.

- Peru: 135,000 units at more than 200 collection points.
- Mexico: 117,508 mobile phones and 792,483 accessories.
- Ecuador: 133,280 handsets recycled, 9.3% of the total number sold during the same year.

At Claro Perú we signed a cooperation agreement with the District Municipality of San Borja, Lima to install containers at central locations throughout the district. The agreement also involved training a group of neighbors to act as ambassadors for the process of recycling electronic waste and providing information to more than 5,000 families about the importance of properly disposing of equipment they were no longer using.

Committed to properly handling technological waste and preventing contamination, through **Salva lo Bonito**, Claro Nicaragua helped reforest unpopulated areas (one tree for every mobile phone recycled) and clean up lagoons, beaches, and riverbanks throughout the country with the support of the people and city councils of Managua, Granada and Rivas.

We also participated actively in several biodiversity protection initiatives. The **WWF Alliance** is perhaps our best-known effort, and through it we support environmental programs on which various local national and international organizations have worked for years, and today afford a unique opportunity to join forces and bring about significant changes in our natural environment.

Telcel and the WWF continued the **La Naturaleza en tu Escuela** (Nature in your School) program, in which scientists give talks to middle school and high school students in Mexico about the plight of endangered species, encouraging them to become involved in conservation efforts and inviting them to create art work on the topic. In 2015, more than 6,000 students attended talks about the jaguar, and 122 works were created, including sculptures, paintings, models, masks and whimsical papier-mâché creatures, which were posted for votes on the webpage www.lanaturalezanosilama.com and exhibited at the Museo Soumaya in Mexico City. Since this program was created in 2014, more than 12,500 students have received talks and 250 artworks have been created, 100 of which were displayed at the Museo Soumaya in three different exhibits.

We also contributed to **Mexico’s National Jaguar Conservation Strategy** and the efforts to reduce the impact of activities that threaten this species through more sustainable development policies in the region. Also, the **Col-ección Biodiversidad Mexicana** initiative is a set of books about topics such as Mexico’s biological diversity, its natural wealth and importance, the threats it faces and the possibilities for long-term conservation. The eight-volume set includes information about the jungles, deserts, oceans and wildlife of Mexico.

50

Organizations supported through the alliance with WWF

SOME RESULTS

- Through the alliance with WWF we have supported 50 organizations in 90 projects and 6 regions of Mexico. We also participated in the nationwide work for combating climate change.
- We have conducted two national censuses of the jaguar and its prey, sponsoring nine national symposiums and one international conference, and published four books.
- The *Colección Biodiversidad Mexicana* has published nine volumes so far.

In alliance with the organization *Tem Quem Queira*, in **Brazil** we gave an outside workshop on recycling of vinyl advertising banners with labor supplied by prison inmates. Meanwhile, in **Ecuador**, we reused our advertising banners to resurface roof areas on boats and protect products for farmers in various villages of the mountains, the coast and Galapagos Island areas.

Also in Brazil, we launched the **Volunteer Environmental Agent** initiative, led by the Ministry of the Environment and Sustainable Development (SDS), through the Center for State Conservation Units (CEUC) and supported by Claro Brazil. The program seeks to create and support strategies for the conservation and protection of natural resources in protected areas and environs, empowering local people and encouraging shared management of these protected areas. It also instructs communities on developing educational actions and natural resource conservation guidelines, and caring for the environment in protected areas.

In the same country, the Embratel Claro Institute promoted the **Pé de Pincha** project for community management of tortoises. The project was developed in the Amazon region along the BR 319 road and within the Igapó-Açu sustainable development reserve. The work of protecting, preserving and releasing turtle hatchlings into the wild was done by volunteer environmental agents that were trained as part of the program, by the community under the supervision of technicians from the Federal University of the Amazon (UFAM), project managers, and UNISOL, an institution that has signed a cooperation agreement with the Institute.

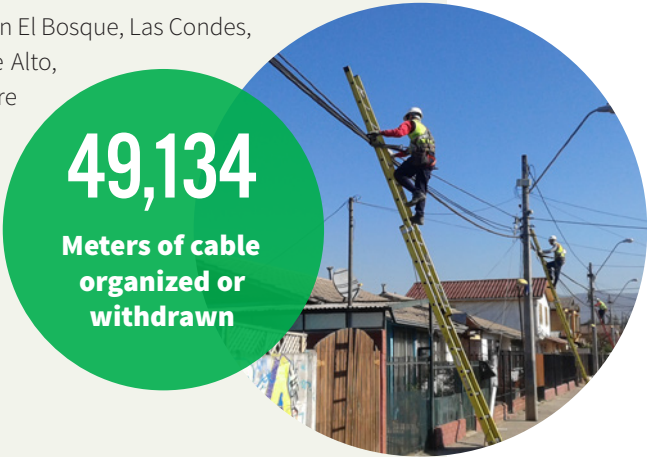


S U C C E S S S T O R Y

CLARO CHILE

Claro Chile worked with the city authorities of Santiago to help improve the quality of life for people retiring and to cleaning up unused cables on utility posts. It dispatched a special work team for this effort to work exclusively on the systematic removal of dead cabling in various parts of the city.

In 2015 work was carried out in El Bosque, Las Condes, Maipú, Melipilla, PAC, Puente Alto, Santiago and Vitacura, where 39,420 meters of cable were organized and 9,714 meters withdrawn, a total of 729 kilograms of this material.



In **Ecuador**, we signed on for tree-planting days with *Fundación La Iguana*, planting hundreds of trees together with this non-profit organization that promotes the presence of endemic and native tree species in various cities.

In Peru, through the **Works for Taxes** program we supported the installation of water supply and sewage services in the district of Ventanilla, Lima in six low-income communities. The work includes construction of a 500m³ capacity reservoir and installation of water and sewage networks that will benefit 5,000 local inhabitants.

