



2019

SUSTAINABILITY

REPORT



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX



CONTENT

MESSAGE FROM THE CEO	3
COMPANY PROFILE	5
UPDATING SUSTAINABILITY	15
CONNECTING WITH PRINCIPLES	34
ACTIVATING SAFETY	64
SHARING DEVELOPMENT	72
UPLOADING QUALITY OF LIFE	85
APPENDIX	110

REPORT SCOPE

(102-12, 102-46, 102-48, 102-49, 102-50, 102-51, 102-52, 102-53, 102-54, 102-56)

América Móvil has published a Sustainability Report annually since 2010; it describes our accomplishments regarding our employees, social development, and the environment in a clear and transparent manner in order to enhance our communication with our main stakeholders. This report includes América Móvil's results for the period between January 1st and December 31st, 2019. It was drafted aligned on the Global Reporting Initiative (GRI) Standards methodology, using the "in accordance" core option. Unless otherwise specified, we report information regarding the 25 countries where we operate, which have been grouped by region.

The content of this report is based on our materiality assessments, our commitment to the UN's 10 Principles of the Global Compact and Sustainable Development Goals, and the methodology suggested by the Sustainability Index of the Mexican Stock Exchange. Adhering to our commitment to share true and transparent information, Ernst & Young verified several of the indicators included in this report. The scope of the indicators that were subject to verification and the report issued by Ernst & Young are referenced in the sections entitled GRI Content Index and Independent Assurance Report.



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

MESSAGE

FROM THE CEO



(102-14)

We believe that empowering people through connectivity, delivering solutions that enable customers to achieve their own goals, while working along with our value chain in an ethical and environmental manner, is the best way we can provide value for our stakeholders and shareholders in the long run.

2019 SUSTAINABILITY REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

At América Móvil we are committed to build a better future through connectivity. This is why we have built reliable networks that promote economic development, education, health, culture, reduction of environmental impacts, equality and inclusion through innovation and technological development. We continue investing so that our infrastructure, products and services enable the digital transformation that our users demand, both personally and professionally, to meet their increasing communication needs.

Our “Smart Sustainability” strategy assures that our business vision remains at the forefront and aligned with international best practices. Furthermore, our Corporate Sustainability Executive Committee leads the efforts towards achieving our 2020 Sustainability Goals, in line with the UN Global Compact Principles.

We continue implementing corporate initiatives to reduce our environmental impact, so as to contribute to Climate Change mitigation. For this reason, we joined the UN and GSMA efforts towards contributing to limit global warming to 1.5°C by 2030, as well as becoming carbon neutral by 2050.

Moreover, we work every day with our directors, employees, suppliers, retailers and contractors, to promote our values and ethics to strengthen the high reputation that we have built throughout our history and to keep our leadership position in the industry. We align our value chain to our ethics and sustainability best practices through our “Commercial Integrity Policy” and training website.

During 2019, we made progress in promoting our Diversity and Inclusion, Human Rights, and Anticorruption policies. Additionally, we made ample communications and outreach campaigns to promote our Code of Ethics and the use of América Móvil’s Whistleblower Portal.

The implementation of the best “ESG” practices within our Company have been possible due to the dedication of all our employees, as well as our suppliers and retailers network. It is with their talent, knowledge, professionalism and commitment that we have managed to advance in the fulfillment of our goals, which led to the Company’s distinction as the number one Company in the Mexican Stock Exchange Sustainability Index in 2019 and our inclusion in the Latin American Dow Jones Sustainability Index (DJSI MILA Pacific Alliance) that recognizes the leading companies in sustainability in the region.

There is still much to be done, but we are moving in the right direction and at great pace. We strongly believe that working in an ethical and environmentally responsible manner is the best way we can provide value for our stakeholders and shareholders in the long run. Our focus is in creating value by living up to our values.

To conclude, I would like to state that we appreciate our shareholders’ trust, which has enabled us to continue to grow profitably in a highly competitive sector.



Daniel Hajj Aboumrاد
CEO of América Móvil

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

COMPANY PROFILE

(102-1, 102-4)

América Móvil has been for many consecutive years the leading company in integrated telecommunications services in Latin America, as well as the largest telecommunications company worldwide in terms of total accesses, excluding China and India. We provide innovative communication solutions through our portfolio of value-added services and our world-class communications platform. América Móvil has presence in 25 countries in America and Europe.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

COMPANY PRESENCE

In Latin America, América Móvil operates under our telecommunication brands Telcel, Telmex, and Claro. In Europe we operate under the A1 brand through Telekom Austria Group, and in the United States under TracFone. We also provide B2B services through our marketing and call centers division: CMI, Telvista and BrasilCenter.

In order to meet the challenges of the new digital environment our companies Claro Enterprise Solutions and Global Hitss develop comprehensive solutions that enable productivity, cost and energy efficiencies and facilitate day to day customer connectivity. At the same time we provide content for different audiences through América Móvil Contenido, which includes Claro Video, Claro Música, Claro Sports, Uno TV, Editorial Contenido, iMúsica, among other brands.

On January 24th, we completed the acquisition of Telefónica Móviles Guatemala, S.A. strengthen our position as one of the leading telecommunications service providers in Central America, to continue offering integrated telecom services and to provide next generation services, including 5G.

On December 18th, we completed the acquisition of 100% of Nextel Brazil from NII Holdings. With this transaction, we will continue to build our market position consolidating our operations as one of the leading telecommunications services providers in Brazil, strengthening our mobile network capacity, spectrum portfolio and market position in the postpaid segment, particularly in the cities of São Paulo and Rio de Janeiro.





CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

MAIN BRANDS AND BUSINESSES IN THE COUNTRIES WHERE WE OPERATE

(102-1, 102-2, 102-3, 102-4, 102-6)

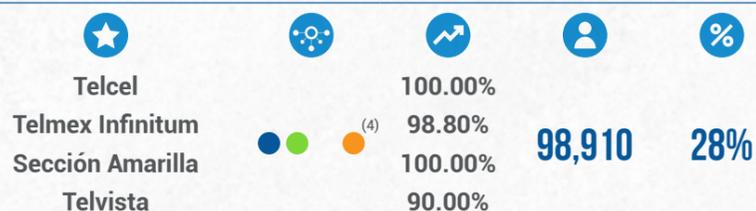
- ★ Main Brands
- ⚙️ Main Businesses
- 📈 Equity Stake
- 👤 Number of Accesses (in thousands)
- 📊 Percentage of Operation (millions of accesses)
- 📶 Wireless voice, data and value added services⁽¹⁾
- 📺 Fixed voice broadband, data and IT services⁽²⁾
- 📺 Pay TV
- 📺 OTT services⁽³⁾

(1) Includes voice communication and international roaming services, interconnection and termination services, SMS, MMS, e-mail, mobile browsing, entertainment and gaming applications.
 (2) Includes local calls, national and international long-distance.
 (3) Includes ClaroVideo and ClaroMúsica.
 (4) Services provided by non-concessionaire subsidiaries.

UNITED STATES



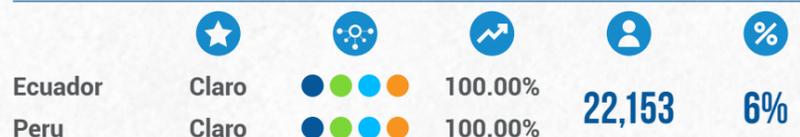
MEXICO (CORPORATE HEADQUARTERS)



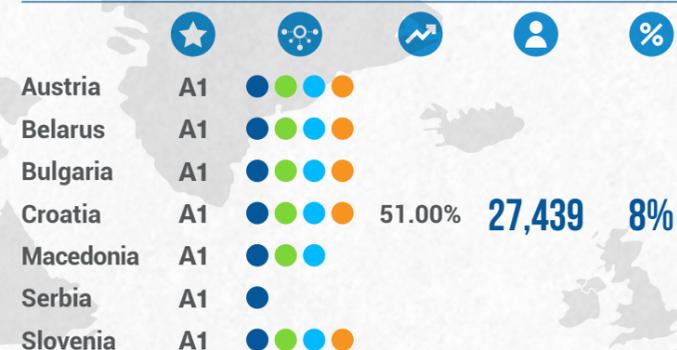
CENTRAL AMERICA



ANDEAN REGION



AUSTRIA AND EASTERN EUROPE *



* The harmonization of the brands within A1 Telekom Austria Group that was resolved in 2017 continued in 2019 with the successful brand launch in Belarus and North Macedonia, and will be completed in 2020 with the rebranding in Serbia.

CARIBBEAN



COLOMBIA



BRAZIL



SOUTHERN CONE



TOTAL



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

MILLION ACCESSES

	2013	2014	2015	2016	2017	2018	2019
 Mobile	270	289	286*	281	279	276	278
 Fixed-Lines, Broadband and Pay TV	69	78	81	83	83	84	81

*Note: Starting in 2015, we have a prepaid CHURN policy in place to automatically cancel lines that show no activity during a specific term (established for each operation); accordingly, starting on that same year, we registered a downturn in the number of mobile services accesses.

As of December 31st 2019,
América Móvil had

**359 MILLION
ACCESSES**



**278 MILLION WIRELESS SUBSCRIBERS (VOICE AND DATA),
AND 81 MILLION REVENUE GENERATING UNITS (RGUs¹).**

¹ The RGUs of the fixed services include the number of fixed voice and data services accounts and Pay TV (which include the number of users of both Pay TV services as well as other digital services).





INFRASTRUCTURE

(203-1)

At América Móvil, we make numerous and continuous efforts to expand and improve our infrastructure, incorporating state-of-the-art technology to offer our customers the best connectivity solutions available today.

Our efforts centered on building the best fiber-optic network in Latin America in order to be able to carry data and long-distance services all the way from Argentina to the Southern US¹ border and back. Our submarine cable, has a capacity of over 189 thousand km, including the AMX-1 submarine cable that extends 17,500 km and connects the United States to Central and South America with 11 landing points and provides international connectivity to all of our subsidiaries in these geographic areas. The transmission capacity of the submarine cable is 90Tbit/second.

When operating at full capacity, the cable is able to process over 1.12 billion calls simultaneously, broadcast 11 million HD channels at the same time, and download 22 million songs per second.

Committed with continuously increasing our infrastructure to boost communication services in the Pacific Latin American region, we are working together in collaboration with Telxius to install a brand new submarine cable. The new system's initial capacity will be 108 Tbit/second, with six fiber pairs and the lowest latency from Guatemala to Chile. We expect that the submarine cable will be ready to operate at the end of 2020. We also have more than 923 thousand kilometers of land fiber-optic cable. Our network passed approximately 79 million homes.

Furthermore, we have 256,514 base stations with 2G, 3G, 4G or 4.5G technologies (of which approximately 68% are equipped with 3G, 4G and 4.5G capabilities) across Latin America and Europe.

By the year ended December 31, 2019, our capital expenditures totaled

Ps. 151.8 BILLION, which allowed us to increase our network, to expand our capacity and to upgrade our systems to operate with the latest technologies.

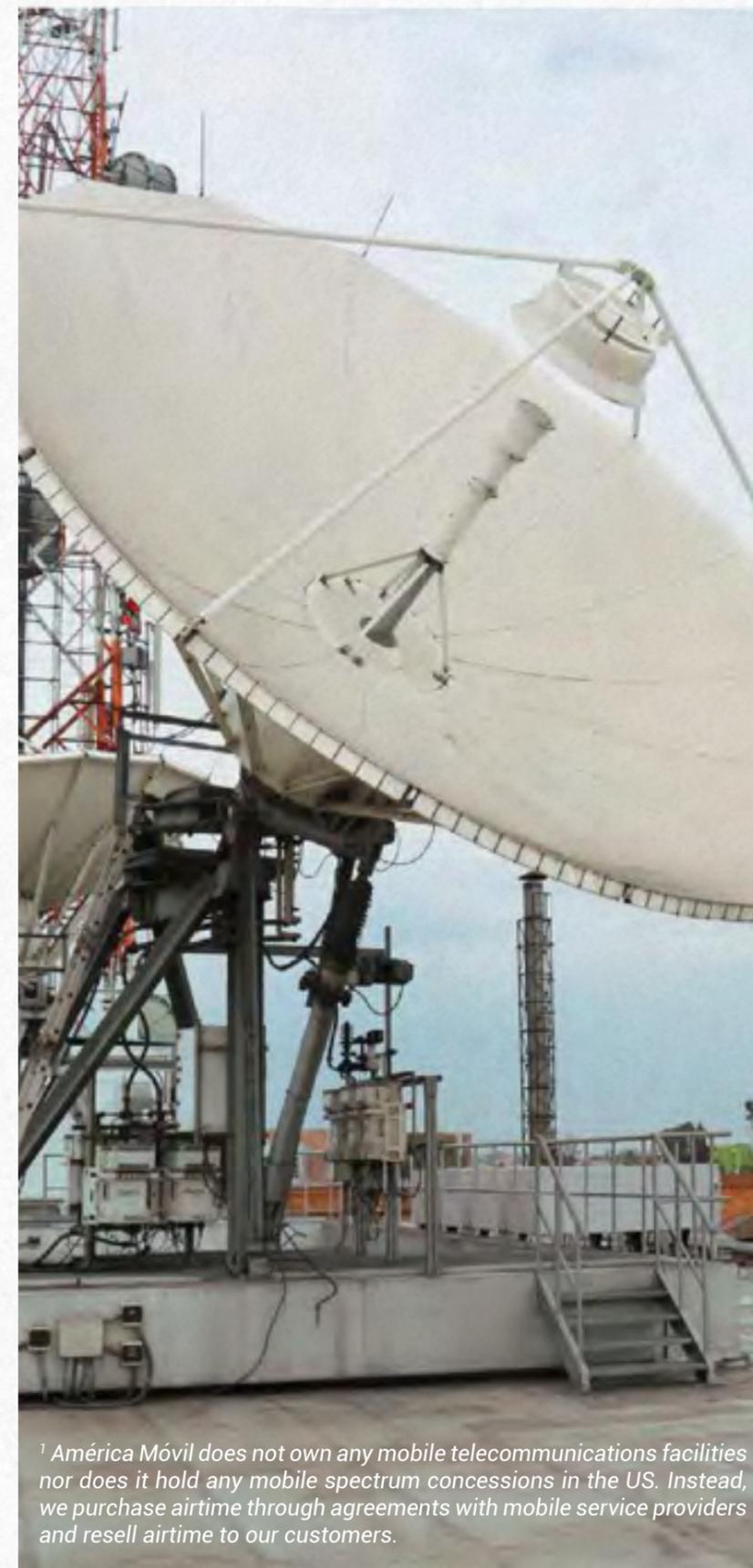
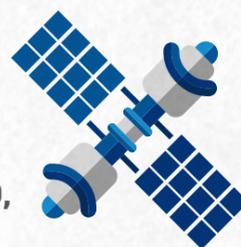
With convergent platforms, we are able to deliver high-quality voice, video and data products and services.

Additionally, we have been expanding our coverage and improving quality and speed with a number of street cells and indoor solutions.

We have 30 data centers in 11 countries, 18 in Latin America and 12 in Europe, to manage a number of cloud solutions, such as Infrastructure as a Service ("IAAS"), Software as a Service ("SAAS"), security solutions and unified communications.

Our satellite network operated by Star One, is currently the largest in Latin America offering coverage over Mexico, the US, Central and South America. We use these satellites to supply capacity for DTH services for Claro TV throughout Brazil and in other DTH Operations, as well as cellular backhaul, video broadcast and corporate data networks. In 2015 and 2016, we launched the Star One D1 and the Star One C4 to replace two limited capacity satellites.

We also continued working on enabling our Virtual Network functions, aiming to replace existing physical infrastructure to improve overall performance as well as our availability, flexibility, and scalability, while allowing cost and energy reduction, and on-demand allocation of network resources. With all these improvements and efforts, we now have a redundant and resilient network with enough capacity to meet any unexpected increases in demand.



¹ América Móvil does not own any mobile telecommunications facilities nor does it hold any mobile spectrum concessions in the US. Instead, we purchase airtime through agreements with mobile service providers and resell airtime to our customers.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX



ECONOMIC PERFORMANCE

(201-1)



	2018	2019	
	Million Pesos (MXN)	Million Pesos (MXN)	Million Dollars (USD)
 Economic Value Generated	1,038,208	1,007,348	53,454
 Economic Value Distributed	983,691	937,034	49,723
 Economic Value Retained*	54,517	70,313	3,731

* Considering that the economic value retained is equal to the annual net profit.



(102-7,102-45)

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

DATA CENTERS:



	2018	2019
Argentina	1	1
Brazil	4	4
Chile	1	1
Colombia	2	3
Ecuador	1	1
Mexico	2	4
Peru	2	2
Dominican Republic	2	2
Austria	4	4
Bulgaria	6	6
Belarus	2	2
Total	27	30

PERCENTAGE OF SERVICE REVENUES¹:



- 33.9% Fixed bundles²
- 33.7% Mobile prepaid
- 30.2% Mobile postpaid
- 2.2% Fixed voice

¹ Does not include revenue from other telcos, which include interconnection and roaming.

² Includes Fixed Broadband Pay TV and Fixed Voice in double- and triple-play bundles.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX



OUR MISSION

Our Mission is to ensure that people in each of the countries where we operate have access to high quality products and services with the latest technologically advanced telecommunications, in order to bring closer together as many people as we can, having a positive impact in their lives.