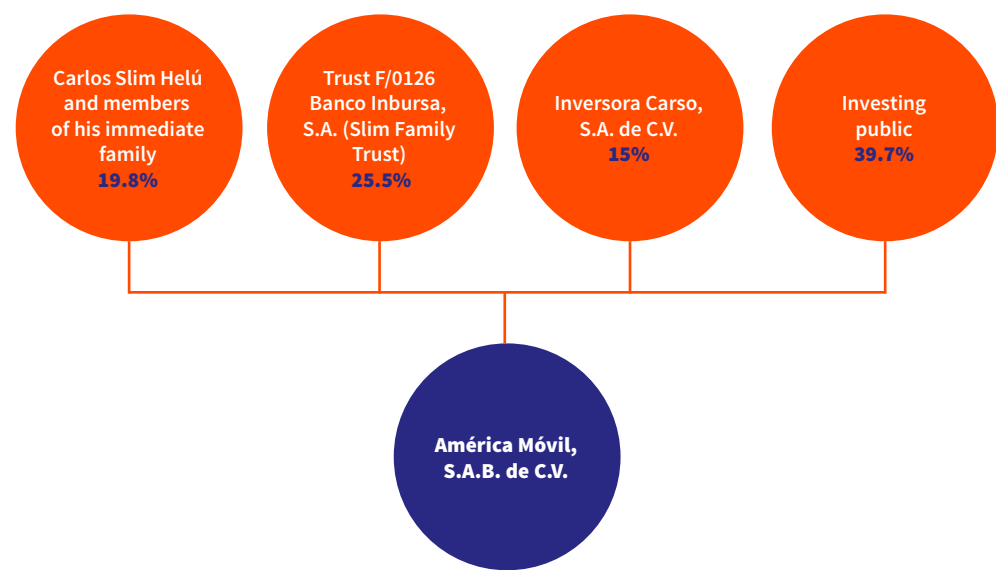
CORPORATE

GOVERNANCE

CORPORATE STRUCTURE G4-3, G4-7, G4-17

América Móvil, S.A.B. de C.V. is legally incorporated under Mexican laws as a publicly traded limited-liability company with variable capital (*sociedad anónima bursátil de capital variable*). The Company’s shares are listed on: (i) the Bolsa Mexicana de Valores, S.A.B. de C.V. (Mexican Stock Exchange) (Ticker symbol: AMX); (ii) in the United States on the New York Stock Exchange (Ticker symbol: AMX) and the NASDAQ National Market (Ticker Symbol: AMOV); and (iii) in Spain on LATIBEX, the Spanish market for Latin American securities (Ticker symbol: XAMXL).

As of December 31, 2015, and in accordance with the public information available in stock ownership reports regularly presented to the U.S. Securities and Exchange Commission, the main shareholders of América Móvil (including their ownership stakes) are as shown below:



Detailed information on our main subsidiaries, the country where they operate, and the percentage owned by América Móvil in each of them can be found on pages F-10 and F-11 of our annual report under Form 20F, which can be viewed at the following web address:

http://www.americamovil.com/amx/es/cm/filings/Form_2015.pdf

CORPORATE GOVERNANCE

G4-34, G4-36, G4-38, G4-39, G4-40, G4-41, G4-42, G4-43, G4-44, G4-51, G4-52

América Móvil’s Corporate Governance practices are considered a benchmark in the industry, and the members of its Board are highly qualified both technically and professionally, allowing them to make assertive decisions to chart the course of the business.



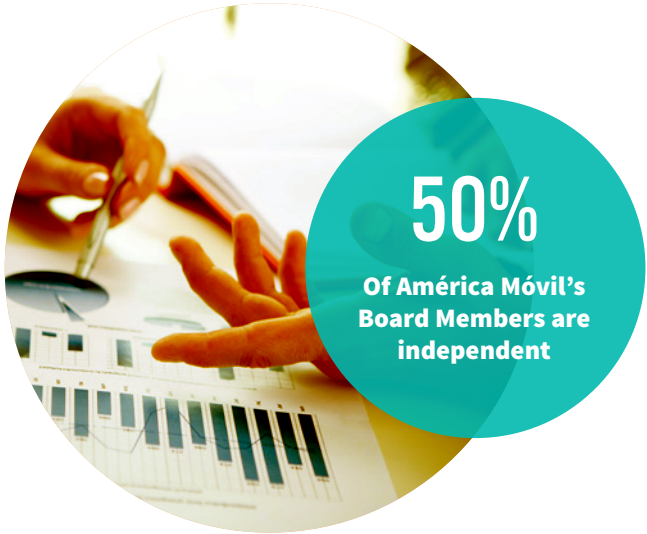
We have clear and dynamic policies on corporate governance, the main goal of which is to ensure the business is administered under clear principles of ethics and transparency, consistent with our mission, philosophy and values. The company’s corporate governance practices are subject to a number of ordinances, which include but are not limited to:

- Current corporate bylaws, which can be found at: <http://www.americamovil.com/amx/es/cm/filings/bylaws.pdf>
- Securities regulations in effect and applicable in Mexico, including but not limited to the Securities Market Law, the Unified Issuers’ Bulletin, the Internal Regulations of the Mexican Stock Exchange and the Code of Best Corporate Practices issued by the Business Coordinating Council.

- Securities regulations in effect and applicable in the international markets on which our securities are currently listed
- Our Corporate Governance Policies and Code of Ethics, which can be viewed at:
http://www.americamovil.com/amx/es/cm/filings/Políticas_de_Gobierno_Corporativo_Es.pdf
- Our Control Policies Applicable to Transactions Involving América Móvil Shares and other Securities, which can be found at:
<http://www.americamovil.com/amx/es/cm/filings/politicas.pdf>

The members of the Board of Directors and its auxiliary committees are appointed by shareholders in their annual meeting, which is the supreme governance body of our company. By law the shareholders must meet during the first four months of each year in order to appoint and/or ratify and/or remove regular and/or alternate members of the América Móvil’s Board of Directors, among other matters. Regular members and/or alternates are elected for renewable periods of one year.

The Board of Directors of América Móvil has 16 members, 15 of them regular and one alternate, 50% of board members are independent.



Board Member	Age	Member since
Carlos Slim Domit (Chairman)*	48	2011
Patrick Slim Domit (Co-Chairman)*	46	2004
Daniel Hajj Aboumrad**	49	2000
Carlos Slim Helú	75	2015
Arturo Elías Ayub	49	2011
Oscar Von Hauske Solís	58	2011
Louis C. Camilleri ⁽¹⁾	60	2011
Luis Alejandro Soberón Kuri	55	2000
Carlos Bremer Gutiérrez ⁽¹⁾	55	2004
Juan Antonio Pérez Simón	74	2012
Rafael Moisés Kalach Mizrahi ⁽¹⁾	69	2012
Ernesto Vega Velasco ⁽¹⁾	78	2007
Antonio Cosío Pando ⁽¹⁾	48	2015
Pablo Roberto González Guajardo ⁽¹⁾	48	2007
David Ibarra Muñoz ⁽¹⁾	85	2000
María José Pérez Simón Carrera***	41	2012

(1) Independent members
 * No position in company management.
 ** CEO of América Móvil.
 *** Alternate for Juan Antonio Pérez Simón.

According to our current bylaws, the Board of Directors of América Móvil must meet at least once every three months.

General information about the number of meetings held in each fiscal year by the América Móvil Board of Directors and attendance at those meetings can be viewed directly in the Best Corporate Practices Questionnaire that the company filed with the Mexican Stock Exchange, S.A.B. de C.V. on June 29, 2015, available for consultation on that institution's webpage.

Biographical information on members of the Board of Directors can be found in the annual reports that América Móvil presents to the U.S. Securities and Exchange Commission (SEC), the Mexican Stock Exchange, S.A.B. de C.V. and the National Banking and Securities Commission.

To perform their duties with respect to the management, direction and administration of the corporate businesses, the Board of Directors has the support of two auxiliary committees:

Executive Committee	Audit and Corporate Practices Committee
Provides opinions to the Board regarding material issues and exercises its powers in relation to certain matters specifically established in the corporate bylaws.	Among its responsibilities are reporting on the status of internal control and internal audit mechanisms for the company and its subsidiaries. The committee also rules on cases involving possible conflicts of interest.
Made up of board members Carlos Slim Domit (Chairman), Patrick Slim Domit and Daniel Hajj Aboumrad.	Made up of the following independent members: Ernesto Vega Velasco (Chairman), Rafael Moisés Kalach Mizrahi, Pablo Roberto González Guajardo and Carlos Bremer Gutiérrez.

Responsibilities of the Internal Audit area		
Risk Audit	SOX Audit	Special Audits
Review of various operating processes, operating integrity and functions.	Review of Sarbanes-Oxley Law requirements, whose purpose is to ensure that public information is accurate.	Support for various areas of the company for specific reviews of some ongoing process or activity.

América Móvil management, which consists of its Chief Executive Officer and senior management, is involved in decisions on economic, environmental and social matters that are key to the success of the initiatives developed and to our performance throughout the years. Depending on the importance of these issues, the senior management will take the appropriate actions and, when necessary, inform and present reports on the matter to the Audit and Corporate Practices Committee and to the Board of Directors.

The company’s shareholders are continually evaluating the activities and functions of the Board and its auxiliary committees. Furthermore, current securities market law in Mexico establishes the bases on which the Board of Directors must report, present accounts and submit for shareholder evaluation the actions taken during the course of the fiscal year. Since América Móvil is a publicly traded company, it must supply annual reports on the activities of the Board of Directors and the Audit and Corporate Practices Committee to the National Banking and Securities Commission and the Mexican Stock Exchange, S.A.B. de C.V., which make them available to the public through the webpages of these authorities.

Shareholders decide on the amount of compensation that Board Members and auxiliary committee members receive for attending meetings.² The Audit and Corporate Practices Committee is in turn responsible for deciding on extraordinary compensation and/or bonuses for key executives of América Móvil, and on the amounts of these payments.

OPERATING RISKS G4-2, G4-14, G4-45, G4-46, G4-47

América Móvil has identified the risks related to our business operations, stemming from market or regulatory factors or the environment in which we operate. Some of the identified risks are:

- Competition in the telecommunications industry is intense and may adversely affect the revenues and return on our operations.
- The legal framework regulating telecommunication services in Mexico could adversely affect our operating results.



2 América Móvil paid the members of its Board of Directors and Audit and Corporate Practices Committee a total of \$4.3 million pesos for attending ordinary and extraordinary meetings during fiscal year 2015. This information may be viewed in the annual reports América Móvil presented to the U.S. Securities and Exchange Commission (SEC), the Bolsa Mexicana de Valores, S.A.B. de C.V. (Mexican Stock Exchange) and the Comisión Nacional Bancaria y de Valores (National Banking and Securities Commission).

- Regulatory or government actions or changes could affect our operations.
- The company may be subject to fines if it fails to meet or maintain service quality goals and standards.
- Our licenses and concessions have a fixed term and their conditions may change when the time comes to renew them.
- We must continue to acquire radioelectric spectrum and improve our existing networks in order to expand our client base and maintain the quality of our mobile services.
- We are subject to significant lawsuits.
- We continue to seek out acquisition opportunities, which could have a material effect on our business, our operational results and financial position.
- System failures could cause delays or interruptions that may affect our operations.
- Cyber-attacks and other breaches of network security or information technology security could have adverse effects on our business.
- An increase in the client dropout rate could negatively affect the business.
- We depend on key suppliers and vendors to provide the equipment needed to operate our services.

For more information on this matter, you can consult our Form 20F filing at: http://www.americamovil.com/amx/es/cm/filings/Form_2015.pdf

ETHICS

G4-12, G4-50, G4-56, G4-57, G4-58, G4-HR3, G4-HR12, G4-SO3, G4-SO4, G4-SO5, G4-SO11

América Móvil’s ethics and values guide our actions and define the principles on which we do business and how we relate to the stakeholders we interact with in all the countries where we are present.

Seven values sustain our operations and serve as the foundation for each of our day to day activities.

- **Honesty:** being consistent in thought and action.
- **Human Development and Entrepreneurial Creativity:** creativity as a means of responding to the problems of the societies in which we operate.
- **Productivity:** commitment to modernization, growth, quality, simplification, and productive process optimization.
- **Respect and Optimism:** we believe that every human being has an unlimited potential and an intrinsic desire and capacity to succeed.
- **Legality:** we abide by the law and the rules that apply to us as a company and as individuals.
- **Austerity:** we conduct ourselves with sobriety and modesty.
- **Social Responsibility:** our job is to communicate. Through it we pledge to work for the present and future welfare of the communities where we operate.



We are also governed by ten principles born out of the philosophy of our founder, Carlos Slim. These principles are the DNA of our operation and of our relationships with stakeholders.

1. Simplicity, flexibility, speed and a flattened hierarchical structure.
2. Maintain austerity in abundance to be prepared for times of crisis.
3. Modernization, growth, training, quality and process simplification, to increase productivity and competitiveness and trim costs and expenses in line with global benchmarks.
4. Investment in productive assets.
5. There is no challenge we cannot meet by working together toward clear goals and with knowledge of our instruments.
6. Reinvestment of profits.
7. Entrepreneurial creativity beyond the business, working to solve society’s problems through the Group’s foundations.
8. Firm and patient optimism.
9. Every time is the right time for whoever works and has the means to do so.
10. We are only temporary administrators of wealth.

To complement our values and principles, we have **Corporate Governance Policies and Code of Ethics**, which mark the ethical guidelines that all of us at América Móvil must follow in our day to day work, and in our relations with customers, suppliers, competitors, public servants, shareholders, board members, media and any other stakeholder.

This document is available at:
http://www.americamovil.com/amx/es/cm/filings/Políticas_de_Gobierno_Corporativo_Es.pdf

We have two channels for complaints by employees and shareholders. At the corporate level, complaints can be sent by e-mail to lineadenuncia@americamovil.com while employees can approach the directors of their areas. This procedure protects the confidentiality of any complaint, report, suggestion or alleged violation of our Corporate Governance and Code of Ethics.

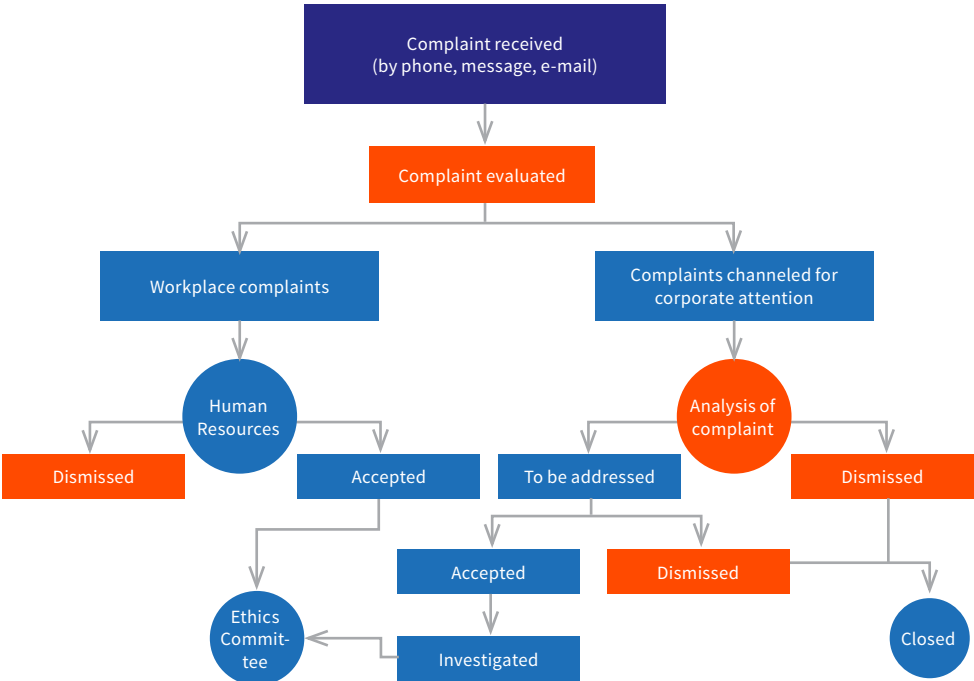
Another course of action available is the whistleblower hotline of each subsidiary of the Group. If the person registering the complaint is reporting some infraction or violation of the Code by a member of senior management, they are recommended to do so via corporate headquarters, but all complaints presented in the subsidiaries are channeled automatically to América Móvil’s Legal Department and Internal Audit Department.