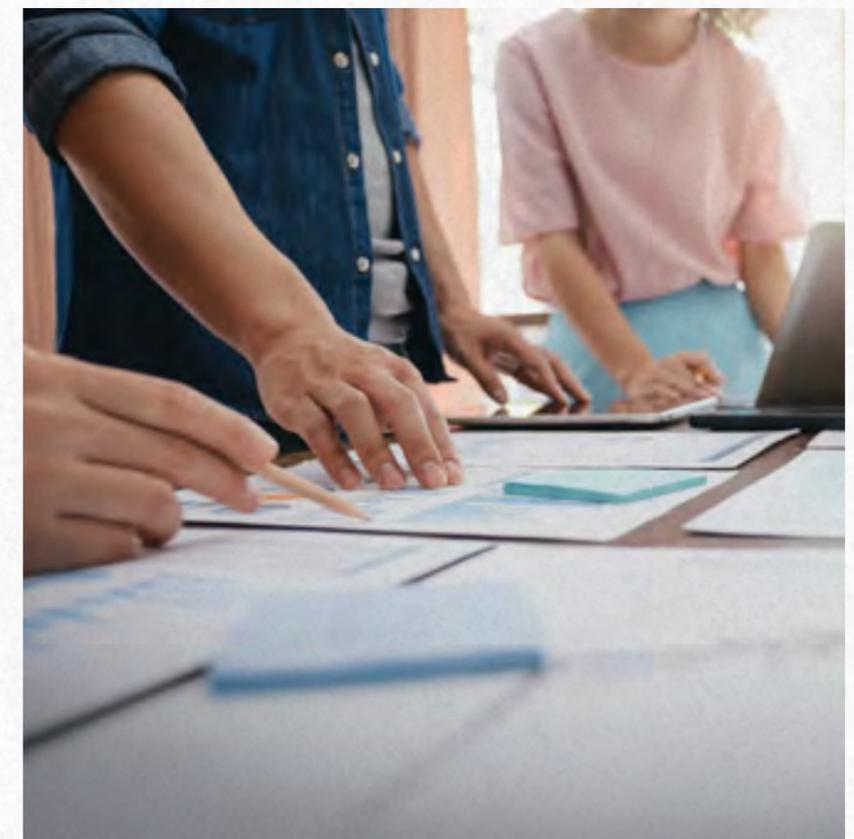
OUR STRATEGY

To achieve our Mission, we implement strategies to maintain our leadership position in each of the markets where we operate. We offer our customers innovative products and services of the highest quality and most advanced technology and invest in our networks to optimize their capacity and coverage. We also implement new technologies that allow us to be more efficient, care for the environment and improve the daily experience of our subscribers.



OUR VISION

Our Vision is to preserve our leadership in the telecommunications industry and to continue to be a change agent by providing connectivity and high technological services in all the countries where we operate. We reaffirm our commitment to our clients, employees, commercial partners and shareholders.





OUR VALUES AND PRINCIPLES

(102-16)

Our values and corporate ethics principles are the attributes that differentiate and guide us. We always keep them in mind and put them into practice on a daily basis as an essential foundation of our culture of excellence, productivity and leadership.



HONESTY

We are committed to maintaining the highest ethical standards. We must act honestly and with integrity at all times. By conducting ourselves with integrity we foster confidence and trust among ourselves and in our relationships with our customers, suppliers, and other business partners. Such conduct also promotes respect towards our organization, which ultimately contributes to the success of our business.



HUMAN DEVELOPMENT

We believe in the unlimited potential for the personal and professional growth of all people. This is why we respect and promote human rights in all of our activities.



RESPECT

We value all our employees, customers, suppliers and commercial partners. We respect human rights and we treat everyone the same way. We do not tolerate any form of discrimination, and we are open to different cultures, customs, and beliefs, all of which add value to our business community.



BUSINESS CREATIVITY

We foster corporate creativity as a means to provide society with solutions to address the social problems affecting the countries in which we operate, and we put this creativity in practice in our daily activities.



PRODUCTIVITY

We are committed to improving quality, streamlining and optimizing our productive processes by controlling costs and expenses and adhering to the highest worldwide standards for our industry.



OPTIMISM AND A POSITIVE ATTITUDE

We believe that when facing adversity, a positive attitude and an optimistic perspective are essential for solving problems.



COMPLIANCE WITH THE LAW

We operate according to applicable laws and regulations in every country where we have a presence. We strictly abide by and comply with all of these laws, regulations, and other rules in effect in each of our markets. We aim to be regarded as a Company that operates with strict adherence to the law at all times. We also abide by our internal policies.



COST MANAGEMENT

We take care of our Company's assets as if they were our own. They are the product of our work, and they are intended for the benefit of our customers and our society.



SUSTAINABILITY

Our commitment is to be a change agent that promotes inclusion, economic growth and wellness in the countries where we operate, while seeking a comprehensive balance among economic, social and environmental aspects of our operation. Therefore, we aim to comply with the best local and international practices.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

OUR OBJECTIVES



CUSTOMER SATISFACTION

- **Increase our Net Promoter Score (NPS)¹.** We monitor our customer satisfaction levels using the NPS, seeking to increase and maintain our customer recommendation.
- **Maintain CHURN rate².** We aim to retain our customers' loyalty; by monitoring our CHURN rate we are able to determine the percentage of customers who drop out our service.
- **Improve the quality of our services.** We constantly invest in our network infrastructure to improve our customers' mobile communications and overall experience.



GROWTH

- **Increase our subscribers' base.** We believe that offering high quality products and services will allow us to increase our subscribers' base.
- **Comply with income per service budget.** We constantly work on identifying new business opportunities that improve customer service in order to meet our revenue budget.



LEADERSHIP

- **Increase market share.** Promoting teamwork across all divisions is key to retain and grow our long-standing market leadership.
- **Digital Transformation implementation.** Accelerating business innovation through a technological platform that enables the processes' standarization, as well as an efficiency and quality improvement that allow us to adapt and anticipate to the rapidly changing market.



PROFITABILITY

- **Increase EBITDA.** Managing our resources efficiently allows us to reach our projected results every year.

¹ Indicator that measures the difference between the number of subscribers who recommend our services, and those who don't.

² CHURN rate. The number of mobile subscribers who drop our service during a specific period compared to the number of subscribers at the beginning of the period.



2019 SUSTAINABILITY REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



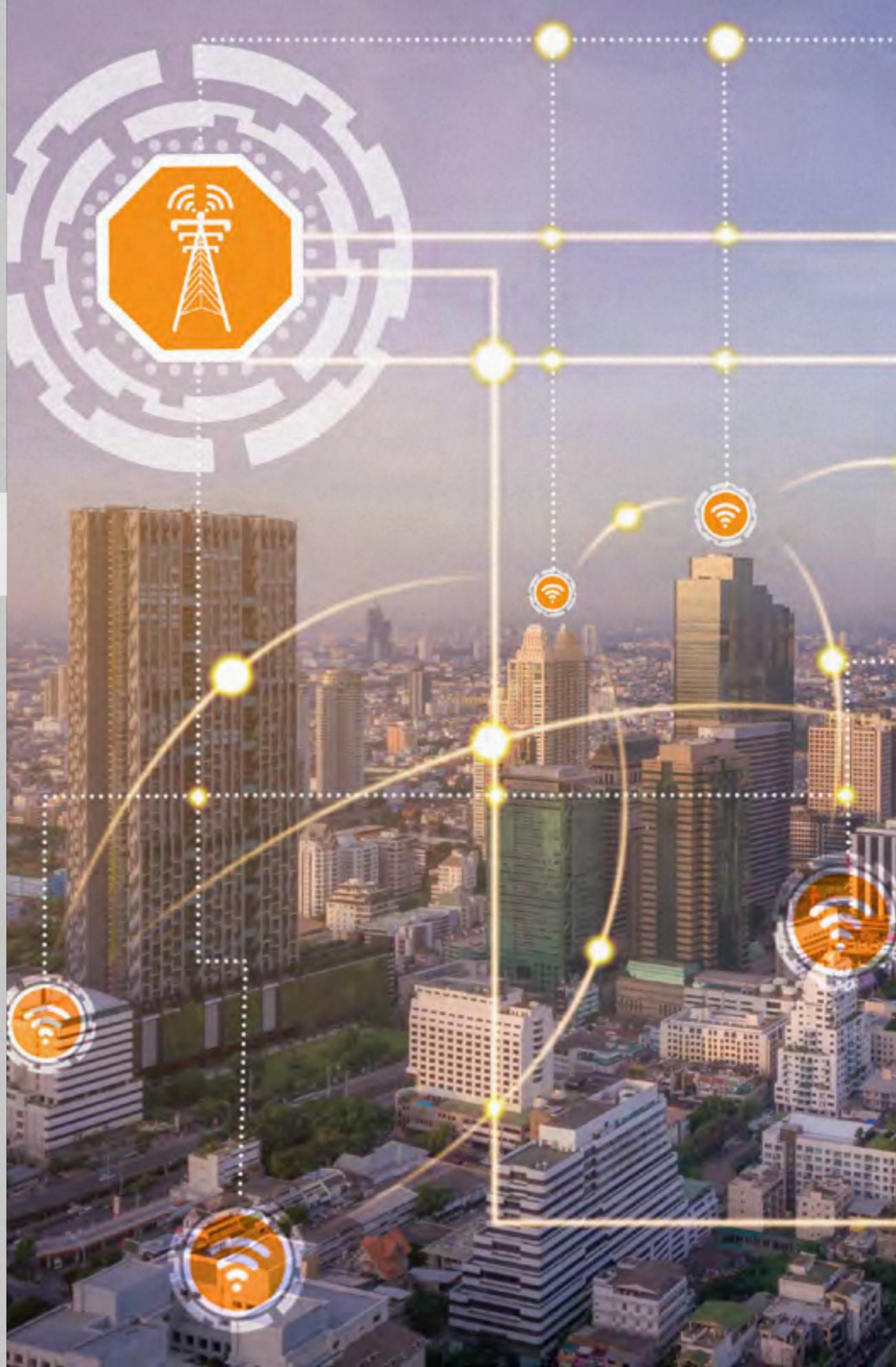
SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX



THE CHALLENGE

The challenge for our industry is that reality changes constantly, demanding continuous modernization in our physical infrastructure. Hence, we will continue to allocate our efforts and resources to face this task.

The technological evolution has generated an exponential growth in connectivity and data traffic worldwide. According to Cisco's data, in 2020 there will be 4.5 billion Internet users and 50 billion connections. Additionally, each time a new device is connected, such as a car or a television, potential connections will grow by another 50 billion, since each object has the ability to interact with the others. Likewise, in 2022 it is expected to have over 29 million connected devices all over the world, 18 million of which will be associated with the Internet of Things (IoT).

It is at this new digital ecosystem that, among others, the IoT, cloud-based services, Big Data services, information analytics, e-commerce, Over the Top (OTT) services, and Artificial Intelligence, all converge. For them to work well they have to be connected at all times and latency must be equal to zero. This is why it is crucial that we have enough capacity and the necessary infrastructure for our network to serve the transaction volume and data traffic that these demands.

Furthermore, we are also transforming internally for new market requirements, allocating resources to research and develop new procedures, areas, and services. To achieve this, we are incorporating the Agile Methodology in some of our work processes and teams.

Beyond that, we are working on expanding our offering of proprietary services and solutions in order to continue the transformation process from a traditional telecommunications company to one that offers its own unique products and services for the new digital era.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

UPDATING SUSTAINABILITY



Sustainability is a priority for América Móvil. By incorporating sustainability in strategic decision-making in our daily operations, we are certain that we can maintain our market leadership. In 2019, we made significant efforts to implement our sustainability strategy and to work on achieving a set of objectives that could help us better contribute to economic, social, and cultural development in the communities where we have presence.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

We have been working on updating our sustainability strategy since 2017. Our journey has included an in-depth materiality analysis, allowing us to identify the priority issues for our stakeholders, integration of a Corporate Executive Sustainability Committee, the definition of a sustainability strategy, the establishment of a first phase of 2020 goals, and the deployment of corporate initiatives throughout all our operations.

The strategy has four pillars:

- **Development**, given that the products and services that América Móvil offers can be a relevant catalyst of personal growth and promoter of economic activity in the communities where we operate.
- **Safety**, because the products and services that América Móvil, as well as the projects in which it participates, help improve people's and communities' safety, either directly or indirectly.
- **Quality of life**, considering that the products and services that América Móvil offers help people to enjoy more free time, improve their health and wellbeing, and stay more connected to their loved ones.
- **Principles**, values, and ethics management in América Móvil ensures that the Company has a significant reputation, which we seek to extend along our value chain.



IN ORDER TO DEVELOP AMÉRICA MÓVIL'S SUSTAINABILITY STRATEGY, WE FOLLOWED SEVERAL GUIDELINES AND METHODOLOGIES, INCLUDING ISO 26000, SA8000, RobecoSAM, GRI, AND THE TEN PRINCIPLES OF THE UN GLOBAL COMPACT, AMONG OTHERS.

(102-12)



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

SMART SUSTAINABILITY

CONNECTING WITH PRINCIPLES



América Móvil's values and ethics management ensures that the Company has a good reputation. This includes working with our suppliers, retailers, contractors, and employees.

Related indicators:

- Ethics and corporate governance.
- Talent development.
- Attracting and retaining talent.
- Customer service and satisfaction.
- Promoting innovation.
- Managing the value chain and minimizing risks.
- Stakeholder engagement.
- Relationship with associations and organizations.
- Work environment.

ACTIVATING SAFETY



América Móvil's services, products, and projects contribute to freedom of expression and to improving safety for people and communities, directly or indirectly.

Related indicators:

- Safety devices and solutions for people and industries.
- Information Security.
- Privacy of information and communications.
- Response to emergencies and natural disasters.

SHARING DEVELOPMENT



América Móvil's services and products can become a strong driver and/or catalyst of economic activity and personal growth.

Related indicators:

- Training through aprende.org.
- Narrowing the digital divide.
- Financial services.
- Promoting entrepreneurship.
- Developing small suppliers.
- Volunteering.
- Local jobs.

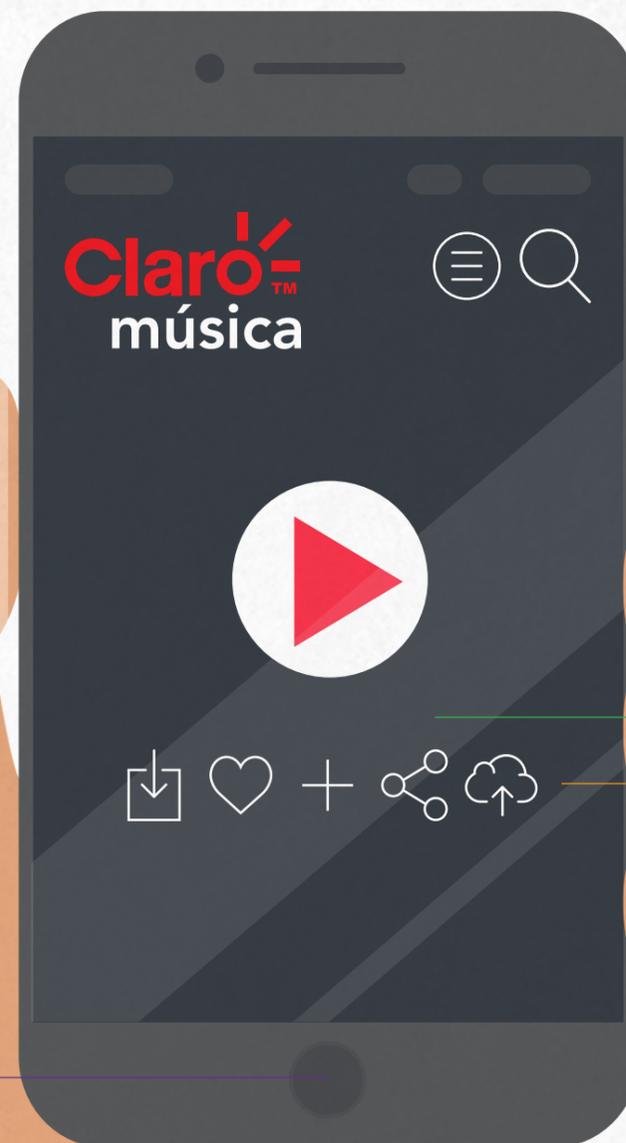
UPLOADING QUALITY OF LIFE



América Móvil's services, products, and projects help people have more free time, enjoy better health, and be better connected to their loved ones.

Related indicators:

- Lower emissions.
- Recycling.
- Cloud-based and device-based health services.
- Connecting projects for vulnerable communities.
- Reducing emissions by bringing closer digital solutions.
- Conservation programs.



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

MATERIALITY

(102-21, 102-29, 102-31, 102-47)

In 2017, we carried out an extensive materiality assessment involving our main stakeholders in the majority of the countries where we operate. We performed the assessment following the methodology suggested by the GRI Reporting Standards, based on two criteria: the relevance of sustainability issues for all the stakeholders, and their potential impact on economic, social, and environmental issues.