Once the subsidiary receives the complaint and confirms that it is admissible, it is channeled to the local ethics committee, which is made up of the Legal Director, Fraud Director and Human Resource Director, who decide on the labor, administrative or legal recourse to be taken in each case.



There is a mirror committee at the corporate level that handles complaints about senior management. This committee is made up of the Legal Director, Finance Director, Human Resources Director and Audit Director.

FLOW OF COMPLAINT RESOLUTION AT AMÉRICA MÓVIL SUBSIDIARIES



Complaints of improper conduct are investigated by the internal control body designated by América Móvil in each of its subsidiaries, which may, with the approval of the Legal Department, report on those allegations or violations to the Audit and Corporate Practices Committee of the Group’s Board of Directors.

With regards to overseeing our Code of Ethics, human rights, and the social and environmental impact of our **Value Chain**, all of our suppliers are also bound by our policies. To guarantee this, before signing a contract with any supplier we review its legal situation. When a supplier departs from any of these policies, a record is generated at the corporate level prohibiting that company from providing services to any of the Group’s subsidiaries.

As part of this effort to supervise the value chain, 100% of our work centers carry out an ongoing process of evaluating the greatest risks to the organization’s ability to meet its goals, including risks relating to corruption, with which we ensure appropriate management of our company. We do this through internal and external mechanisms like management self-evaluations, risk committees, ethics committees, security committees, local and corporate-level internal audits, independent audits, and others.

In order to prevent and mitigate the risks of fraud and violations to the Code of Ethics, at América Móvil we keep our employees and business partners informed about our policies and procedures in order to avoid actions that are either illegal or bad for our business. In 2015, this information was distributed to 97,049 employees and 6,328 business partners in the countries where we operate.

Despite our constant battle against unethical practices at América Móvil, there were around 145 cases of fraud and ethical violations reported in the Group last year. These cases were all resolved and closed within the year, the pertinent sanctions were applied, and in some cases the corresponding charges were filed with the authorities.

Of the 17 complaints reported in 2014 that were left pending that year, 15 were concluded with the corresponding sanctions and the other two were dismissed as groundless.

We also received 11 complaints of unfair competition and monopolistic practices in countries like Austria, Costa Rica, El Salvador, Ecuador and Peru, which are currently being processed in order to be appropriately addressed and resolved.

HUMAN RIGHTS
G4-11, G4-HR2, G4-HR3, G4- HR4, G4-HR5, G4-HR6, G4-HR7, G4-HR12

In accordance with our values and principles, we declare our respect for the human rights of all persons, both those who work within América Móvil and its subsidiaries and those with whom we have some relationship through our operations. All of our employees, regardless of the country where they work, are completely free to join unions, and through hiring procedures, contracts, and close supervision by the human resources area, we make sure that none of our operations are at risk of child labor or slavery.

We are proud to report that in 2015 América Móvil and its subsidiaries began taking the necessary steps to join the **United Nations Global Compact**, with which we reiterate our commitment to respect the rights of all. This process was completed in early 2016, so in our next annual report we will report on the progress we have made against the commitments involved.



Principles of the United Nations Global Compact	
Area	Principle
Human Rights	<ol style="list-style-type: none"> 1. Businesses should support and respect the protection of internationally proclaimed human rights. 2. Businesses should make sure that they are not complicit in human rights abuses.
Labor	<ol style="list-style-type: none"> 3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining. 4. Businesses should support the elimination of all forms of forced and compulsory labor. 5. Businesses should support the effective abolition of child labor. 6. Businesses should support the elimination of discrimination in respect of employment and occupation.
Environment	<ol style="list-style-type: none"> 7. Businesses should support a precautionary approach to environmental challenges. 8. Businesses should undertake initiatives to promote greater environmental responsibility. 9. Businesses should encourage the development and dissemination of environmentally friendly technologies.
Anti-corruption	<ol style="list-style-type: none"> 10. Businesses should work against corruption in all its forms, including extortion and bribery.

In Brazil and the United States, we gave more than 7 thousand hours of human rights training to our employees. In Colombia, Ecuador and at Telmex in Mexico, we trained 52% of our security personnel in human rights policies and procedures.

In 2015 we received a total of three human rights claims, two in Puerto Rico and one in Mexico (Telmex), which were successfully addressed and resolved. In the same period certain cases of discrimination were brought to our attention in various countries where we operate, and the appropriate measures were taken.

In a number of countries, including Argentina, Austria, Brazil, Costa Rica and Mexico, there were around 200 complaints filed about gender discrimination or harassment in the workplace. All these matters were addressed, and where necessary the appropriate sanctions or corrective actions were taken, including, in some cases, dismissal of those responsible. We have also introduced programs to build awareness about equal rights, training our employees in providing equal treatment to customers, co-workers, and anyone in general.



ANNEX

ADOPTED LETTERS, PRINCIPLES AND INITIATIVES G4-15

- United Nations Global Compact
- *Klimaaktiv* Mobil Project Partner
- Austrian Cyber Security Forum for *Kuratorium Sicheres Österreich*
- Model Region for Electromobility Vienna
- Code of Conduct on Data Centres Energy Efficiency
- Vienna University Children’s Office
- Stoplevel
- Saferinternet.at
- Bulgarian Red Cross
- Bulgarian Charities Aid Foundation
- Bulgarians Donor’s Forum
- CSR Academy
- Saferinternet
- Si.Voda Fund
- Department of Criminal Justice and Security
- Diversity Charter
- Responsible Business Forum
- Organization for cross-generational cooperation 35+
- Children’s Cultural Centre in Belgrade
- Safe Click
- Agreement between the mobile telephone industry and UNICEF to protect childhood and adolescence
- Mobile phone carriers in Costa Rica to support the Online Safety Strategy
- “Empoderate” application

- Toll-free 1147 line for the *Patronato Nacional de Infancia y Operadoras (PANI)*
- Bandera Azul Ecológica program
- SOS Alert for missing children in Costa Rica
- Principles of Sustainable Development and Corporate Social Responsibility
- *Unión Internacional de las Telecomunicaciones (UIT)*
- GSMA Latinoamérica

AWARDS AND RECOGNITIONS

AMÉRICA MÓVIL

- **Partner of the year 2015** in the Service Provider Category in Administered Services, Americas Region, from Cisco Systems.
- **Cloud & Managed Services Partner of the Year**, Latin American region, from Cisco Systems.

CLARO

- The **City of Armenia Award** to Claro Colombia for contributing to the development of Armenia and El Quindío, presented by the Armenia Mayor’s Office.
- For the second year in a row, Claro Colombia was a finalist for the **Andesco Corporate Social Responsibility Award 2015**.
- Colombia’s TRIARA Data Center was a finalist in the improved category for energy efficiency, from the **Datacenter Dynamics Awards Latam 2015**.
- The TRIARA data center in Colombia earned **CEEDA Certification** (Certified Energy Efficiency in Data Centres Award) for energy efficiency.

- Colombia’s TRIARA data center earned the *Sello Verde* for energy efficiency from the International Computer Room Experts Association (ICREA).
- **XLVI Games of the Armed Forces and the National Police Corps** dedicated to Claro Dominican Republic, for its unconditional support for sports.
- **Fundación Fe y Alegría Recognition** for the contributions of Claro Ecuador to the education of boys and girls through the Gol para Educar program, which awards a student scholarship for every goal won by the Ecuadoran Soccer Selection.
- The **Fundación Corresponsables** recognized Claro Ecuador for its Social Responsibility and good corporate practices.
- **Premio EKOS DE ORO** for Claro Ecuador as the Most Efficient Company in the Mobile Telephony category and one of the Top-of-Mind Brands among Ecuadoran consumers. The awards were based on financial indicators using an in-house methodology which is audited by Deloitte.
- **Mercurio Award**, Argentina’s most prestigious marketing award, given to companies who have introduced successful marketing plans. Claro Argentina won this award in 2015 in the telephony category with its Smart + simple campaign.
- Best Stand in Communication Services, second place at the **Expo Paraguay 2015**, awarded to Claro Paraguay.

- The Vroom Ring Boom campaign by Claro Guatemala obtained the **Direct Merit** award at the One Show festival, the Wood Pencil and White Pencil recognitions at the D&DA festival; and was shortlisted at Cannes and won an audio category award in the Clío.
- The *Borramos las Fronteras* campaign by Claro Guatemala won a **Golden EFFIE Award** for advertising and marketing.

EMBRATEL

- **Cloud Partner of the Year** from Cisco Systems.

TELCEL

- **PC World Mexico 2015** for the users' choice best mobile phone service award.
- **Marcas de Confianza 2015** as the most trusted mobile phone company.
- **ESR 2015 Distinction** from the Mexican Center for Philanthropy (CEMEFI).
- Second most valuable brand in Mexico and third in Latin America in the **Millward Brown Brandz** ranking.

TELMEX

- **Best Partner of the Year** from Cisco Systems.
- **Cloud Partner of the Year** from Cisco Systems.
- **Collaboration Partner of the Year** from Cisco Systems.
- **ESR 2015 Distinction** from the Mexican Center for Philanthropy (CEMEFI).
- **Juchimán de Plata Award** in the category of Strengthening Educational Projects, from the Universidad Juárez Autónoma de Tabasco (UJAT).

- **Estrella Prosa Supplier 2014**, in four categories: best Transportation Network, best Strategic Alliance, Business Continuity and Security Ally, all given to the company in recognition of its network's reliability.
- Award to Telmex's **Customer Network Operation Center (CNOC)** for being the only company in the country with ISO/IEC 27001:2013 certification for network operation and cloud security.
- **Mexican Enterprise of the Year** for the third consecutive year from the Latin American Quality Institute during the 8th Mexico Quality Summit.

TELCEL 4GLTE - INFINITUM DIGITAL VILLAGE

- **Guinness World Record** certified the Telcel 4GLTE - Infinitum Digital Village as the largest digital inclusiveness event in the world.
- **Guinness World Record** for the greatest number of selfies with Augmented Reality, a total of 4,778 in four hours, as part of the activities surrounding the Telcel-Infinitum 2015 Digital Village.
- **Guinness World Record** for the most number of people trained in eight hours: the *Capacitate para el Empleo* program trained 2,409 people in the various modules into which the 40 trades offered by the program are organized.



MEMBERSHIPS AND ASSOCIATIONS G4-16

We belong to many national and international organizations that we joined to back the initiatives to support our industry and our society. Some of the associations to which we belong, as Grupo América Móvil, are the *Groupe Speciale Mobile Association* (GSMA), *Unión Internacional de Telecomunicaciones* (UIT) and 4G Américas.

Argentina
<i>Cámara de Comercio Argentino Mexicana</i>
<i>Cámara de Informática y Comunicaciones de la República Argentina</i> (CICOMRA)
<i>Cámara Argentina de Internet</i> (CABASE)
American Chamber in Argentina (AMCHAM)
Austria
Forum EMS Telecommunication
Next Generation Mobile Networks Alliance
respACT (CSR)
ETNO (Environment)
GSM Memorandum of Understanding
Brazil
<i>Sindicato Nacional das Empresas de Telefonia e de Serviço Móvel Pessoal</i> (SINDITELEBRASIL)
<i>Associação Brasileira das Prestadoras de Serviços de Telecomunicações Competitivas</i> (TELCOMP)
<i>Associação Brasileira de Recursos em Telecomunicações</i>
<i>Agência Nacional de Telecomunicações</i> (ANATEL)
<i>Associação de Empresas de Telecomunicações</i> (ASETEL)
<i>Federação Brasileira de Telecomunicações</i> (TELEBRASIL)
<i>Associação Brasileira de Televisão por Assinatura</i> (ABTA)
Chile
ICARE
<i>Asociación de Empresas de Telefonía Móvil</i> (ATELMO)
Acción RSE
<i>Cámara de Integración Chileno-Mexicana</i> (CICMEX)
Colombia
<i>Asociación de la Industria Móvil de Colombia</i> (ASOMÓVIL)
Andesco
<i>Reconciliación Colombia</i>
<i>Cámara Colombiana de Informática y Telecomunicaciones</i> (CCIT)
<i>Cámara de Comercio Colombo Mexicana</i>
<i>Asociación de Industriales de Colombia</i> (ANDI)
<i>Asociación Iberoamericana de Centros de Investigación y Empresas de Telecomunicaciones</i> (AHCJET)
<i>Asociación de Operadores de Tecnologías de Información y Comunicaciones de Colombia</i> (ASOTIC)
Costa Rica
<i>Cámara de Informática y Telecomunicaciones</i>