We implemented the assessment in four stages: The first consisted of carefully designing the surveys to include relevant issues concerning social, environmental, economic, and operational issues in alignment with the UN Sustainable Development Goals. During the second stage, we surveyed more than 28,500 people in the majority of our operations¹, including internal stakeholders (board members, top management, and employees) and external stakeholders (academia, NGOs, associations, chambers, authorities, corporate clients, consumers, communities, retailers, investors, press, and suppliers). The third stage consisted of analyzing the impact with América Móvil experts and members of the Sustainability Operating Committee during which we analyzed the most relevant indicators for our operations. The fourth and last stage consisted of determining the material issues for América Móvil.

¹ Except for Brazil. Peru and Austria incorporated materiality assessments that had been previously done using the same methodology.

The following chart shows the result of our materiality assessment:



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

RISK MANAGEMENT

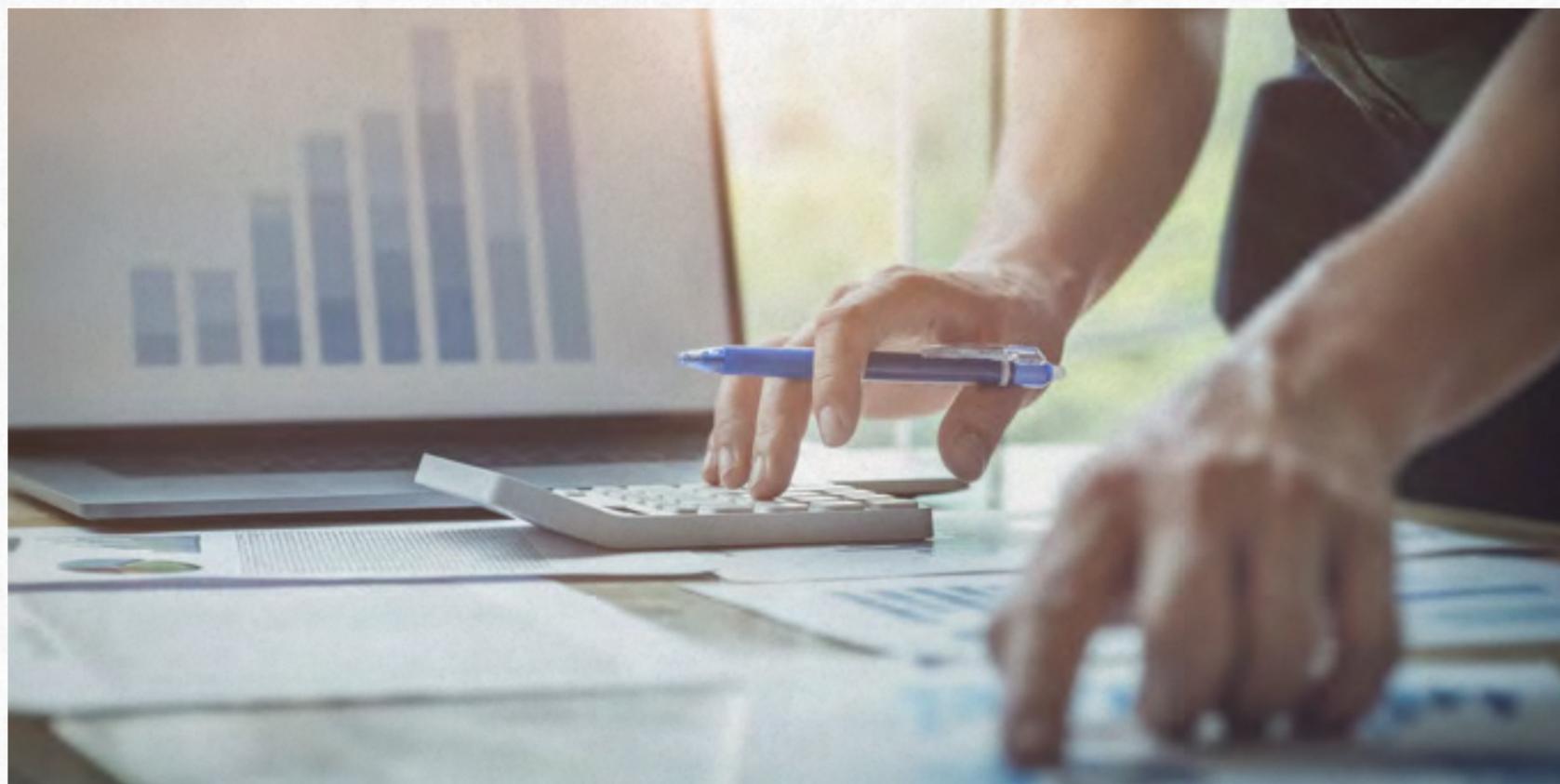
(102-15, 201-2)

The Sustainability team, works closely with the Compliance Division formally created by the end of 2019, in order to identify risks and opportunities, make recommendations to the responsible areas within the Company, and follow up on the implementation of prevention and mitigation plans.

Effective risks and opportunities management is a core component of América Móvil's sustainability strategy. Prompt detection and risk management contributes to the business resilience and development across all regions. Once potential risks have been identified, we establish measures through internal and external mechanisms to manage and mitigate them. América Móvil's Sustainability and Compliance teams ensure that the relevant departments within the Company effectively manage critical risks, employing tools such as self-assessment and internal and external audits. The Internal Audit division assesses risks related to fraud and corruption and identifies processes in the Company that are susceptible to them.

The América Móvil's Sustainability and Compliance teams report quarterly to the Top Management, as well as to the Board's Audit and Corporate Practices Committee, which is the top governance entity that generally oversees risk management within the Group. In addition, extraordinary meetings are conducted as needed.

During 2018 and 2019, we conducted the largest risk identification exercise so far. We identified potential risks for our operations, including macroeconomic, regulatory, environmental, market, physical, social, and corruption risks, among others. The following is a list of the most relevant risks identified, listed in no particular order.



MORE COMMON EXTREME TEMPERATURE EVENTS OR INCREASE IN THE MEAN TEMPERATURE

Radio-communication equipment specifies the maximum temperature at which they can operate. Currently, air conditioners are used to comply with these specifications. An increase in average temperature means that more powerful air conditioners should be used, or the usage period should be longer. This implies a greater consumption of energy, repairs, and refrigerants, as well as a higher cost of A/C equipment and/or replacement of existing equipment. During the past two years we have been analyzing the trend of energy costs and the lifetime and maintenance of equipment and our operating centers where the temperature may exceed 50°C. We have also created a scheduled replacement plan for more efficient refrigeration equipment jointly with an operational plan in which the operating temperature of the radio-communication equipment can be increased.

INCREASE OF NUMBER AND SEVERITY OF TROPICAL CYCLONES

High-speed winds physically affect the transmission towers' infrastructure, customer service centers, telephone centrals and other buildings. Damages may include tower collapses, damage to the antennas and tidal waves that cause local flooding. Also, thunderstorms could affect radiofrequency communication and increase the need for emergency plants, and consequently of fuel. They can also affect cabling and links. On the other hand, hurricanes may cause power or supplies shortages and may affect the access to facilities. For the past years we have been developing:

- A contingency plan that contemplates a preventive stage before the impact of the meteor, and describes the procedure for when a phenomenon of this type occurs, including collaboration with authorities, suppliers and other relevant stakeholders, including an anti-looting plan.
- An adaptation plan for the high exposure infrastructure according to the redesigned guidelines.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

UNEXPECTED OR SHORT NOTICE CHANGES IN AIR POLLUTION LIMITS

The imposition of GHG emission limits or taxes to our own operations or crucial suppliers can become a problem due to the investment amount, the need and complexity of training, the lack of new technologies and reporting difficulties, since each country has metrics and methodologies of their own. We are currently developing programs and projects for reducing fuel consumption mainly by connecting remote base stations to the electrical network, among other projects. We have been working along other members in the industry within the GSMA, to encourage telecommunication industry suppliers to set ambitious emission-reduction goals.

CHANGES IN CONSUMERS' EXPECTATIONS

In the upcoming years, América Móvil's largest consumer base will be millennials, for either purchasing equipment or services as well as being the decision makers in corporate clients' offices and investors. Many studies have been done on this group's consuming habits, and it has been concluded that they base their preferences and loyalty on their convictions, on the values in which they believe, and on how companies respond to those values. These include the efforts in corporate responsibility that a Company makes and the perception they generate in society. In this way, failure to make strong social responsibility efforts in the three ESG spheres -environmental, social, and governance- can negatively affect the reputation of the Company, and therefore decrease sales and profitability. Our **"Smart Sustainability"** strategy aims to address the new generations' interests and needs by including them into the overall Company's business strategy.

INCREASING HUMANITARIAN DEMANDS

There is a growing consumer demand for telecommunication companies to open voice, data and SMS communications for all people in the affected area in cases of emergency or humanitarian crisis. As well, the authorities, aid institutions and NGOs call for information, sharing collaboration that will help them have a more effective response to the emergency.

We have strengthened our current protocols to better proceed in the event of a humanitarian crisis so we can quickly set-up infrastructure at the service of the society and the authorities. In addition, we included in our contingency plans the importance of collaboration with authorities to share information that allows adequate and efficient logistics for recovery of the affected area.

COMPETITION IN THE TELECOMMUNICATIONS INDUSTRY

Our businesses face substantial competition. We expect that competition will intensify in the future because of the entry of new competitors, the development of new technologies, products and services and convergence. We also expect consolidation in the telecommunications industry, as companies respond to the need for cost reduction and additional spectrum. This trend may result in larger competitors with greater financial, technical, promotional and other resources to compete with our businesses.

Among other things, our competitors could:

- provide higher handset subsidies;
- offer higher commissions to retailers;
- provide free airtime or other services (such as Internet access);
- offer services at lower costs through double, triple and quadruple play packages or other pricing strategies;
- expand their networks faster; or
- develop and deploy improved technologies faster, such as 5G technology

América Móvil's priority has always been cost reduction and operational efficiencies, as well as continuous investment in infrastructure and capacity building in order to assure our market leadership driven by high quality services, solutions and competitive prices. Furthermore, we continue working to enhance customer experience to maintain and increase brand preference.



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



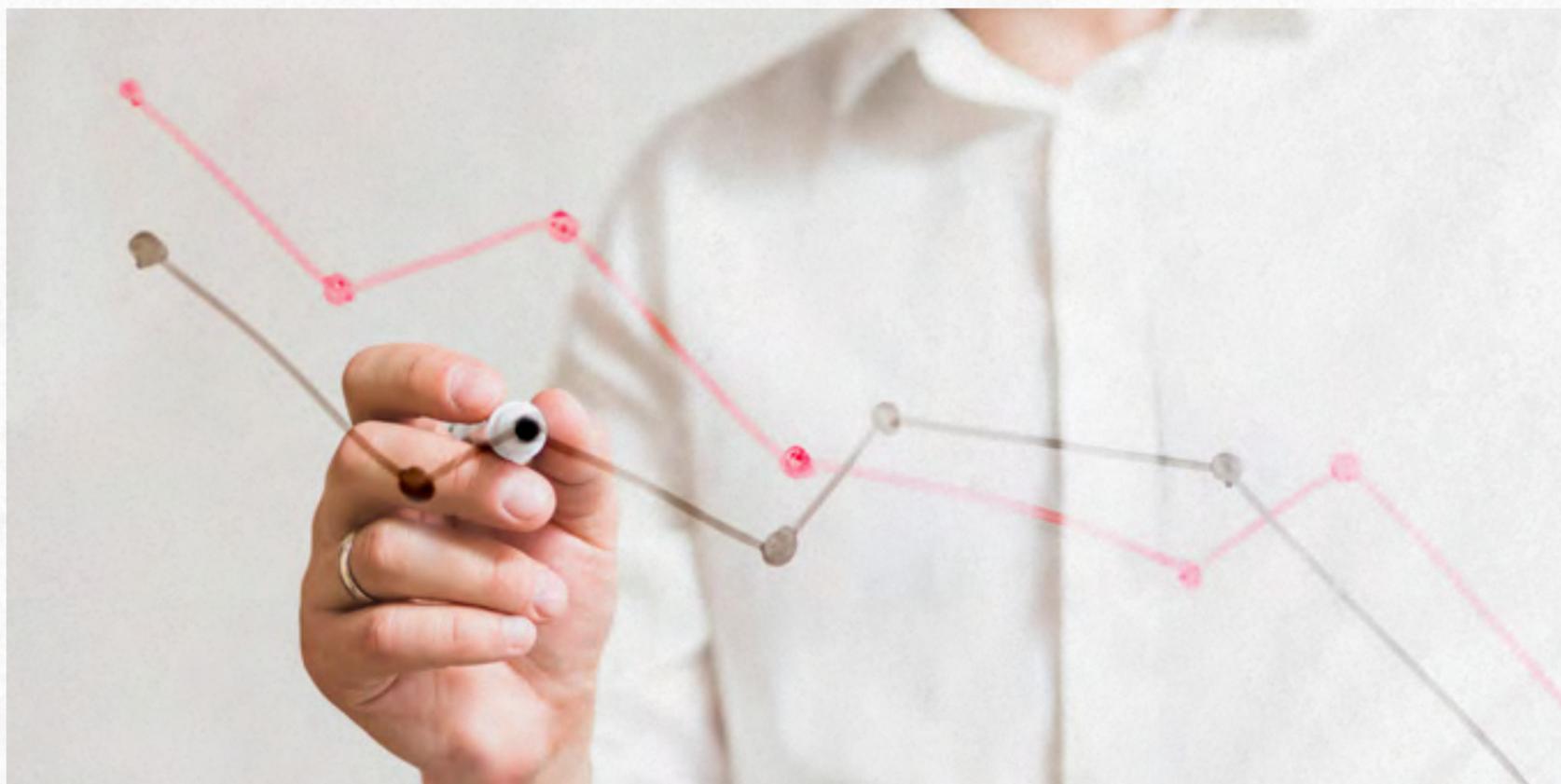
SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX



DOMINANT CARRIER RELATED REGULATIONS

Our regulators are authorized to impose specific requirements as to rates (including termination rates), quality of service, access to active or passive infrastructure and information, among other matters, on operators that are determined to have substantial market power in a specific market. If dominant carrier regulations are imposed on our business in the future, they could likely reduce our flexibility to adopt competitive market policies and impose specific tariff requirements or other special regulations on us, such as additional requirements regarding disclosure of information or quality of service. Any such new regulation could have a material adverse effect on our operations.

América Móvil is committed to comply with all applicable laws and regulations in the countries where we operate.

ADDITIONAL RADIO SPECTRUM CAPACITY AND NETWORKS UPGRADE

Licensed radio spectrum is essential to our growth and the quality of our wireless services and for the operation and deployment of our networks, including new generation networks such as 5G LTE technology, to offer improved data and value-added services. We obtain most of our radio spectrum through auctions conducted by governments of the countries in which we operate. Participation in spectrum auctions in most of these countries requires prior government authorization, and we may be subject to caps on our ability to acquire additional spectrum. Our inability to acquire additional radio spectrum capacity could affect our ability to compete successfully because it could result in, among other things, a decrease in the quality of our network and service and in our ability to meet the demands of our customers.

América Móvil participates within in the industry with associations that promote spectrum allocation in order to improve the quality of services that the telecommunication industry can provide.

FIXED-TERMS CONCESSIONS AND LICENSES

Our concessions and licenses have specified terms, ranging typically from five to 20 years, and are generally subject to renewal upon payment of a fee, but renewal is not assured. The loss of, or failure to renew, any one concession could have a material adverse effect on our business and results of operations. Our ability to renew concessions and the terms of renewal are subject to several factors beyond our control, including the prevalent regulatory and political environment at the time of renewal. Fees are typically established at the time of renewal. As a condition for renewal, we may be required to agree to new and stricter service terms and conditions. In some of the jurisdictions where we operate and under certain circumstances, mainly in connection with fixed services, we may be required to transfer certain assets covered by some of our concessions to the government pursuant to valuation methodologies that vary in each jurisdiction. It is uncertain whether reversion would ever be applied in many of the jurisdictions where we operate and how reversion provisions would be interpreted in practice.

CORRUPTION, BRIBERY AND MONEY LAUNDERING

We operate in multiple jurisdictions many of them with high corruption indicators and are subject to complex regulatory frameworks with increased enforcement activities worldwide. We have governance and compliance processes in place to prevent breaches of legal, accounting or governance standards and regulations. However, we may be subject to breaches of our Code of Ethics, anticorruption policies and business conduct protocols, and to instances of fraudulent behavior, corrupt practices and dishonesty by our employees, contractors or other agents. Failure to comply with applicable laws and other regulatory requirements could harm our reputation, subject us to substantial fines, sanctions or penalties and adversely affect our business and ability to access financial markets. Nonetheless, through our Compliance Program, we implement measures to better mitigate such impacts.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

SYSTEM FAILURE AND INTERRUPTIONS OF SERVICE

We need to continue to provide our subscribers with a reliable service over our network. Some of the risks to our network and infrastructure include the following:

- physical damage to access lines and fixed networks;
- power surges or outages;
- natural disasters;
- climate change;
- malicious actions, such as theft or misuse of customer data;
- limitations on the use of our base stations;
- software defects;
- human error; and
- disruptions beyond our control.