<i>Cámara de Tecnologías de Información y Comunicación</i>
<i>Cámara de Comercio de los Estados Unidos en Costa Rica</i> (AMCHAM)
<i>Cámara México Costarricense</i> (CICOMEX)
<i>Cámara de Comercio de Costa Rica</i>
<i>Cámara de Industrias de Costa Rica</i>
<i>Asociación Empresarial para el Desarrollo</i> (AED)
<i>Alianza Ambiental de Santa Ana</i>
<i>Bandera Azul Ecológica</i>
Dominican Republic
<i>Asociación de Industrias de la República Dominicana</i> (AIRD)
<i>Unión Internacional de Telecomunicaciones</i>
<i>Asociación Nacional de Jóvenes Empresarios</i> (ANJE)
<i>Consejo Nacional Empresa Privada</i> (CONEP)
American Chamber of Commerce in the Dominican Republic (AMCHAM)
<i>Acción Pro Educación y Cultura</i> (APEC)
<i>Asociación Dominicana de Empresas de Inversión Extranjera</i> (ASIEX)
<i>Asociación Dominicana de Exportadores</i> (ADOEXPO)
<i>Cámara de Comercio y Producción de Santo Domingo</i> (CCPSD)
<i>Cámara de Comercio y Producción Santiago</i> (CCPS)
<i>Cámara de Comercio Dominico-Mexicana</i> (CADOMEX)
<i>Confederación Patronal de la República Dominicana</i> (COPARDOM)
<i>Cámara Dominicana de las Tecnologías de la Información y la Comunicación</i> (TIC)
<i>Fundación Institucionalidad y Justicia</i> (FINJUS)
<i>Red Nacional de Apoyo Empresarial a la Protección Ambiental</i> (ECORED)
<i>Asociación Nacional de Usuarios No Regulados</i> (ANUNR)
<i>Asociación Dominicana de Empresas de Telecomunicaciones</i> (ADOMTEL)
Ecuador
<i>Asociación de Empresas de Telecomunicaciones</i> (ASETEL)
<i>Asociación de Empresas Proveedoras de Servicios de Internet, Valor Agregado, Portadores y Tecnologías de la Información</i>
<i>Cámara Binacional Ecuador-México</i>
<i>Cámara de Comercio de Guayaquil</i>
<i>Cámara de Comercio de Quito</i>
<i>Cámara de Industrias de Guayaquil</i>
<i>Cámara de Comercio Ecuatoriano Americana de Guayaquil</i>
<i>Alianza Antipiratería en DTH</i>
<i>Fideicomiso Mercantil Ductos de Samborondón</i>

Unión Internacional de Telecomunicaciones

El Salvador

Asociación Nacional de Empresa Privada

Cámara de Comercio e Industria de El Salvador

American Chamber of Commerce in El Salvador

Cámara Salvadoreña Mexicana de Comercio

Guatemala

Cámara de Comercio de Guatemala

Cámara de Industria de Guatemala

Cámara Empresarial de Comercio y Servicios

Cámara de Comercio e Industria Guatemalteco Mexicana

Asociación Guatemalteca de Exportadores

Fundación de Empresarios Mexicanos

Honduras

Cámara de Comercio e Industrias de Tegucigalpa

México

Asociación Iberoamericana de Centros de Investigación y Empresas de Telecomunicaciones

Comisión Interamericana de Telecomunicaciones

Asociación Nacional de Telecomunicaciones (ANATEL)

Business and Industry Advisory Committee de la OECD

Nicaragua

Asociación de Internet de Nicaragua

American Chamber of Commerce

Cámara de Comercio y Servicios de Nicaragua

Panama

Cámara Panameña de Comercio, Agricultura e Industria

Asociación Panameña de Empresa

Cámara de Comercio de Chiriquí

Paraguay

Cámara de Operadores Móviles del Paraguay (COMPy)

Unión Industrial del Paraguay (UIP)

Centro de Operadores Moviles del Paraguay

Cámara de Anunciantes del Paraguay

Federación de la Producción, la Industria y el Comercio

Centro de Regulación, Normas y Estudios de la Comunicación

Peru

Asociación para el Fomento de la Infraestructura Nacional

Asociación Iberoamericana de Centros de Investigación y Empresas de Telecomunicaciones

Cámara de Comercio de Lima

Asociación Nacional de Anunciantes

Puerto Rico

Asociación de Ejecutivos de Venta y Mercadeo

Asociación de Industriales de Puerto Rico

Cámara de Comercio de Puerto Rico

Alianza de Telecomunicaciones de Puerto Rico

Estados Unidos

Republican Attorney General’s Association (RAGA)

Democratic Attorney General’s Association (DAGA)

Republican Governors’ Association (RGA)

Democratic Governors’ Association (DGA)

Republican State Leadership Committee (RSLC)

Democratic Legislative Campaign Committee (DLCC)

The Wireless Association (CTIA)

Uruguay

Cámara de Telecomunicaciones del Uruguay

Cámara Uruguaya de Tecnologías de la Información

Cámara Uruguaya Mexicana

REPORT COVERAGE

G4-13, G4-22, G4-23, G4-28, G4-29, G4-30, G4-32, G4-33

We are proud to present the América Móvil 2015 Sustainability Report where, for the fifth year in a row, we reiterate our commitment to communicate and make information available regarding our social, labor and environmental operations.

The information contained in this report corresponds to the period from January 1st to December 31, 2015 and has been organized in accordance with the Global Reporting Initiative guidelines on its G4 version, under the core option, and without verification by an independent party.

This report contains the results of our labor, social and environmental performance in 18 countries of Latin America plus seven in Europe where we currently operate. The quantitative information regarding total number of employees provided in the corresponding chapter also includes data from the following companies of the Group: Telvista USA, Telvista México, Speedy Mobile, Sección Amarilla, UNO TV, Plaza VIP, Editorial Contenido, Rie and CMI.

The rest of the information presented, both quantitative and qualitative, excludes these companies’ performance. Note also that there are no restatements of information from previous reports, neither significant changes in the scope or coverage of this report. Nor were there any significant changes in América Móvil’s structure, stock ownership or supply chain during this period.

GRI INDEX

General Basic Content		
General Basic Content	Page or Answer	Description
Strategy and analysis		
G4-1	7	Statement from the President of the Board of Directors, CEO or equivalent about the relevance of sustainability to the organization and the strategy for addressing it.
G4-2	49	Key impacts, risks and opportunities.
Organizational profile		
G4-3	47	Name of the organization.
G4-4	8	Primary brands, products and services.
G4-5	Mexico City, Mexico	Location of the organization's headquarters.
G4-6	8	Countries where the organization operates.
G4-7	47	Nature of ownership and legal form.
G4-8	8	Markets served (with geographic breakdown, sectors served, and types of customers).
G4-9	8, 13	Scale of the organization, including: total number of employees, total number of operations, net sales, total capitalization, and quantity of products or services provided.
G4-10	26	Total number of employees by employment contract, type, gender, and region.
G4-11	26, 52	Percentage of total employees covered by collective bargaining agreements.
G4-12	13, 50	Organization's supply chain.
G4-13	57	Significant changes during the reporting period regarding size, structure, ownership, or supply chain.
G4-14	49	Whether and how the precautionary approach or principle is addressed by the organization.
G4-15	26, 40, 45, 54	Externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or endorses.
G4-16	56	Memberships of associations in which the organization holds a position or participates.
Material aspects and Boundaries		
G4-17	47	Entities included in the organization's consolidated financial and equivalent statements.
G4-18	14	Process followed to define the report content and the aspect boundaries.
G4-19	14	List of material Aspects identified in the definition process of the report content.
G4-20	14	Aspect Boundary within the organization for each material Aspect.
G4-21	14	Aspect Boundary outside the organization for each material Aspect.
G4-22	57	Effect of any restatements of information provided in previous reports, and the reasons for such restatements.
G4-23	57	Significant changes from previous reporting periods in the Scope and Aspect Boundaries.
Stakeholder engagement		
G4-24	14	List of stakeholder groups engaged by the organization.
G4-25	14	Basis for identification and selection of stakeholders with whom to engage.
G4-26	14	Organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group.
G4-27	14	Key topics and concerns that have been raised through stakeholder engagement.
Report profile		
G4-28	57	Reporting period for information provided.
G4-29	57	Date of most recent previous report.

General Basic Content	Page or Answer	Description
G4-30	57	Reporting cycle (annual, biennial).
G4-31	66	Contact point for questions regarding the report or its contents.
G4-32	57	“In accordance” option chosen by the organization: essential or exhaustive, and GRI Context Index for the chosen option.
G4-33	57	Organization's policy and current practice regarding external assurance for the report.
Governance		
G4-34	47	Governance Structure of the organization, including committees of the highest governance body and their responsible about social, economic and environmental impacts.
G4-35	The shareholders, through the Board, define business strategies to senior management, whose functions are performed outside the exercise of their duties.	Process for delegating authority for economic, social and environmental topics from the highest governance body to senior executives and other employees.
G4-36	47	Executive-level positions with responsibility for economic, environmental and social topics, and if the holders report directly to the highest governance body.
G4-37	It is carried out through the active participation of the Administration at the regular sessions of the Board.	Processes for consultation between stakeholders and the highest governance body on economic, social and environmental topics.
G4-38	47	Composition of the highest governance body and its committees.
G4-39	47	Indicate whether the Chair of the highest governance body is also an executive officer, describing his or her function within the organization's management and the reasons for this arrangement.
G4-40	47	Nomination and selection processes for the highest governance body and its committees.
G4-41	47	Processes for the highest governance body to ensure conflicts of interest are avoided and managed, indicating if these are disclosed to stakeholders.
G4-42	47	Highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, and policies.
G4-43	47	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, social and environmental topics.
G4-44	47	Processes for evaluation of the highest governance body's performance with respect to governance of economic, social and environmental topics. Indicate whether such evaluation is independent or not, and its frequency.
G4-45	49	Highest governance body's role in the identification and management of impacts, risks and opportunities, and its role in the implementation of due diligence processes. Indicate whether stakeholder consultation is used.
G4-46	49	Highest governance body's role in reviewing the effectiveness of the organization's risk management processes.
G4-47	49	Frequency of the highest governance body's review of economic, social and environmental impacts, risks, and opportunities.
G4-48	Legal Management.	Highest committee or position that reviews and approves the organization's sustainability report and ensures that all material Aspects are covered.

General Basic Content	Page or Answer	Description
G4-49	The Administration becomes aware of the relevant issues of the company and submits them for consideration to the Board of Directors.	Process for communicating critical concerns to the highest governance body.
G4-50	50	Nature and total number of critical concerns communicated to the highest governance body, and the mechanism(s) used to address and resolve them.
G4-51	47	Remuneration policies for the highest governance body and senior executives.
G4-52	47	Processes for determining remuneration, if consultants are involved, and if they are independent of management.
G4-53	We have contact points to address our stakeholders' inquiries.	How stakeholders' views are sought and taken into account regarding remuneration.
G4-54	Confidential information.	Ratio of the annual total compensation for the highest-paid person in each country to the median annual total compensation for all employees, excluding the highest-paid person in the same country.
G4-55	Confidential information.	Ratio of percentage increase in annual total compensation for the organization's highest-paid person in each country to the median percentage increase in annual total compensation for all employees, excluding the highest-paid person in the same country.
Ethics and integrity		
G4-56	8, 50	Organization's values, principles, standards and norms, such as code of conduct or code of ethics.
G4-57	50	Internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as help or advice lines.
G4-58	50	Internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.

Specific Basic Content			
G4	Page or Answer	Omissions	Description
Economic Performance			
G4-EC1	13		Direct economic value generated and distributed.
G4-EC2	-	Information not available.	Economic consequences, risks, and opportunities to the organization posed by climate change.
G4-EC3	26		Benefit plan obligations.
G4-EC4	-	Information not available.	Financial aid received from government.
Market presence			
G4-EC5	In all the subsidiaries of América Móvil we subject ourselves to the current law in what minimum wage is concerned. In the most part of our operations, minimum wages of our company exceed the minimum wage established by every country.		Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.
G4-EC6	-	Information not available.	Proportion of senior management hired locally.

G4	Page or Answer	Omissions	Description
Indirect economic impacts			
G4-EC7	8		Development and impact of infrastructure investments and services supported.
G4-EC8	-	Information not available.	Indirect economic impacts.
Procurement practices			
G4-EC9	Nearly 70% of our suppliers are local in every country where we operate because our Consolidation of Results Policy gives authority to the subsidiaries of each country to select their suppliers.		Proportion of spending on local suppliers.
Environment			
Materials			
G4-EN1	-	Information not available.	Materials used by weight or volume.
G4-EN2	-	Not material.	Percentage of materials used that are recycled.
Energy			
G4-EN3	40		Energy consumption within the organization.
G4-EN4	40		Energy consumption outside of the organization.
G4-EN5	-	Information not available.	Energy intensity.
G4-EN6	40		Reduction of energy consumption.
G4-EN7	-	Information not available.	Reductions in energy requirements of products and services.
Water			
G4-EN8	43		Total water withdrawal by source.
G4-EN9	-	Information not available.	Water sources affected by withdrawal of water.
G4-EN10	-	Information not available.	Percentage and total volume of water recycled and reused.
Biodiversity			
G4-EN11	-	Not material.	Operational sites in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.
G4-EN12	-	Not material.	Significant impacts of activities, products, and services on biodiversity in protected and of high biodiversity value areas.
G4-EN13	-	Not material.	Habitats protected or restored.
G4-EN14	-	Not material.	Species and habitats affected by operations, by level of extinction risk.
Emissions			
G4-EN15	40		Direct GHG emissions (scope 1).
G4-EN16	40		Indirect GHG emissions (scope 2).
G4-EN17	-	Information not available.	Other indirect GHG emissions (scope 3).
G4-EN18	-	Information not available.	GHG emissions intensity.
G4-EN19	40		Reduction of GHG emissions.
G4-EN20	-	Not material.	Emissions of ozone-depleting substances.
G4-EN21	-	Not material.	NOx, SOx and other significant air emissions.
Effluents and waste			
G4-EN22	-	Not material.	Total water discharge by quality and destination.
G4-EN23	42		Total weight of waste by type and disposal method.
G4-EN24	-	Does not apply to our operations.	Number and volume of significant spills.