System failures may cause interruptions in services or reduced capacity for our customers, either of which may have an adverse effect on our operations due to, for example, increased expenses, potential legal liability, loss of existing and potential subscribers, reduced user traffic, decreased revenues and reputational harm. We have instituted measures to reduce these risks. However, there is no assurance that any measures we implement will be effective in preventing system failures under all circumstances.

EMPLOYEE DEVELOPMENT AND RETENTION

Many of our employees are members of labor unions with which we conduct collective negotiations on wages, benefits and working conditions. We use actuarial methodologies and assumptions such as discount rate, salary increase and mortality, among others, for the determination and valuation of our employee benefits, including retirement benefits. We evaluate from time to time, with the support of specialists, our actuarial methodologies and assumptions, as well as the valuation of the assets related to these benefits. Our talent attraction and development strategy aims to capture the best possible and diverse talent; failure can result in a heavy competitive loss. Our diversity culture plays a significant role in this development.

CYBERSECURITY INCIDENTS AND OTHER BREACHES OF NETWORK

Cybersecurity incidents, and other tactics designed to gain access to and exploit sensitive information by breaching critical systems of large companies, are evolving and have been increasing in both sophistication and occurrence in recent years. Cybercrime, including attempts to overload our servers with denial-of-service attacks, theft, social engineering, phishing, ransomware or similar disruptions from unauthorized access or attempted unauthorized access to our systems could result in the destruction, misuse or release of personal information or other sensitive data. While we employ a number of measures to prevent, detect and mitigate such incidents, there is no guarantee that we will be able to adequately anticipate or prevent one. Since it may be difficult to detect or prevent evolving forms of cybersecurity incidents, our systems, and those of our third-party service providers and of our customers, could be vulnerable to cybersecurity incidents.

Any of these occurrences may result in a material adverse effect on our reputation, results of operations and financial condition.

PROPER DATA GOVERNANCE

We process large amounts of personally identifiable information of customers and employees and are subject to various compliance, security, privacy, data quality and regulatory requirements. Data mismanagement could result in data loss, regulatory investigations or sanctions, loss in reputation, and cybersecurity risk.

Therefore, during the past years the Company has been strengthening its data governance through privacy policy and processes, including the implementation of trainings and certifications aiming to prevent such breaches.



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

KEY ACTORS IN THE VALUE CHAIN

We rely upon various key suppliers to provide us with handsets, network equipment or services, which we need to, expand and operate our business. If these suppliers fail to provide equipment or service to us on a timely basis, we could experience disruptions, which could have an adverse effect on our revenues and results of operations. In addition, we might be unable to satisfy requirements under our concessions. Government, reputational or regulatory actions with respect to certain suppliers may affect us.

For example, the governments of the United States and Canada, among others, are currently conducting a regulatory review of certain international suppliers of network equipment and technologies to evaluate potential risks. We are currently unable to predict the outcome of such reviews, including any possible restrictions placed on our key suppliers.

In order to be able to identify third party risks within the value chain, we are in the process of mapping critical business partners in the following categories: main commercial partners, non-substitutable and critical component commercial partners, as well as, commercial partners with environmental, human rights, money laundering risks and anticorruption risks. Moreover, all suppliers, retailers and contractors must adhere and sign our Commercial Integrity Policy in order to be able to do business with us. This help us manage social and environmental risk within our value chain.

CONCERNS ABOUT HEALTH RISKS

Portable communications devices have been alleged to pose health risks, including cancer, due to radio frequency emissions. Lawsuits have been filed in the United States against certain participants in the wireless industry alleging various adverse health consequences as a result of wireless phone usage, and our subsidiaries may be subject to similar litigation in the future. Government authorities could increase regulation on electromagnetic emissions of mobile handsets and base stations, which could have an adverse effect on our business, our reputation, financial condition and results of operations. Research and studies are ongoing, to date there is no evidence of such health effects however, there can be no assurance that further research and studies will not demonstrate a link between radio frequency emissions and health concerns. Any negative findings in these studies could adversely affect the use of wireless technology and, as a result, our future financial performance.

The Company is committed to adopt the international recommendations and guidelines regarding electromagnetic fields in all our technologies in compliance with approved levels by the World Health Organization.

ECONOMIC, POLITICAL AND SOCIAL CONDITIONS

Our financial performance may be significantly affected by general economic, political and social conditions in the markets where we operate. Many countries in Latin America and the Caribbean, including Mexico, Brazil and Argentina, have undergone significant economic, political and social crises in the past, and these events may occur again in the future. We cannot predict whether changes in political administrations will result in changes in governmental policy and whether such changes will affect our business.

Factors related to economic, political and social conditions that could affect our performance include:

- significant governmental influence over local economies;
- substantial fluctuations in economic growth;
- high levels of inflation, including hyperinflation;
- changes in currency values;
- exchange controls or restrictions on expatriation of earnings;
- high domestic interest rates;
- price controls;
- changes in governmental economic, tax, labor or other policies;
- imposition of trade barriers;
- changes in law or regulation; and
- overall political, social and economic instability.

Adverse economic, political and social conditions in Latin America, the United States, the Caribbean or in Europe may inhibit demand for telecommunication services and create uncertainty regarding our operating environment or may affect our ability to renew our licenses and concessions, to maintain or increase our market share or profitability and may have a negative impact on future acquisitions, which could have a material adverse effect on our Company.

CHANGES IN FISCAL REGIME

We are subject to tax regulation in all the countries where we operate. Future changes in such regulation could have material effects in our business.

América Móvil complies with all tax applicable laws and regulations in the countries where we operate. América Móvil does not use tax structures intended for tax avoidance.



FOR MORE INFORMATION REGARDING RISK MANAGEMENT PLEASE
REVIEW OUR 2020 FINANCIAL REPORT (20-F) AVAILABLE [HERE](#).



CORPORATE SUSTAINABILITY EXECUTIVE COMMITTEE AND SUSTAINABILITY MANAGEMENT

(102-18, 102-19, 102-20, 102-26, 102-32)

In 2018, the Board of Directors endorsed the Corporate Sustainability Executive Committee (“The Committee”). It's main objective is to develop, deploy and ensure the alignment of our operations towards the sustainability strategy “**Smart Sustainability**”.



The Committee's goal is to define the strategies needed to bring the Company's sustainability performance to the next level and to oversee their execution. The Committee reports periodically to the Company's CEO and Board of Directors. During 2019, The Committee held four ordinary sessions and one extraordinary session.



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

Among other responsibilities of The Committee, we can mainly mention the following:

- Identifying material issues.
- Establishing long-term goals and short-term milestones to manage issues deemed as priority.
- Designing mechanisms to translate the strategies and their objectives into actions within the operations.
- Assigning responsible parties to achieve the objectives and oversee compliance.
- Facilitating compliance with the goals or objectives.
- Establishing and support Local Sustainability Executive Committees to ensure governance of sustainability initiatives.

The members of the Corporate Sustainability Executive Committee are the following:

- **Mauro Accurso** - ICT Expert for Latin America (external)
- **Gustavo Alanis Ortega** - CEO for the Centro Mexicano de Derecho Ambiental (external)
- **Ángel J. Alexander Flores** - International Human Resources
- **Alejandro Cantú Jiménez** - General Counsel and Chief Regulatory Officer
- **Roxana A. Flores Alexanderson** - Sustainability Manager
- **Paula M. García Sabido** - Public Affairs Manager– (Committee Chair)
- **Daniela Lecuona Torras** - Investor Relations Officer
- **José Marcos Linares Colin** - Deputy Director of Marketing, Cross Media and Content
- **Carlota Peón Guerrero** - Legal Consultant and Chair of The Ethics Committee
- **Rocío Rojas Ruiz** - Sustainability Manager
- **Daniel A. Tapia Mejía** - Compliance Officer
- **Marcela Velasco Cámara** - Director of Corporate Marketing

IN ORDER TO INCLUDE THE POINTS OF VIEW OF EXPERTS OUTSIDE OUR OPERATION, TWO INDEPENDENT DIRECTORS PARTICIPATE IN THE COMMITTEE.



The Committee includes the following positions and their corresponding responsibilities:

 COMMITTEE CHAIR	<ul style="list-style-type: none"> • Observe and ensure that the Committee fulfills its responsibilities. • Assess the performance of all Committee members. • Coordinate how responsibility for each of the sustainability objectives is assigned to the members of the Committee.
 COMMITTEE SECRETARY	<ul style="list-style-type: none"> • Develop the agenda and minutes for the Committee's ordinary and extraordinary meetings. • Convene directors to Committee sessions, including external and/or independent members. • Work as a liaison between the Committee and external and/or independent guests.
 OBJECTIVES SUPERVISOR	<ul style="list-style-type: none"> • Responsible for complying with one or several goals. • Coordinate the development of work plans to reach the goals under his or her responsibility. • Present progress on the goals to the Committee and other audiences.
 BUSINESS REPRESENTATIVE: DIRECTOR OR DEPUTY DIRECTOR FOR A BUSINESS OR DIVISION	<ul style="list-style-type: none"> • Responsible for establishing the strategic guidelines based on agreements reached for each country / operation. When needed, this person can convene a meeting of the Committee, including all parties responsible for the business, division, or country in order to discuss and address specific issues.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



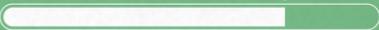
UPLOADING QUALITY OF LIFE



APPENDIX

2020 SUSTAINABILITY GOALS

Each of the internal members of The Committee has chosen to lead the efforts of at least one of the nine priority topics and has been working with their corresponding teams within the Company to implement them.

Issues	2020 Sustainability Goals ¹	Progress until 2019
 RENEWABLE ENERGY	1. Use 50% of clean energy sources and commit to streamlining operations in order to minimize energy consumption ² .	94% 
 HUMAN CAPITAL	2. Perform evaluations in more than 80% of our employees. 3. Improve work environment satisfaction results from 78% to 80%.	Exceeded  99% 
 EDUCATION	4. Increase by 20% the number of subscribers in the Group's education platforms, maintaining an average of 2.5 courses per user.	95% 
 CUSTOMER SERVICE	5. Increase by 1% the average brand NPS for each country where we operate.	Exceeded 
 VALUE CHAIN	6. Align 35% of our suppliers with our Commercial Integrity Policy. 7. Assess 100% of our Tier 1 suppliers ³ in sustainability performance. 8. Offer training to 30% of our local suppliers.	75%  67%  25% 
 HEALTH & SAFETY	9. Achieve 0 fatalities.	0% 

¹ 2020 Sustainability Goals with respect to 2018.

² Considers renewable energy from the grid.

³ Tier 1 suppliers, are the ones whose purchase orders exceeded USD 50M in 2018.



STAKEHOLDER ENGAGEMENT

(102-40, 102-42, 102-43, 102-44)

We have identified nine América Móvil's stakeholder groups with whom we maintain a constant two-way communication, for which purpose we have established several contact channels.



THIS YEAR WE DEVELOPED A
STAKEHOLDER ENGAGEMENT PROTOCOL
THAT WILL ALLOW US TO ALIGN OUR SUBSIDIARIES'
ACTIVITIES THUS REDUCING RISKS AND STRENGTHENING
OUR SOCIAL LICENSE TO OPERATE.



Stakeholders	 CUSTOMERS	 COMMUNICATIONS MEDIA	 INVESTORS	 SUPPLIERS	 EMPLOYEES	 RETAILERS	 ASSOCIATIONS AND INDUSTRY PARTICIPATION	 AUTHORITIES	 COMMUNITY
Communication Channels	<ul style="list-style-type: none"> Social networks Market Research Telephone calls & Call Centers Website Chat Mobile phone apps Self-help modules Suggestion box Written letters Blogs Whistle-blower Portal Sustainability Report 	<ul style="list-style-type: none"> Corporate Communications e-mail Press information on website Events In-person meetings Whistle-blower Portal Sustainability Report 	<ul style="list-style-type: none"> Events and presentations Conference calls Operating and financial reports Website e-mail Telephone calls In-person meetings Whistle-blower Portal Sustainability Report 	<ul style="list-style-type: none"> Telephone calls Events and in-person meetings Whistle-blower Portal Sustainability Report 	<ul style="list-style-type: none"> e-mail Call center Internal Magazine Manuals & Training Internal Communication Satisfaction surveys & Performance Evaluation Whistle-blower Portal Sustainability Report 	<ul style="list-style-type: none"> e-mail Call center Trade Magazines Manuals & Training Advertising Satisfaction surveys Whistle-blower Portal Sustainability Report 	<ul style="list-style-type: none"> In-person meetings Special events Information shared by the sector Whistle-blower Portal Sustainability Report 	<ul style="list-style-type: none"> Partnerships Agreements In-person meetings Information requests Audits Whistle-blower Portal Sustainability Report 	<ul style="list-style-type: none"> Programs and social events In-person meetings Whistle-blower Portal Sustainability Report
Frequency	Continuous / Annual	Continuous / Annual	Continuous / Quarterly / Annual	Continuous / Annual	Continuous / Monthly / Annual	Continuous / Monthly / Annual	Monthly / Annual	Monthly / Annual or Unexpected audits	Continuous / Annual
Main Expectations	<ul style="list-style-type: none"> Quality of the service Follow up on complaints and suggestions Coverage and connectivity Competitive prices 	<ul style="list-style-type: none"> Transparency and accountability Timely information 	<ul style="list-style-type: none"> Transparency and accountability Timely information Profitability 	<ul style="list-style-type: none"> Transparency and accountability Health and safety Supplier development 	<ul style="list-style-type: none"> Code of Ethics Respect for human rights Health and safety Compensation and benefits Training and development Transparency and accountability Timely information 	<ul style="list-style-type: none"> Transparency and accountability Commercial Integrity Policy Commercial benefits Training and development 	<ul style="list-style-type: none"> Research and Development Transparency and accountability Timely information Promoting best practices 	<ul style="list-style-type: none"> Compliance with the law, regulations, and norms Managing taxes and contributions Investment and job creation 	<ul style="list-style-type: none"> Investment in development projects Good neighbor Environmental stewardship



RELATIONSHIP WITH ASSOCIATIONS AND ORGANIZATIONS

(102-12)

As part of our long-term sustainability strategy, we established partnerships with several associations and organizations that contribute to our sustainability objectives.

In 2019, we ratified our adhesion to strategic global initiatives, such as:

- UN Sustainable Development Goals
- UN Global Compact Principles
- UN Business Ambition for 1.5°C - Pledge and Science Based Targets Initiative
- UN Women Empowerment Principles
- GSMA We Care Program

UN SUSTAINABLE DEVELOPMENT GOALS (SDGs)

In order to align countries and companies with a common goal, the UN 2030 Agenda for Sustainable Development has 17 goals.

Aware of the importance of contributing to these goals, as one of the most important telecommunications companies in the world, América Móvil has taken concrete steps that have a positive impact on eleven of these goals.



FOR MORE INFORMATION ON THE UN SUSTAINABLE DEVELOPMENT GOALS, PLEASE [CLICK HERE](#).



 SDG	 América Móvil's projects and actions with a high impact on these goals
	<ul style="list-style-type: none"> • Aprende.org, page 73
	<ul style="list-style-type: none"> • Aprende.org, page 73 • Train for a Job, page 73 • Internet for All project, page 78
	<ul style="list-style-type: none"> • Our employees, page 43 • Aprende.org, page 73
	<ul style="list-style-type: none"> • Work benefits, page 47
	<ul style="list-style-type: none"> • Digital customer service channels, page 62 • Research and development, page 86 • Infrastructure, page 9 • Initiatives to reduce emissions, energy consumption, and fuel consumption, page 100
	<ul style="list-style-type: none"> • Accessibility, page 95 • Internet for All project, page 78 • Aprende.org, page 73
	<ul style="list-style-type: none"> • Volunteering, page 79 • Social development projects, page 80 • Aid in natural disasters, page 71
	<ul style="list-style-type: none"> • Value chain, page 56 • Disposal of handsets and accessories, page 104
	<ul style="list-style-type: none"> • Renewable energy, page 98 • Initiatives to reduce emissions, energy consumption, and fuel consumption, page 100 • Refurbishing electric and electronic equipment, page 104 • Disposal of handsets and accessories, page 104
	<ul style="list-style-type: none"> • Conservation of biodiversity with the WWF-Telmex Telcel Foundation Alliance, page 105
	<ul style="list-style-type: none"> • Conservation of biodiversity with the WWF-Telmex Telcel Foundation Alliance, page 105

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE

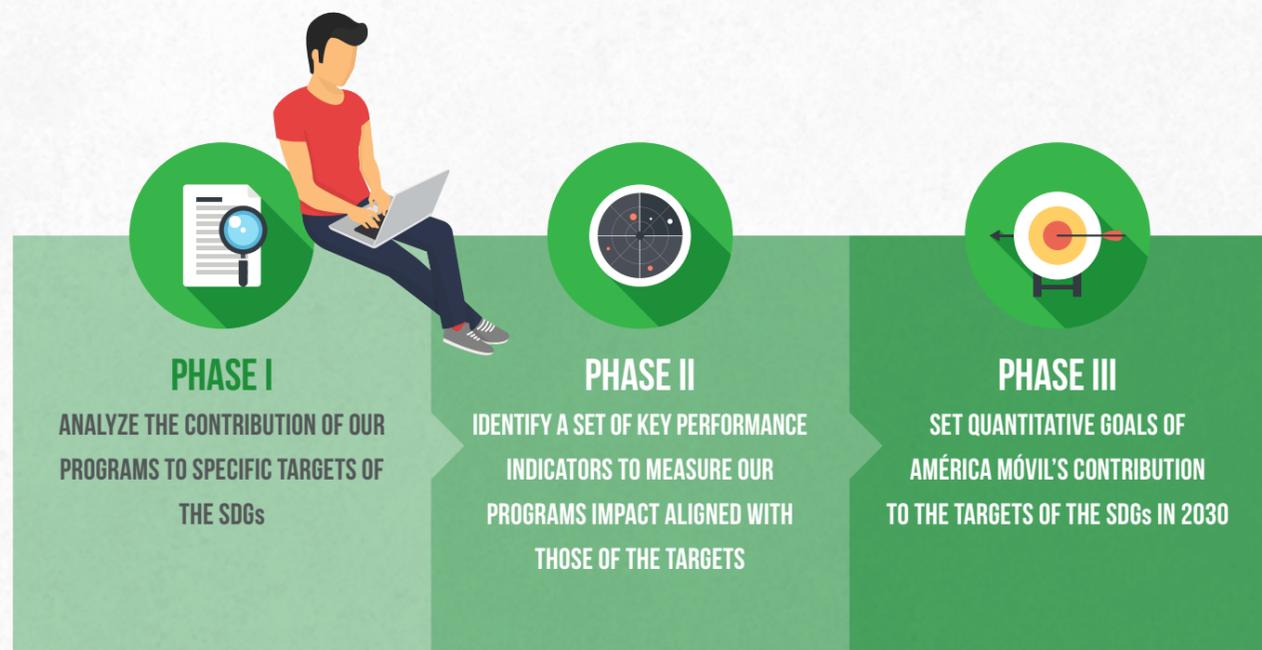


APPENDIX

SDGs IMPACT MEASUREMENT

The next step in our strategy is to measure the impact of our programs and their contribution to the UN's Sustainable Development Goals. The main reason for doing this is to be aware of the positive impact that our programs have on the society and the environment. By using the same indicators as the SDG targets, we can completely align our sustainability strategy with the UN's.