G4	Page or Answer	Omissions	Description
G4-EN25	-	Not material.	Weight of transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III and VIII, and percentage of transported waste shipped internationally.
G4-EN26	-	Not material.	Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff.
Products and services			
G4-EN27	42		Extent of impact mitigation of environmental impacts of products and services.
G4-EN28	45		Percentage of products sold and their packaging materials that are reclaimed by category.
Compliance			
G4-EN29	44		Fines and non-monetary sanctions for non-compliance with environmental law.
Transport			
G4-EN30	-	Not material.	Environmental impacts of transporting products and other goods for the organization's operations, and transporting employees.
Overall			
G4-EN31	-	Information not available.	Environmental protection expenditures and investments.
Supplier environmental assessment			
G4-EN32	44 All América Móvil's suppliers are subjected to a review process that includes in some cases: economic, social, environmental and anticorruption aspects, before hiring them.		Percentage of new suppliers that were examined using environmental criteria.
G4-EN33	44	Not material.	Significant actual and potential negative environmental impacts in the supply chain and actions taken.
Environmental grievance mechanisms			
G4-EN34	44		Number of grievances about environmental impacts filed, addressed and resolved.
Labor Practices and Decent Work			
Employment			
G4-LA1	26		Total number and rates of new employee hires and turnover by age group, gender and region.
G4-LA2	26		Benefits provided to full-time employees that are not provided to temporary or part-time employees.
G4-LA3	-	Information not available.	Return to work and retention rates after parental leave, by gender.
Labor/management relations			
G4-LA4	Notification for consultations and revisions regarding collective labor contracts varies from 30 to 60 days depending on the place of operation.		Minimum notice periods regarding operational changes and specifications in collective agreements.
Occupational health and safety			
G4-LA5	-	Information not available.	Percentage of workers represented in formal health and safety committees.
G4-LA6	31		Type and rates of injury, occupational diseases, lost days, absenteeism and fatalities related to work by region and gender.

G4	Page or Answer	Omissions	Description
G4-LA7	-	Information not available.	Workers with high incidence or risk of disease related to their occupation.
G4-LA8	-	Information not available.	Health and safety topics covered in formal agreements with trade unions.
Training and education			
G4-LA9	27		Average hours of training per year per employee, by gender and employment category.
G4-LA10	27		Programs for skills management and lifelong learning.
G4-LA11	27		Percentage of employees receiving regular performance and career development reviews, by gender and employee category.
Diversity and equal opportunity			
G4-LA12	26		Composition of governance bodies and breakdown of employees by category according to gender, age group, minorities and other indicators of diversity.
Equal remuneration for women and men			
G4-LA13	-	Information not available.	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.
Supplier assessment for labor practices			
G4-LA14	32		Percentage of new suppliers that were examined in terms of labor practice.
G4-LA15	32		Significant actual and potential negative impacts for labor practices in the supply chain and actions taken.
Labor practices grievance mechanisms			
G4-LA16	-	Information not available.	Number of grievances about labor practices filed, addressed, and resolved through formal mechanisms.
Human Rights			
Investment			
G4-HR1	-	Information not available.	Investment agreements and contracts that include human rights clauses.
G4-HR2	52		Training on human rights, including the percentage of employees trained.
Non-discrimination			
G4-HR3	50, 52		Total number of incidents of discrimination and corrective actions taken.
Freedom of association and collective bargaining			
G4-HR4	52		Operations and suppliers identified in which freedom of association and collective bargaining may be at significant risk, and measures taken to support these rights.
Child labor			
G4-HR5	52		Measures taken to contribute to the effective abolition of child labor.
Forced or compulsory labor			
G4-HR6	52		Measures taken to contribute to the elimination of all forms of forced labor.
Security practices			
G4-HR7	52		Percentage of security personnel trained in policies and procedures of the organization regarding human rights.

G4	Page or Answer	Omissions	Description
Indigenous rights			
G4-HR8	At América Móvil we received no cases of violations of the rights of indigenous peoples in 2015. It is part of our business philosophy to support through our services and social programs, rural and indigenous communities towards greater social and economic development.		Number of incidents of violations involving rights of indigenous people and actions taken.
Assessment			
G4-HR9	-	Information not available.	Total number and percentage of operations that have been subject to human rights reviews or impact assessments.
Supplier human rights assessment			
G4-HR10	-	Not material.	Percentage of new suppliers examined using human rights criteria.
G4-HR11	-	Not material.	Significant actual and potential negative human rights impacts in the supply chain and actions taken.
Human rights grievance mechanisms			
G4-HR12	50, 52		Number of grievances about human rights impacts filed, addressed and resolved through formal grievance mechanisms.
Society			
Local communities			
G4-SO1	34		Percentage of operations with implemented local community engagement, impact assessments, and developed programs.
G4-SO2	-	Not material.	Operations with significant actual and potential negative impacts on local communities.
Anti-corruption			
G4-SO3	50		Number and percentage of operations assessed for risks related to corruption and the significant risks identified.
G4-SO4	50		Communication and training on anti-corruption policies and procedures.
G4-SO5	50		Confirmed incidents of corruption and actions taken.
Public Policy			
G4-SO6	As a general rule, at América Móvil we make no political contributions in cash or kind to any purpose. There could be exceptions, as long as they are subject to the applicable laws in each country and are approved by the corporate bodies.		Total value of political contributions by country and recipient.

G4	Page or Answer	Omissions	Description
Anti-competitive behavior			
G4-SO7	In some of our operations we are being investigated for alleged practices on competition. For detailed information regarding the material procedures on this respect, see: http://www.america.com/AMX/ES/CM/filings/Form_2015.pdf		Number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.
Compliance			
G4-SO8	-	Information not available.	Monetary value of fines and number of non-monetary sanctions due to non-compliance with laws and regulations.
Supplier assessment for impacts on society			
G4-SO9	-	Not material.	Percentage of new suppliers that were examined using criteria for impacts on society.
G4-SO10	-	Not material.	Significant actual and potential negative impacts on society in the supply chain and actions taken.
Grievance mechanisms for impacts on society			
G4-SO11	50		Number of grievances on society filed, addressed and resolved through formal grievance mechanisms.
Product Responsibility			
Customer health and safety			
G4-PR1	-	Not material.	Percentage of product and service categories for which health and safety impacts are assessed for improvement.
G4-PR2	-	Not material.	Number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes.
Product and service labelling			
G4-PR3	-	Not material.	Type of product and service information required by the organization's procedures for product and service information and labelling, and percentage of significant product and service categories subject to such information requirements.
G4-PR4	-	Not material.	Number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling.
G4-PR5	19		Results of surveys measuring customer satisfaction.
Marketing communications			
G4-PR6	-	Not material.	Sale of banned or disputed products.
G4-PR7	-	Not material.	Number of incidents of non-compliance with regulations or voluntary codes concerning marketing communications, including advertising, promotion and sponsorship.
Customer privacy			
G4-PR8	22		Number of sustained complaints regarding breaches of customer privacy and losses of customer data.

G4	Page or Answer	Omissions	Description
Compliance			
G4-PR9	-	Not material.	Monetary value of fines for non-compliance with laws and regulations concerning the provision and use of products and services.
Sector Supplements Indicators			
IO2	22, 34		Accessibility to communication services in marginalized regions or communities.
IO4, IO5	22		Comply with standards for exposure to radio frequency emissions from mobile and radio base stations.
PR1	22		Offer communication solutions for people with special needs or disabilities.
PR3	22		Ensure customer and employees data privacy and security.
PA2	22, 34		Contribute to the population with education and digital inclusion.
PA6	22, 34		Have programs to provide and maintain telecommunication products and services in emergency situations or disasters.
PA7	34		Provide technological solutions and training in schools as support for education.

INFORMATION AND CONTACT ^{G4-31}

For more information about the content of this report, the following contacts are available to our stakeholders:

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 Webpage: <http://www.americamovil.com/sustentabilidad2015/>