With help from expert consultants, we analyze potential and specific quantitative impacts of América Móvil's programs mentioned in the previous section. This exercise allowed us to identify the targets we are more likely to have a profound impact into, but also identify potential key performance indicators aligned with our programs as well as with the SDGs targets. Ultimately, we will be ready to set quantitative goals for América Móvil's contribution to specific targets of the Sustainable Development Goals, so we can be among the first organizations worldwide to make specific commitments in quantitative terms. These two late phases, as shown in the figure below, will be conducted by the Company's Sustainability Committee in the following years.



The results of phase I alone are worth reporting, for it has shown us how our programs have clear contributions to specific targets of the SDGs. In the next table, we summarize just a few examples of how América Móvil is setting the lead of SDGs integration into our sustainability strategy.

América Móvil's Programs	Sustainable Development Goals' Targets
Aprende.org, Khan Academy, PruebaT, A1 Start Up Campus, Telmex Digital Library, Telcel and Claro Digital Villages...	4.5 - Eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations
UN Women Empowerment Principles Alignment, We Care, Code of Ethics, Labor Equity Seal...	5.5 - Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life
Training and development programs, Dupla Escola, Best Buddies, Train for a Job, aprende.org, Campus Mobile...	8.5 - By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value
Energy efficiency programs, emissions reductions targets and initiatives, CDP, SBTi, R&D, climate change adaptation strategy...	9.4 - Upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

UN GLOBAL COMPACT PRINCIPLES



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



Principle

1. BUSINESSES SHOULD SUPPORT AND RESPECT THE PROTECTION OF INTERNATIONALLY PROCLAIMED HUMAN RIGHTS.

América Móvil's Human Rights Policy is aligned with the Universal Declaration of Human Rights of the United Nations, the Declaration on Fundamental Principles and Rights at Work proclaimed by the International Labour Organization (ILO), and the Guiding Principles on Business and Human Rights established by the United Nations. In addition, we recognize that as a telecommunications service provider with operations in 25 countries we can be a constructive influence of human rights in the countries where we operate, so we constantly look for ways to promote respect for human rights in a manner consistent with our domestic policies and all applicable legislation.

Through América Móvil's Commercial Integrity Policy we assess our suppliers, retailers and contractors promoting alignment to the respect for human rights throughout our value chain.

We also include a sustainability clause in the contracts, which states the following:

The supplier ensures that materials and/or products that have been used directly or indirectly by subcontractors throughout the value chain have legal and sustainable provenance. The supplier ensures that the minerals used in its products do not come from conflict zones or adjacent areas and therefore their purchase cannot finance armed conflict or human rights violations. América Móvil may require proof of the above at any time and the supplier must be able to prove that their products are "conflict-free".

The supplier ensures that it does not violate any human rights and has legitimate policies and mechanisms in place to ensure that human rights are respected in its business and that of its suppliers. The supplier is committed to preventing and mitigating any negative Human Rights impact related to its activities, products or services.



Our initiatives



Principle

3. BUSINESSES SHOULD UPHOLD THE FREEDOM OF ASSOCIATION AND THE EFFECTIVE RECOGNITION OF THE RIGHT TO COLLECTIVE BARGAINING.

América Móvil has a section in both its Code of Ethics and its Human Rights Policy in which it is specified that it does not interfere when its employees exercise their freedom of association and collective bargaining.

This principle is also stipulated in América Móvil's Commercial Integrity Policy that applies to our trading partners.

4. BUSINESSES SHOULD UPHOLD THE ELIMINATION OF ALL FORMS OF FORCED AND COMPULSORY LABOUR.

América Móvil has a section in both its Code of Ethics and its Human Rights Policy in which we specify our commitment to fight and prevent all forms of forced and compulsory labour.

This principle is also stipulated in América Móvil's Commercial Integrity Policy that applies to our trading partners.

5. BUSINESSES SHOULD UPHOLD THE EFFECTIVE ABOLITION OF CHILD LABOUR.

América Móvil has a section both in its Code of Ethics and in its Human Rights Policy which it is specific that we speak out against child exploitation and take preventive measures.

This principle is also stipulated in América Móvil's Integrity Policy that applies to our trading partners.

6. BUSINESSES SHOULD UPHOLD THE ELIMINATION OF DISCRIMINATION IN RESPECT OF EMPLOYMENT AND OCCUPATION.

We have an Inclusion and Diversity Policy, which specifically seeks to establish the principles, criteria and guidelines that ensure a culture of inclusion and non-discrimination; while ensuring equal opportunities for all people, when they start their careers, as well as when developing within the Company.

7. BUSINESSES SHOULD SUPPORT A PRECAUTIONARY APPROACH TO ENVIRONMENTAL CHALLENGES.

We developed America Movil's Environmental Policy, to make sure that we conduct our operations and decision-making processes with the highest sense of responsibility and environmental care. Furthermore, the Policy will be applicable to all our employees, suppliers, retailers and contractors.



FOR MORE INFORMATION ON THE UNITED NATIONS GLOBAL COMPACT PLEASE VISIT: WWW.UNGLOBALCOMPACT.ORG



Our initiatives

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX



Principle

8. BUSINESSES SHOULD UNDERTAKE INITIATIVES TO PROMOTE GREATER ENVIRONMENTAL RESPONSIBILITY.

América Móvil has a Commercial Integrity Policy addressed to all of our business partners: our suppliers, customers, retailers, contractors, consultants, agents, and anyone linked to América Móvil or our subsidiaries globally.

We also include a sustainability clause in the contracts, which states the following:

The supplier warrants that it complies with all environmental laws and regulations applicable to its operations. In addition, the supplier says that it has a waste management plan to prevent and treat the ones that he generates.

9. BUSINESSES SHOULD ENCOURAGE THE DEVELOPMENT AND DIFFUSION OF ENVIRONMENTALLY FRIENDLY TECHNOLOGIES

América Móvil's efforts on the Ninth Principle reflected through our many energy efficiency programs, as well as through our circular economy programs that aim to reduce the amount of e-waste by reusing the parts and components of electronic devices that can still be used, and properly discarding those that cannot be recycled.

10. BUSINESSES SHOULD WORK AGAINST CORRUPTION IN ALL ITS FORMS, INCLUDING EXTORTION AND BRIBERY.

We have an Anticorruption Policy to ensure that any activity carried out by or on behalf of our Company is based on the ethics and values that characterize us, condemning corruption, bribery, fraud or any other illegal act that may occur throughout our value chain.



Our initiatives



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

UN BUSINESS AMBITION FOR 1.5°C - PLEDGE AND SCIENCE BASED TARGETS INITIATIVE

In line with our sustainability strategy and with the intention of continuing to join actions to reduce climate change, we continue to implement corporate initiatives to reduce our impact on the environment. That is why, in August 2019, in partnership with the UN and the GSMA, we decided to strengthen América Móvil's commitment to mitigating our greenhouse gas emissions to limit global warming to a maximum of 1.5°C and direct our efforts towards building the carbon-neutral economy of the future.

The Business Ambition for 1.5°C Pledge states that the next decade is critical for controlling and mitigating climate change. The approved sector-specific document that applies to us is the 'Guidance for Information and Communication Technology (ICT) companies setting Science-Based Targets (SBTs)', developed jointly by the International Telecommunication Union (ITU), Global Enabling Sustainability Initiative (GeSI), GSMA and its members and the Science-Based Targets Initiative (SBTi), with the purpose of supporting ICT companies in setting SBTs by using an absolute contraction approach and in alignment to decarbonisation pathways described in the recommendation from the ITU titled 'GHG emissions trajectories for the ICT sector compatible with the UNFCCC Paris Agreement', aligned to the IPCC Special Report on 1.5°C and developed to be used as a sectoral target-setting approach by the SBTi.

The final ICT sub-sectoral GHG emissions trajectories developed are consistent with all of the following approaches:

- IPCC 1.5°C P2 scenario requiring a halving of emissions between 2015 and 2030.
- SBTi 1.5°C trajectory demanding 42% reduction over 10 years.
- A 1.5°C scenario, carbon budget approach based on the ICT sector maintaining a fixed share of overall electricity usage (based on IEA ETP).

Recognizing the urgency to take action in this matter, América Móvil is joining the global movement for leading companies aligning their businesses with the most ambitious aim of the Paris Agreement to limit global temperature to rise to 1.5°C above pre-industrial levels through the two options outlined below:

- 1.5°C science-based targets, by aligning our GHG emission reduction targets across all relevant scopes, with 1.5°C emissions scenarios by 2030.
- Net-zero commitment, by setting a public goal to reach net-zero emissions by no later than 2050, consistent with our interim quantitative targets and in line with the criteria and recommendations of the Science Based Targets initiative.



UN WOMEN EMPOWERMENT PRINCIPLES

In line with our commitment to promote gender equality and women's empowerment in the workplace, marketplace and the community, we joined the UN Women Empowerment Principles initiative.

In 2019, we signed the agreement and we implemented our first self-diagnosis that will help us identify opportunities for improvement.



FOR MORE INFORMATION ON THE UN WOMEN EMPOWERMENT PRINCIPLES PLEASE [CLICK HERE](#).



GSMA AND THE WE CARE PROGRAM



América Móvil has been an active participant in the We Care Program since 2012. This program is led by GSMA (Groupe Speciale Mobile Association), which represents the interests of mobile service operators all over the world, including more than 750 operators and more than 400 companies in 219 countries.

The initiatives of the We Care program aligned with the UN Sustainable Development Goals, allowing the mobile industry to become a catalyst for reaching those goals.

The initiatives in this program and the América Móvil subsidiaries that participate in each of them are the following:



FOR MORE INFORMATION ON THE GSMA WE CARE PROGRAM, PLEASE [CLICK HERE](#).



¹ Austria, Croatia & Macedonia.



Initiative	Description	Participating subsidiaries
 DIGITAL INCLUSION	Helping connect people with no access to Internet or to mobile technology.	<ul style="list-style-type: none"> Argentina Brazil Chile Colombia Costa Rica Ecuador Europe Guatemala Honduras Mexico
 CHILD PROTECTION	Finding ways to protect children from unsafe content online.	<ul style="list-style-type: none"> Argentina Colombia Europe¹
 ENVIRONMENTAL STEWARDSHIP	Implementing campaigns on how to ecologically dispose of mobile devices and recycling them, as well as conducting reforestation and environmental stewardship activities.	<ul style="list-style-type: none"> Argentina Brazil Colombia Costa Rica Dominican Republic Ecuador El Salvador Europe Guatemala Honduras Mexico Nicaragua Panama Paraguay Peru United States
 RESPONSE TO NATURAL DISASTERS AND HUMANITARIAN CRISES	Enhance access to information and coordinate aid to people affected by natural disasters or humanitarian crises.	<ul style="list-style-type: none"> Colombia Guatemala Mexico Peru Honduras
 FIGHTING DEVICE THEFT	Develop initiatives that help decrease the number of mobile devices that get stolen. The GSMA Blacklist is an IMEIs centralized database of stolen terminals that is managed by the GSMA, to which operators can connect in order to upload or download information that will later serve to deny access of stolen handsets to their networks.	<ul style="list-style-type: none"> Argentina Brazil Colombia Costa Rica Dominican Republic El Salvador Guatemala Honduras Mexico Nicaragua Panama
 CONNECTED WOMEN	Aims to reduce the gender gap in mobile Internet and financial services in low and medium-income countries, and to unlock significant commercial and socioeconomic opportunities. We now know that when women prosper, so do societies, companies and economies.	<ul style="list-style-type: none"> Colombia Chile Dominican Republic Mexico Nicaragua Serbia

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

CONNECTING WITH PRINCIPLES



The principles behind our actions at América Móvil are the basis of the excellent reputation that we have in society and with our stakeholders. The framework of the principles with which we operate have enabled us to be sustainable over time and will allow us to maintain our leadership position in the industry.



CORPORATE GOVERNANCE AND ETHICS MANAGEMENT

(102-5,102-19,102-22,102-23,102-24, 102-25,102-26)

At América Móvil we guide our actions based on our Corporate Governance and Ethics Management practices. We constantly work on strengthening and communicating these practices, as well as homologating them through all our operations worldwide, so that we consolidate as one of the most important telecommunications companies in the world.

CORPORATE GOVERNANCE

Our Corporate Governance practices are the basis for our sustainable development. This is why we constantly update and improve our policies, while implementing new tools that enable us to manage them successfully. We also adhere to international best practices in Corporate Governance, which serve as a benchmark for our investors and Board of Directors in their decision-making process. América Móvil, S.A.B. de C.V. is a *Sociedad Anónima bursátil de Capital Variable* organized under Mexican law. Our shares are currently listed for trading in Mexico, in the Mexican Stock Exchange (BMV:AMX) and in the United States, in the New York Stock Exchange (NYSE: AMX/AMOV).

Based on equity ownership reports filed in accordance with the US Securities and Exchange Commission (SEC), the following table shows the parties who owned more than 5.0% of the shares of any of the Company's class of shares as of March 31st 2020:

Shareholder	Shares owned (millions)	Percent of class ⁽¹⁾
AA Shares:		
Family Trust ⁽²⁾	10,894	52.9%
Inversora Carso ⁽³⁾	4,381	21.3%
Carlos Slim Helú	1,879	9.1%
L Shares:		
Inversora Carso ⁽³⁾	6,020	13.4%
Family Trust ⁽²⁾	5,998	13.4%
Carlos Slim Helú	3,072	6.8%
BlackRock, Inc. ⁽⁴⁾	2,616	5.8%

⁽¹⁾ Percentage figures are based on the number of shares outstanding as of March 31, 2020.

⁽²⁾ The Family Trust is a Mexican trust that holds AA Shares and L Shares for the benefit of members of the Slim Family. In addition to shares held by the Family Trust, members of the Slim Family, including Carlos Slim Helú, directly own an aggregate of 3,558 million AA Shares and 9,570 million L Shares representing 17.3% and 21.3%, respectively, of each series. According to beneficial reports filed with the SEC, none of these members of the Slim Family, other than Carlos Slim Helú, individually directly own more than 5.0% of any class of our shares.

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

⁽⁴⁾ Based on beneficial ownership reports filed with the SEC.



FOR MORE INFORMATION ON THE EQUITY STAKE OF AMÉRICA MÓVIL AND ITS MAIN SUBSIDIARIES, AS WELL AS THE CORPORATE GOVERNANCE STRUCTURE AND HOW IT WORKS, PLEASE REVIEW OUR 2019 ANNUAL REPORT IN FORM 20-F, WHICH IS AVAILABLE AT: WWW.AMERICAMOVIL.COM

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

At América Móvil our Corporate Governance policies, overseen by our Board of Directors, ensure that the business is managed under ethics and transparency principles, while our decision-making process is based on our mission, vision, values and philosophy. We adhere to all governance principles, including the Board, our employees and every party related to América Móvil, integrated in the following documents:

- The América Móvil, S.A.B. de C.V. Bylaws¹.
- Our Code of Ethics².
- Our Corporate Governance Policies.
- Our Control Policies Applicable to Transactions Involving América Móvil's Shares and other Securities issued by AMX³.
- Mexican securities laws and regulations in all the international markets where our shares are traded, including the Mexican Securities Law (*Ley de Mercado de Valores*), the Sole Document for Issuers (*Circular Única de Emisoras*), the internal bylaws of the Mexican Stock Exchange (*Reglamento Interior de la Bolsa Mexicana de Valores*), and the Code of Best Corporate Practices (*Código de Mejores Prácticas Corporativas*) published by the Corporate Coordinating Council (*Consejo Coordinador Empresarial*).
- Applicable laws and regulations in every country where we operate.



¹ Our bylaws are available at: <https://www.americamovil.com/English/corporate-governance/current-corporate-bylaws/default.aspx>

² Our Code of Ethics is available at: <https://www.americamovil.com/English/corporate-governance/code-of-ethics/default.aspx>

³ Our Control Policies are available at: <https://www.americamovil.com/English/corporate-governance/Securities-Trading-Policy/default.aspx>

⁴ The members of the Board of Directors and the Audit and Corporate Practices Committee received approximately \$5.3 million pesos, while the relevant executives received close to \$70.1 million pesos during the reporting period.

At América Móvil, the Shareholders' Meeting is our highest governance body. We hold ordinary and extraordinary meetings, and in order to assure the members' attendance, the summon is sent with at least 15 days in advance. Extraordinary Meetings are held to address specific issues such as reforms to the Company Bylaws, mergers or divestitures, transforming the legal structure of the Company, and canceling trading of the Company's shares on the Mexican Stock Exchange or on any other foreign Stock Exchange. All other matters need to be addressed during Ordinary Shareholders' Meetings. The Ordinary Meeting must be held at least once a year to discuss (i) approval of the financial statements for the previous year; (ii) name directors, determine their remuneration⁴, and analyze their independence; (iii) determine which members of the Board of Directors will participate in the Audit and Corporate Practices Committee; (iv) approve the sum the Company will assign

to the share buyback program; and (v) determine the way in which income will be allocated. In addition, any operation that involves 20% of the Company's consolidated assets or more in a single year, must be approved by the Shareholders' Meeting. The Shareholders' Meeting monitors progress on decisions made by the Board of Directors, which includes 11 directors selected by the holders of Series AA and Series A shares, voting together, and by two Board members, who are in turn selected by holders of Series L shares. Carlos Slim Domit is the Chairman of the Board of Directors and Patrick Slim Domit is the Vice-Chairman; neither of them holds a management position within the Company.



FOR MORE DETAILED INFORMATION ON THE MEMBERS OF THE BOARD OF DIRECTORS, PLEASE VIEW OUR 2019 ANNUAL REPORT IN FORM 20-F AVAILABLE [HERE](#).



2019 SUSTAINABILITY REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

The Board of Directors met 6 times in 2019, with an average attendance rate of 83%. Attendance for the last meeting of the year, where the effectiveness of the Board was assessed, it was 93%. To operate correctly, two auxiliary committees support the Board: the Executive Committee and the Audit and Corporate Practices Committee. The Audit and Corporate Practices Committee held 6 meetings and had an average attendance rate of 79.2% in 2019.

EXECUTIVE COMMITTEE

The current members are Carlos Slim Domit, Patrick Slim Domit, and Daniel Hajj Aboumrad. This body of the Board of Directors has the faculty to approve and offer opinions and alternatives to the Board of Directors on certain issues specified in the Company Bylaws.

AUDIT AND CORPORATE PRACTICES COMMITTEE

The current members are Ernesto Vega Velasco, Rafael Moisés Kalach Mizrahi, and Pablo Roberto González Guajardo, all of whom are independent directors. Its responsibilities include overseeing the management, guidance, and execution of the Company's businesses, for which it reports on the internal control and internal audit mechanisms applicable to the Company and its subsidiaries. Likewise, the Committee analyzes operations with related parties in order to identify potential conflicts of interest. Furthermore, the Corporate Executive Sustainability Committee and the Ethics Committee report periodically to the Audit and Corporate Practices Committee. Our shareholders constantly review the functions carried out by the Board of Directors and its Committees. The securities regulations currently enforced and applicable to our Company in Mexico establish the basis upon which the Board of Directors is obliged to report to the shareholders activities carried out during the fiscal year.



América Móvil is also obligated to present annual reports on the main activities of the Board of Directors and the Audit and Corporate Practices Committee to the Mexican Banking and Securities Commission (*Comisión Nacional Bancaria y de Valores*) and the Mexican Stock Exchange (*Bolsa Mexicana de Valores*), which publishes the reports on its website. Our Internal Audit division is responsible for performing three main audits: (i) a Risk Management Audit that reviews several operating processes, as well as the integrity of our operations and how they are performing; (ii) a SOX Audit, which ensures that we are meeting with the requirements of the Sarbanes-Oxley Act and that our public financial information is accurate; and (iii) Special Audits, whose goal is to offer support to different divisions within the Company to review a specific process or activity.

DIVERSITY POLICY FOR OUR TOP MANAGEMENT AND BOARD OF DIRECTORS

OBJECTIVE AND SCOPE

In accordance to best corporate practices, América Móvil promotes diversity and recognizes the value of having people with diverse backgrounds occupying positions at different divisions and levels within the Company and in the administrative bodies.

GENERAL PRINCIPLES

Our organizational chart and administrative bodies include professionals in different fields and of diverse academic backgrounds, age, and gender who share a strong social commitment and reflect plurality in the views of our stakeholders in relation to the services the Company offers. The selection process for América Móvil's top management and Board members is based on the merits of each candidate, taking into account the experience, independence, and knowledge that will contribute to managing the Company in an optimal and efficient manner.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

COMPLIANCE, ETHICS AND HUMAN RIGHTS MANAGEMENT

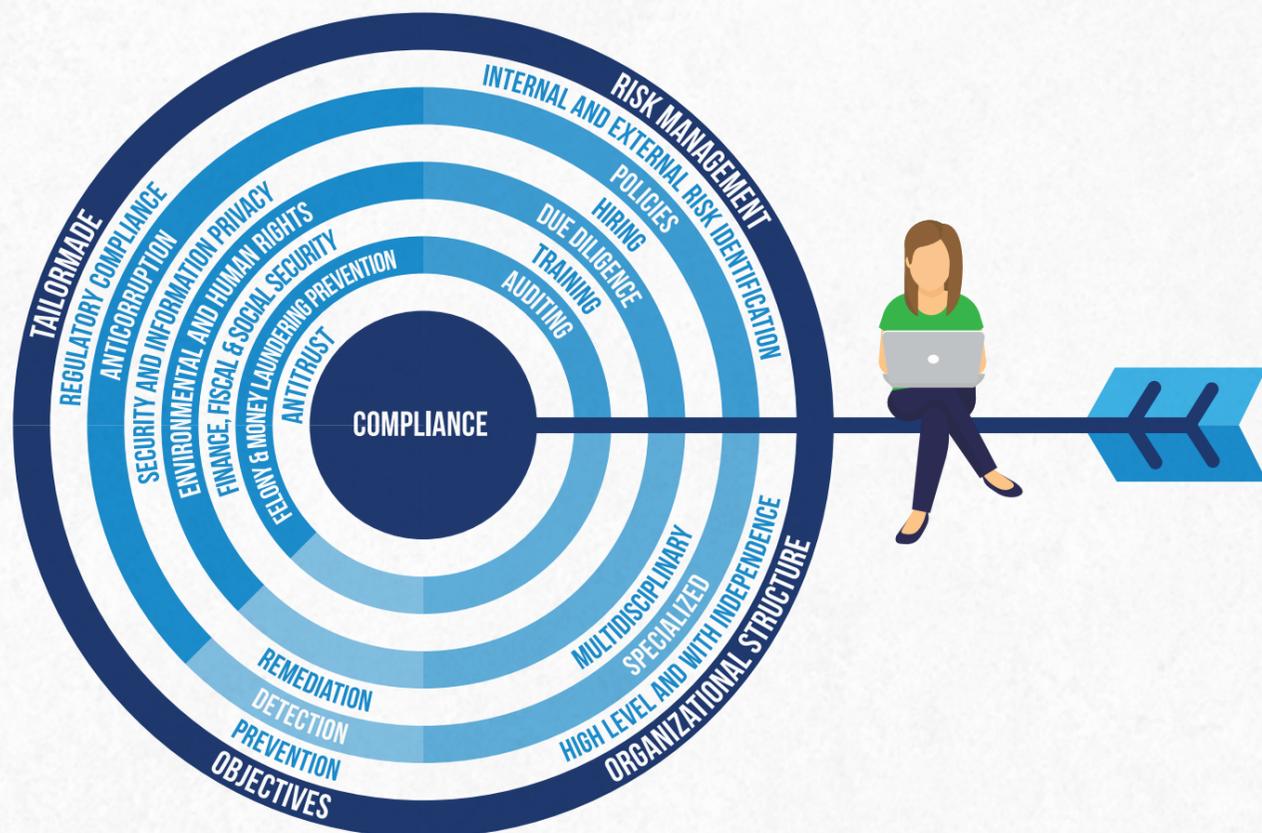
(102-17, 205-2, 412-2)

In 2019, in order to address the new challenges that the Company has identified, we created a multidisciplinary team comprised by professionals with different backgrounds, from different areas of our organization including operations, audit, IT, and legal, among others, to integrate a new high-level independent division, whose main purpose is to assure compliance in all of our operations and enhance a more comprehensive risk management strategy.

Our Compliance Division will report to the Top Management, working within three main strategic pillars: preventing, detecting and mitigating risks among subsidiaries. This year the team focused on enhancing our Privacy, Anticorruption, Money Laundering Prevention, and Social Security.

According to America Movil's Compliance Program, we act based on our values as an essential part of our culture of integrity. Our Code of Ethics serves as the ethical guideline for the decision-making process. It also establishes the following obligations for every América Móvil employee: to read and adhere to the Code of Ethics, comply with its principles, behave in an ethical manner, and report any deviations from the Code.

In order to reinforce and ensure that our employees are familiar with it, during 2019 100% of América Móvil employees took an online course on the Code of Ethics through our online education platform Capacitate Carso¹. The Code of Ethics is available for all employees to review on the corporate website. New employees are introduced to it as part of their induction process.



In 2019, we trained the

100% OF OUR EMPLOYEES

IN OUR CODE OF ETHICS — CODE OF CONDUCT through a digital course that lectured with a practical focus and specific case studies.

In the case of A1 Telekom Austria Group, training sessions optimized for the target groups are provided on a regular basis to firmly embed the notion of integrity throughout the Group. Group-wide training uses a practical focus and specific case studies to shed light on compliance topics. As a result in 2019, 4,700 employees and managers participated in classroom compliance training. In addition, they completed over 21,300 compliance e-learning courses in 2019. To resolve any open questions, employees of the A1 Telekom Austria Group can also contact the "ask.me" compliance helpdesk, which dealt with around 530 questions altogether in 2019.

The América Móvil Ethics Committee has an on-going communication program for our Code of Ethics. Also, América Móvil's Whistle-blower Portal is fully operating in order to concentrate all grievances related to any of our operations. With this initiative, we reaffirmed our commitment to our corporate values and with international best practices in this area.

¹ Excluding A1 Telekom Austria Group.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

CORPORATE ETHICS COMMITTEE

The members of the Corporate Ethics Committee are:

- **Ángel J. Alexander Flores**, Human Resources International
- **Jorge A. Arteaga Castillo**, Audit Deputy Director
- **Alejandro Cantú Jiménez**, General Counsel and Chief Regulatory Officer
- **Roxana A. Flores Alexanderson**, Sustainability Manager
- **Paula M. García Sabido**, Public Affairs Manager and Chair of the Sustainability Committee
- **Gabriel Juárez Lozano**, Accounting and Comptrollership Deputy Director
- **Fernando Ocampo Carapia**, Finance and Administration Director
- **Carlota Peón Guerrero**, Legal Consultant and Chair of the Ethics Committee
- **Rocio Rojas Ruiz**, Sustainability Manager
- **Daniel A. Tapia Mejía**, Compliance Officer

The Committee, which was created in February 2018, holds monthly ordinary sessions, and makes quarterly reports to the Audit and Corporate Practices Committee. During 2019, the Committee held eight meetings with an 85% average attendance rate.

The following are among the main functions of the Corporate Ethics Committee:

- Reviewing and modifying the Code of Ethics.
- Creating and reviewing all the Company's policies, bylaws and other internal procedures.
- Reviewing reports presented by all operations.
- Discussing relevant recurring issues identified in reports and implementing actions to address them.
- Following-up on the investigations of reports and applying the corresponding sanctions.
- Consulting with external experts for certain investigations.
- Overseeing compliance with internal policies.

- Coordinating training programs for employees on the Compliance Program.
- Addressing questions and concerns related to ethical issues, organizational behavior and culture, and offering recommendations on topics included in the Code of Ethics and compliance with internal policies and bylaws.

Significant Fines Report¹ (419-1)

During the past year, Claro Perú paid a significant fine based on the lack of certain information in a special offer of 2009. To date, such offer is no longer in effect.

Claro Brazil had two customer management significant fines in 2019. The first one, related to alleged violations to the "Register for Blocking the Receiving Telemarketing Calls" in 2008, and the second one due to alleged breaches to the consumer protection code in 2014. Operational improvements and new

forms of blocking Telemarketing calls were established locally to prevent these situations from happening again; while at a corporate level, we are aligning all our operations towards international best practices, including European privacy protection standards.

Finally, Brazil also paid four tax-related significant fines. Two of them related to incorrect application of tax exemptions in a product sold during 2013 and 2014; another one was due to failure to deliver a tax obligation to the State Government of Sao Paulo in 2004; and the last one due to non-presentation of intercompany contracts in a timely manner. Claro Brazil has implemented internal processes and alignments with the areas involved to avoid recurrences.

The average amount of all these fines did not exceed the \$480 thousand US dollars.



¹ A significant fine is defined as a fine of USD\$100,000 or more.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

WHISTLE-BLOWER PORTAL

This is the second year that we have a centralized Whistle-blower Portal available to all our employees in our 25 operations, as well as all our stakeholders around the globe¹, that has enabled us to better listen to their concerns. Our Whistle-blower Portal allows reports on fraud, false or inadequate information, use or disclosure of restricted or limited information, theft, use or inadequate disposal of resources, bribery, corruption, conflicts of interest, illegal payments, extortion, money laundering, as well as other kinds of reports such as damage to the integrity, health and safety of the people, injury to a person's dignity, biased or discriminatory treatment, impacts on freedom of speech, personal data or any other human rights, environmental damage, work-related harassment, or sexual harassment, among others.

Whistle-blowers can opt to remain anonymous. A report number and password are generated for each report, and the whistle-blower can view the status of the report at any time. Once the report is received, the corporate manager standardizes the information and sends it to the country manager if he believes the information is subject to being assessed locally. Upon receiving the report, the country manager will share it with the Local Ethics Committee and will support them in managing and monitoring the report until it is determined whether it is applicable or not.

Reports on a member of the Local Committee or any of our top executives, will be assigned to the América Móvil Corporate Committee who will be in charge of responding to it. Reports on any of the members of the Corporate Committee, the Committee itself, or the Corporate Manager, will be redirected to the rest of the team, who will be in charge of the investigation.



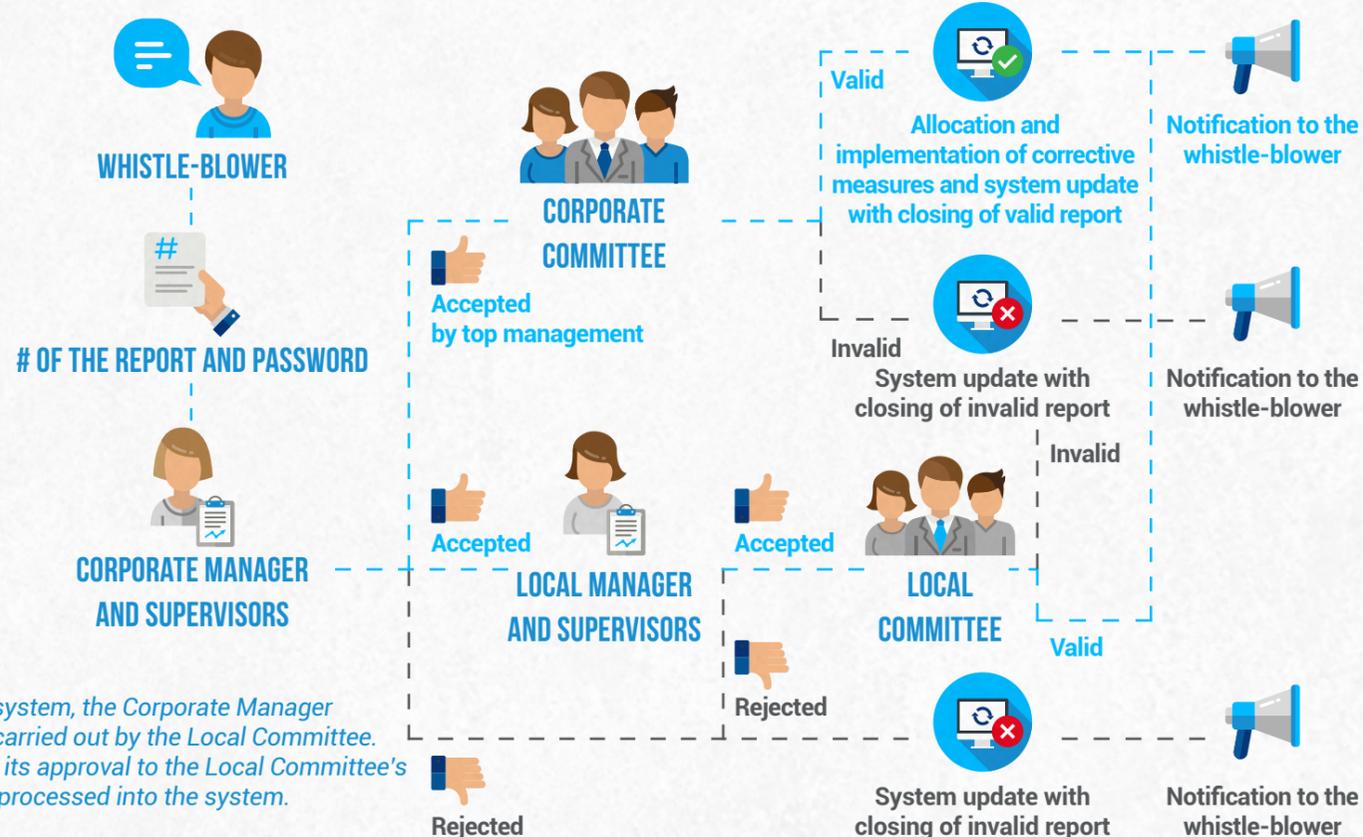
¹ The América Móvil Whistle-blower Portal is available at: <https://denuncias.americamovil.com/>

² Some complaints from Telmex, TracFone and Europe subsidiaries are still being received through their whistleblower channels. However, they are included in the figures reported above.

The Ethics Committee will decide the applicability of a report, assigning a deadline and person responsible for carrying out the investigation and, if the report is applicable, determine any corrective measures.

We have been carrying out local campaigns to inform the employees about the Whistle-blower website. At many of our operations, employees have received online training on the procedures and benefits of this communication tool.

From January to December 2019, we received 1,918 complaints through the Portal² from our operations, 429 were under review, 619 concluded as a violation to the Code of Ethics and 870 were deemed invalid. Throughout América Móvil, a total of 55,255 hours were allocated to the complaint's investigation process submitted through the portal. Of the total number of complaints entered into the portal, only 5% refer to information privacy and 0.2% to freedom of speech.



* Prior to updating the report in the system, the Corporate Manager oversees the investigation process carried out by the Local Committee. Once the Corporate Manager grants its approval to the Local Committee's decision and process, the update is processed into the system.

Corrective measures for employees involved in reports of violations to the América Móvil Code of Ethics, include programs aimed at improving behaviors and monitoring by the local Human Resources division, in addition to chats on ethics. Furthermore, administrative and verbal disciplinary sanctions were imposed, and controls were implemented seeking to prevent further violations to the Company's Code of Ethics.

Because of the success of the platform, the investigation procedure, and the resolution of the cases, along with a strong outreach and communications campaign, we expect the number of complaints to keep rising while we reinforce the compliance culture within the Company.



FOR MORE DETAILED STATISTICS ON THE AMÉRICA MÓVIL WHISTLE-BLOWER WEBSITE, [CLICK HERE](#).

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

AMÉRICA MÓVIL POLICIES

(205-2)

At América Móvil we act ethically and responsibly, and we are certain that it is the right way to conduct our business. Our Code of Ethics and Corporate Governance Policies set forth the most important commitments in areas such as business integrity, labor practices, health and safety, human rights, privacy, and environmental management.

HUMAN RIGHTS POLICY ¹

The respect for human rights is particularly important for América Móvil, since we are convinced that we can play a key role in promoting compliance with human rights at all our operations and across our supply chain. All our operations are obliged to understand and apply our human rights Policy, which is based on the UN's Universal Declaration of Human Rights, the Declaration Related to the Fundamental Labor Rights adopted by the International Labor Organization (ILO), and the Guiding Principles on Business and Human Rights adopted by the UN. This policy is also aligned with the Company's Code of Ethics and with the ten principles of the United Nations Global Compact.

INCLUSION AND DIVERSITY POLICY ²

The goal of our Inclusion and Diversity Policy is to establish the principles, criteria, and guidelines that will ensure a culture of inclusion and diversity in the workplace, offering equal opportunities for all, not only in terms of income, but also for their permanence and growth within the Company.

An example of the growing role that women are playing across our organization is that the Corporate Ethics Committee and the Corporate Sustainability Committee are both chaired by women.

ANTICORRUPTION POLICY ³

América Móvil is firmly committed to prevent corruption. Our Anticorruption Policy is based on applicable law and international best practices. The goal of the policy is to ensure that all activities performed by our Company or in its name are aligned to the ethics and values that we are known for, condemning corruption, bribery, fraud, or any other illegal act across our value chain.

At the majority of the countries, we have implemented an anticorruption clause in every contract we sign with suppliers.

Our Anticorruption Policy clearly states that América Móvil strictly prohibits giving or receiving bribes, directly or indirectly, in cash or in the form of gifts, entertainment, trips, loans, fees, vacation time, job offers, personal services, or any other valuable offering. Furthermore, we are committed to:

- Adhering to anticorruption laws in the countries where we operate;
- Complying with all applicable financial information laws and regulations;
- Performing all negotiations, purchases, and financial transactions in adherence to our internal procedures and keeping records that can be reviewed by an audit;
- Ensuring that all payments we make are exclusively for goods and services offered to our Company;
- Adopting internal controls and reporting any cases in which an employee commits an act of corruption; and
- Promoting practices to help in the fight against corruption across our value chain.

Our top management in Mexico and Latin America were offered an anticorruption course in 2019 to raise awareness on the policy clause in every contract we sign with value chain.

In 2019 we designed a training program on anticorruption that will be deployed through our online platform Capacitate Carso and will be available to all our employees and our value chain in 2020.

RESPONSIBLE ADVERTISEMENT AND COMMUNICATION POLICY

We updated our Responsible Marketing Policy in order to homologate América Móvil's communication with our stakeholders in all our operations worldwide.

The Policy states that we promote our products and services through responsible marketing and advertising strategies and campaigns, which align with our corporate values and principles, as well as to the legal framework of each country where we operate.

COMMERCIAL INTEGRITY POLICY ⁴

We expect that suppliers, customers, retailers, commercial partners, contractors, consultants, agents, and those who do business with América Móvil entities worldwide, henceforth-commercial partners, follow América Móvil Policies, and conduct business responsibly with integrity, honesty, and transparency.

For this reason, in 2019 we requested all our commercial partners to answer our Evaluation Questionnaire and share our commitment to align our value chain to América Móvil Policies and the highest international standards, including human rights, anticorruption practices, labor rights, environmental protection, health and safety, conflicts of interest, among others.



¹ [OUR HUMAN RIGHTS POLICY IS AVAILABLE HERE.](#)

² [OUR INCLUSION AND DIVERSITY POLICY IS AVAILABLE HERE.](#)

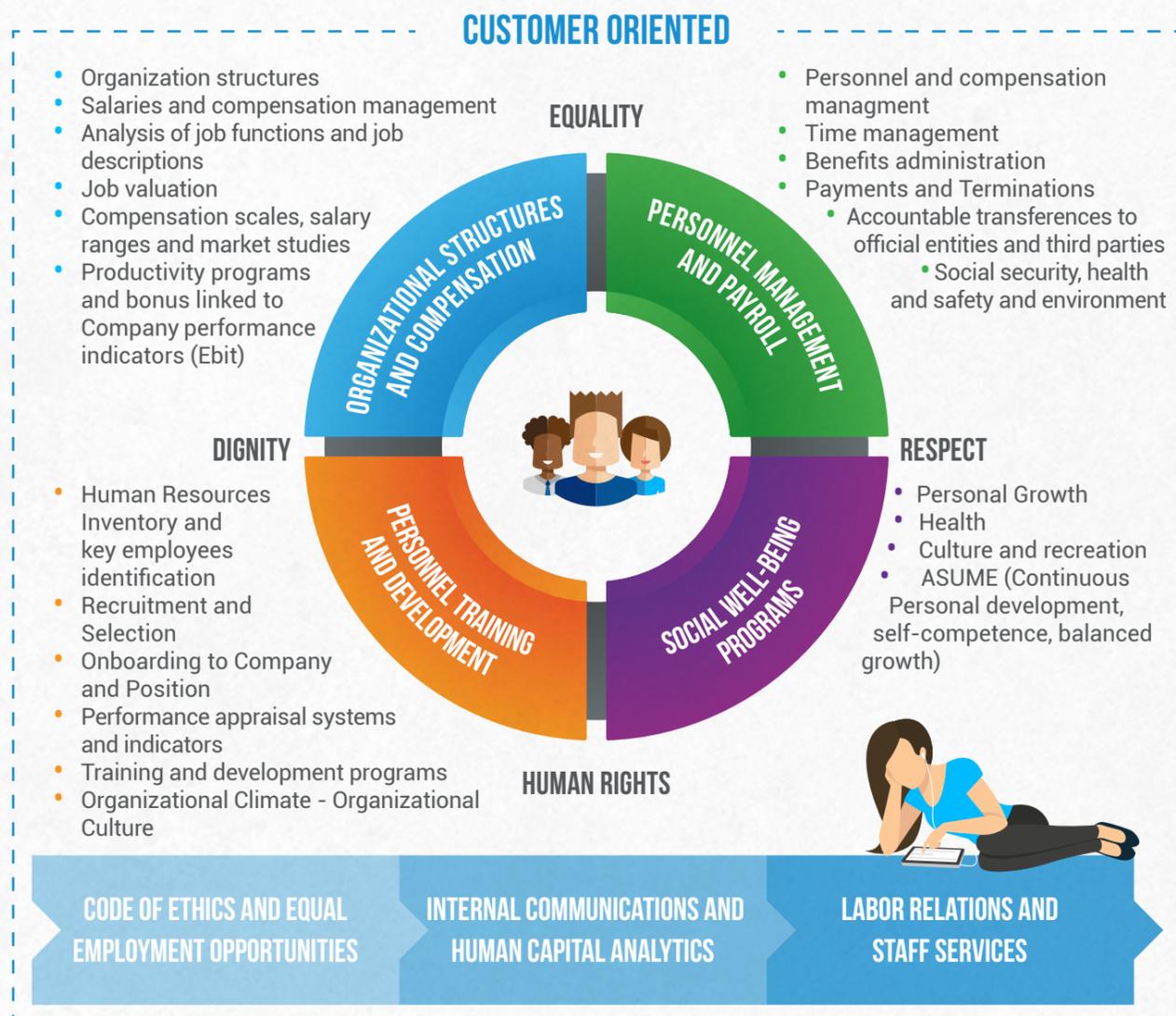
³ [OUR ANTICORRUPTION POLICY IS AVAILABLE HERE.](#)

⁴ [OUR COMMERCIAL INTEGRITY POLICY IS AVAILABLE HERE.](#)

HUMAN CAPITAL MODEL

Our Human Capital Model is focused on business performance and a positive customer experience. We believe that one of the key strengths of our model relies on the relative independence that we provide to each of our subsidiaries to manage their own personnel within general corporate human resources policies and guidelines.

We thrive by acknowledging that the people are the center of our strategy. We base our Corporate Human Capital Model on our Code of Ethics and Equal Employment Opportunities guidelines and policies, Internal Communications and Human Capital Analytics, Labor Relations and Staff Services. The model, always considering dignity, equality, respect and human rights, divides key actions in four main domains:



1) ORGANIZATIONAL STRUCTURES AND COMPENSATION

We perform periodical analysis of our job descriptions and market job valuation to align them towards business requirements. Additionally, we have productivity programs and bonus based on companies' performance indicators (EBIT).

2) PERSONNEL MANAGEMENT AND PAYROLL

The Corporate HR Department has oversight of the payroll and benefits management, health and safety indicators and it establishes general guidelines regarding personnel management.

3) PERSONNEL TRAINING AND DEVELOPMENT

The Corporate HR Department establishes guidelines and indicators for climate assessments, performance appraisal systems, and required training and development programs, along with HR inventories to detect valuable talent. We promote personal and professional training of our employees according to the position needs. All promotions are based on merit.

4) SOCIAL WELL-BEING PROGRAMS

We promote personal and social well-being of our employees contributing to their integral improvement through several human development programs, especially "ASUME". This program aims to achieve the development of the individual by driving personal growth and their contribution to their social environment, focusing in a balanced personal growth based on the following aspects: physical, affective, social, economic, esthetic, intellectual, moral and spiritual.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX



TALENT DEVELOPMENT

(102-7, 102-8, 102-41, 401-1, 405-1)

At América Móvil we care for our employees and we are convinced that their development constitutes one of the strategic pillars driving our growth. We attract and retain great talent and have grown into a professional and committed team.

ATTRACTING AND RETAINING TALENT

As of December 31st 2019, the América Móvil family includes:

191,523 EMPLOYEES

WHERE 37% ARE WOMEN AND 63% ARE MEN,
99% ARE PERMANENT POSITIONS, AND ONLY 1% ARE TEMPORARY.

In addition, 21,398 employees out of the global figure work in businesses other than telecommunications.



OUR EMPLOYEES AS OF 2019:



2013	2014	2015	2016	2017	2018	2019
173,174	191,156	195,475	194,431	191,851	189,448	191,523



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT

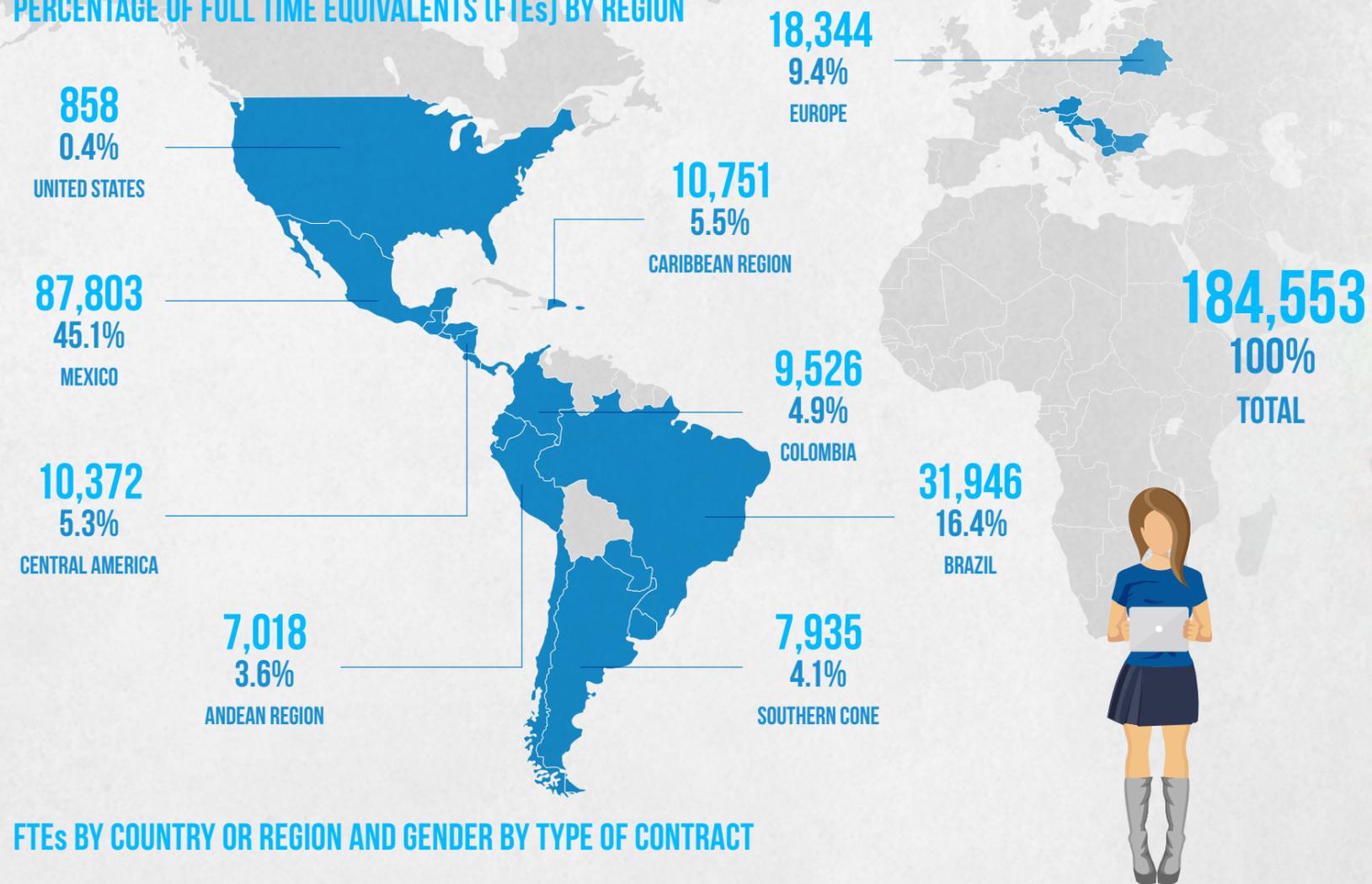


UPLOADING QUALITY OF LIFE



APPENDIX

PERCENTAGE OF FULL TIME EQUIVALENTS (FTEs) BY REGION



FTEs BY COUNTRY OR REGION AND GENDER BY TYPE OF CONTRACT

Country / Region	Permanent Contract		Temporary Contract	
	Women	Men	Women	Men
Mexico	31,540	55,356	375	532
Brazil	11,082	20,858	4	2
Colombia	4,290	5,237	-	-
Southern Cone	3,350	4,504	43	38
Andean Region	3,096	3,896	13	14
Central America	3,375	6,995	1	1
United States	239	324	61	235
Caribbean Region	4,298	6,229	105	118
Europe	7,091	11,078	66	109
Total	68,361	114,476	668	1,049



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

(401-1)

Our employees have the right of freedom of association, so they can decide to be member of a union or engage in collective bargaining agreements in accordance with the applicable labor laws in every country where we operate. By the end of 2019, **64% of our employees were unionized¹**.

BREAKDOWN OF JOBS BY GENDER AND POSITION OF FTEs OCCUPYING PERMANENT POSITIONS²

Position	Women	Men	Total
Entry level	9,486	9,882	19,368
Employees with no staff	47,648	82,339	129,987
Employees with staff	3,404	8,221	11,625
2nd level manager	923	2,432	3,355
1st level manager	331	1,088	1,419
Executive	79	375	454
Total	61,872	104,337	166,209

For América Móvil it is important to maintain a low employee turnover.

IN 2019 OUR TURNOVER RATE WAS

12.9%⁽³⁾



PERCENTAGE OF NEW POSITIONS FILLED BY INTERNAL CANDIDATES⁴



Country / Region	Number of new positions	Percentage filled by internal candidates
Mexico	367	86%
Southern Cone	786	24%
Andean Region	224	29%
Central America	211	82%
United States	26	100%
Caribbean Region	395	83%
Total	2,009	56%

This year we created

2,009 NEW POSITIONS

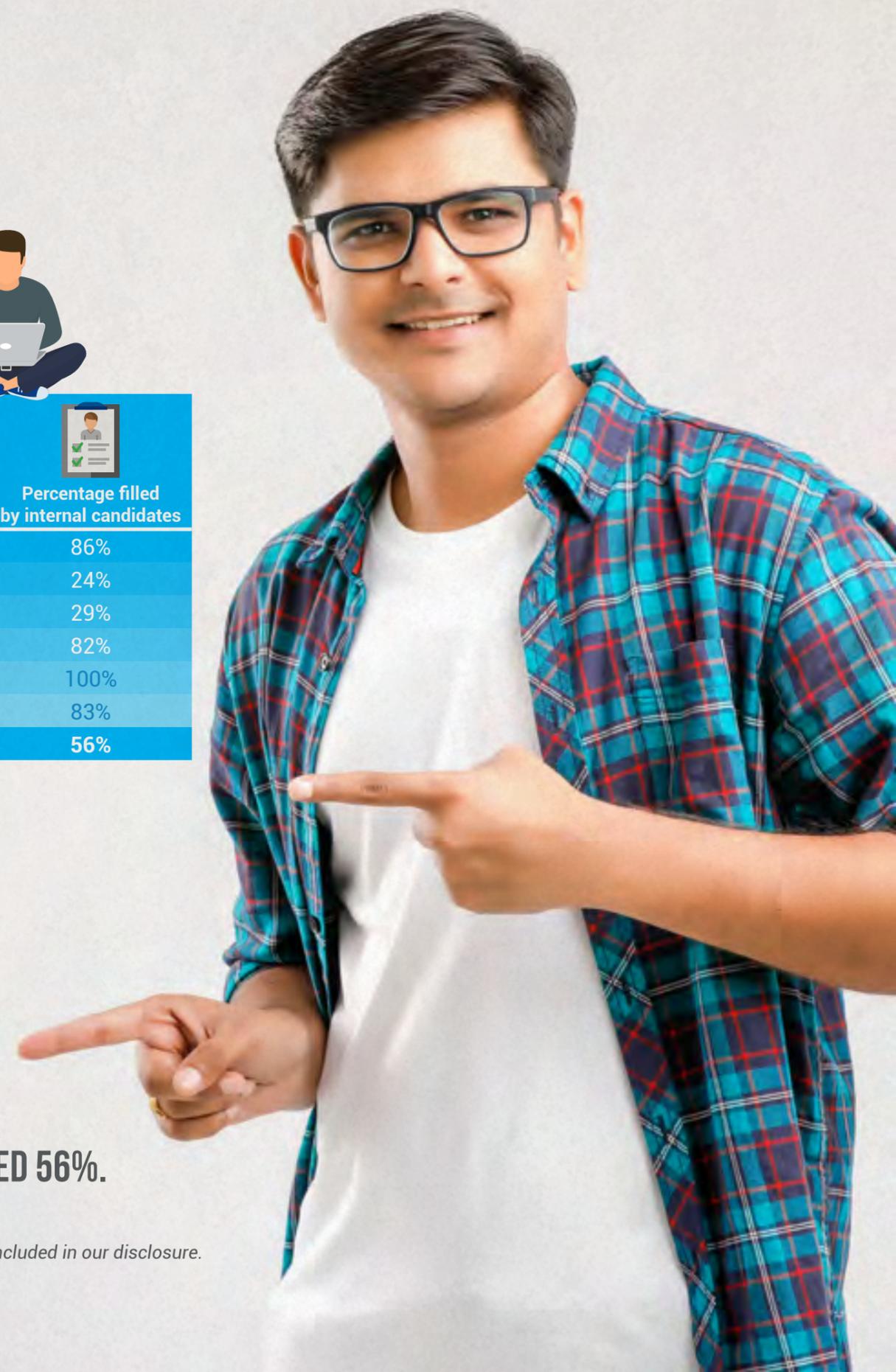
ACROSS THE ORGANIZATION, OF WHICH
INTERNAL CANDIDATES OCCUPIED 56%.

¹ The number of unionized workers seems lower than the one reported in 2018, because we broadened the scope of businesses included in our disclosure.

² This figure excludes Europe.

³ This figure excludes our Call Centers.

⁴ Brasil and Colombia did not open any new position in 2019. This table does not include Europe's information.



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

DIVERSITY

(405-1)

Diversity among people enriches us all, helps us to better understand the needs of different groups in the markets in which we operate, allows us to expand our opinions and perspectives, and gives us the opportunity to be more tolerant and respectful of the different points of view and cultures in a globalized world.

This is why in 2019, in line with our commitment to promote gender equality and women's empowerment in the workplace, marketplace and the community, we committed to foster the UN Women Empowerment Principles towards equal opportunities.

América Móvil recognizes talent regardless of gender.

¹ Includes: Females in all management positions, including junior, middle and senior management. Telmex is not included.

² Telmex is not included.

³ Females in all management positions, including junior, middle and senior management as a % of all such managers.

TO DATE, WE HAVE

34.3%¹ WOMEN

**IN MANAGEMENT POSITIONS AND
45% IN MANAGEMENT POSITIONS
WITH A COMMERCIAL ROLE.**



Level	Percentage of women ²
1st level manager	35.8%
Executive	30.9%
Women in management positions with a commercial role ³	45.1%

Of the total part-time employees⁴ with a permanent position within the Company, 45% are women. This reflects that offering flexibility at work allows women to better adapt the rest of their activities.

⁴ Working less than 40 hours per week.

In 2019, there were 2,276 América Móvil employees with a disability increasing gradually compared to the previous year, distributed as follows:

- **66%** have a motor disability, with Brazil employing the highest number of people with this kind of condition.
- **8%** have a visual disability, with Brazil employing the highest number of people with this kind of condition.
- **14%** have an auditory disability, with Brazil employing the highest number of people with this kind of condition.
- **3%** have an intellectual disability, with Brazil employing the highest number of people with this kind of condition.
- **5%** have a visceral disability, with Ecuador employing the highest number of people with this kind of condition.
- **5%** have multiple disabilities (two or more of those mentioned above, with Guatemala employing the highest number of people with this kind of condition.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX



WORK BENEFITS

(102-35, 102-36, 401-2)

All our employees, with no exception, receive a fair salary and the benefits as stipulated by applicable laws in the countries where they work. Furthermore, we offer additional benefits in some of our operations such as: life insurance, private health insurance, temporary or permanent disability insurance, dental insurance, parental leave, financial aid for purchasing school supplies, preferential prices for purchasing our devices, shuttle service to and from our work centers, financial aid to cover funeral expenses, and paid leave in the event of death in the family.

We also adhere to the provisions in applicable laws regarding employee leave, whether their reason for leaving was termination, retirement, or because they resigned voluntarily.

It is important to point out that in the countries and regions where we operate¹, the compensation offered to both men and women (whether they are unionized or not) is equal, reflecting our culture of gender equality.

Many of our subsidiaries have an internal maternity and paternity policy in place. Some of our operations, offer additional maternity and paternity benefits, for example Colombia gives a child birth bonus and they allow the new moms to have one hour break for nursing until the baby turns 6 months old. Argentina offers a gradual return to activities after maternity leave. In Brazil and Ecuador, the internal maternity policy offers 60 and 6 extra days per maternity leave respectively. Brazil, Nicaragua and Argentina also exceed through internal policy the days of paternity leave by 10, 1 and 4 days respectively. In Peru, a paternal bonus is given to either parent at the birth of the child.



THE RETENTION RATE
AFTER MATERNITY AND PATERNITY LEAVE
IN AMERICA MÓVIL IS
81%.

¹ This analysis excludes Europe.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

PERFORMANCE EVALUATIONS

(404-3)

Every year we carry out performance evaluations across the organization to identify areas in which our employees can improve their skills and to detect specific talents. Evaluation processes are carried at all levels within the Company and analyze performance in competencies such as establishing productive relationships at the workplace, focus on customer service, leading work teams, a vocation for service, leadership, innovation in sustainability, talent development, and communication skills, among others.

Many of our subsidiaries carry out the performance evaluation process by employing the Success Factors platform; other countries do so with an internally-developed tool. Also, in some of our operations, we assess goal achievement and establish performance, professional and personal growth plans for every employee. This allows us to measure the individual contribution to reaching the Company's strategic goals.

The 2020 objective of our Smart Sustainability Strategy establishes the goal to evaluate more than 80% of our employees. To date, we have exceeded the level of participation of our goal. We will continue strengthening our continuous evaluation culture.

In 2019, we have been able to evaluate

88%

OF OUR HEADCOUNT.



¹ Europe and BCC are not included in performance evaluation figures.

EMPLOYEES WHO RECEIVED PERFORMANCE EVALUATIONS BY REGION AND GENDER 2019¹



Country / Region	Women	Men	% of employees
Mexico	28,369	49,321	88%
Brazil	7,422	15,533	83%
Colombia	4,224	5,154	98%
Southern Cone	3,257	4,368	94%
Andean Region	2,659	3,379	85%
Central America	3,113	6,561	93%
United States	229	312	96%
Caribbean Region	4,054	5,942	90%
Total	53,327	90,570	88%

WORK ENVIRONMENT

At América Móvil we carry out annual work environment satisfaction surveys in order to understand our employees' perception of the Company, and to identify how each of the divisions in our subsidiaries is performing in terms of several work-related topics such as respect within work teams or satisfaction with employee benefits, among others. Likewise, the survey allows us to have a very specific idea of what our improvement goals should be and, based on this, design specific action plans for each division that includes those items where opportunities for improvement are detected or to identify best practices, when needed.

Since 2011, we have been applying the working environment survey every year at all our subsidiaries. One of the 2020 objectives of our sustainability strategy is to improve the result of our working environment survey from the current 78% to 80% satisfaction, and to increase the level of participation from 87% to 89%.

In 2019, more than 90% of our employees across the Group participated, for a score of 79.75%. We continue to strengthen our efforts to communicate and engage our employees in the process to assess our work environment in order to achieve our 2020 goal.



TRAINING

(404-1, 404-2)

At América Móvil we make a constant effort to promote the growth of our employees. A key component of this effort is to offer constant training, both online and in person, in every division and at every level.

The objective of these training courses is to update our employees on the new telecommunications solutions we offer our customers, in response to the new era of the digital world we are living in today. During 2019, some of the courses we offered were:

DIGITAL TRANSFORMATION TRAININGS

1. Introduction to Digital Transformation
2. Cloud Foundations
3. Network Foundations
4. Introduction to IT
5. Introduction to Programming
6. Cibersecurity
7. Web Identity
8. Technical Support
9. Fundamentals of Web Apps Development
10. Platform Manager
11. Data Analytics
12. IoT Development
13. Cloud Implementation
14. Virtual Learning Environments



AVERAGE TRAINING HOURS PER POSITION OF FTEs

Position	Average training hours
Entry level / Position without command	73
5% employees with lowest compensation	
Staff without command	31
Staff with command	45
2nd level manager	27
1st level manager	40
Executive	18
Total	37



144,956
EMPLOYEES¹
AT AMÉRICA MÓVIL, TOOK
6,025,590
TRAINING HOURS
IN DIVERSE TOPICS. ACCORDINGLY,
84% OF OUR EMPLOYEES PARTICIPATED
IN AT LEAST ONE TRAINING COURSE.

¹ Europe and BCC are not included in training figures.



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

AVERAGE TRAINING HOURS PER GENDER PER POSITION PER FTEs

Position	Average training hours female FTEs	Average training hours male FTEs
Entry level / Position without command	69	76
5% employees with lowest compensation		
Staff without command	30	31
Staff with command	53	42
2nd level manager	23	28
1st level manager	44	39
Executive	21	17
Total	37	36

HOURS OF TRAINING BY REGION AND GENDER 2019

Country / Region	Total training hours female employees	Total training hours male employees
Mexico	979,458	2,054,068
Brazil	73,462	112,304
Colombia	125,468	166,326
Southern Cone	88,777	149,805
Andean Region	176,160	211,235
Central America	169,186	290,151
Caribbean Region	675,057	730,753
United States	9,483	13,898
Total	2,297,051	3,728,539



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX



Our subsidiaries perform their own process to detect training needs (DNC for its acronym in Spanish), so that the training and development programs in which our employees participate address specific needs in each operation. The following are among the training programs implemented in the Company:

- Programs for developing managerial skills, including training high-performance teams, project management, and coaching programs.
- Technological training.
- Developing managerial abilities.
- Human development programs, such as communications, negotiations, and interpersonal competencies workshops.
- Developing competencies such as creativity and innovation, as well as agile methodologies.

The following are among our best practices in talent development:

Global Hitss has a corporate e-learning platform with both technical and human development courses, which purpose is to promote our employees active learning with 24/7 availability. The Company also has a training area, which manages the identification of specific training needs, as well as identifies alternatives to specific training needs according to the operation. This area has a certified procedure, documented by an international quality standard (ISO 9001:2015, ISO 27001:2013).

In **Colombia**, as part of the Comprehensive Leadership School, we implemented the comprehensive mapping and communication programs, and the change management program. We also consolidated the unique offering that puts the Capacitate Carso website at everyone's reach.

IN PERU,
WE DESIGNED AND IMPLEMENTED
A VIRTUAL TRAINING PROGRAM
for the Claro Care Centers,
reaching more than
1,400 EMPLOYEES.



In **Guatemala**, we have the Claro University program (Programa de Universidad Claro), where two Masters degrees are offered, one in Marketing -with 22 students- and one in Project Management -with 25 students-, as well as a degree in Business Administration, specializing in Telecommunications, or in Sales and Service -with 250 students-.

In **El Salvador**, we offer a Technical Contractors' certification program, which pursues to certify the entire contractors' workforce, evaluating the knowledge and abilities required to install residential services.

In **Chile**, within the Digital Transformation and Technological Evolution strategy, we developed an online and classroom-training plan focused on helping our employees to modernize and face the digital transformation. This year, we also developed 30 training courses equivalent to 462 hours. This allowed us to train 85 of our specialists in the technical area. On the other hand, we developed 11 online courses where over 370 employees took 3 of them in average.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

CONTINUOUS IMPROVEMENT

(404-2)

At América Móvil we are particularly concerned with implementing continuous improvement processes and mechanisms. Therefore, we offer regular training to our employees on these.

Among our certifications, we can mention SCRUM, different ISO certifications, Lean Six Sigma, Java and Oracle Certifications, and Agile Certified Practitioner.

In addition, in order to keep up with the continuous market changes, we are incorporating the Agile Methodology in some of our work processes and teams. This allows us to be more effective and efficient in developing new products and services. For example, in **Telcel** we have identified four key management processes in which we have applied agile principles, allowing us to better respond to new expectations.

TELCEL'S AGILE PHILOSOPHY

AGILE PRINCIPLES



1. EFFECTIVE COMMUNICATION
ON LONG-TERM AGREEMENTS



2. FUNCTIONAL SERVICES
ON EXCESSIVE DOCUMENTATION



3. CLIENTS' EXPERIENCE
ON CONTRACTUAL AGREEMENT



4. RESPONSE TO CHANGE
ON GENERAL PLAN

1. Enhance clients' experience
2. Collaborative work
3. MVP* deliver
4. Accept changes
5. Turn solutions into ecosystems
6. Continuous improvement
7. Adapt the best technology to Telcel

* "Minimun Viable Product"

As a result of our continuous improvement efforts, in **Ecuador** we were able to increase bill payments by including a payment button in the App. In 2019, USD \$3.3M were collected from customers through a CF payment method; by 2020 our goal is to implement this method for other forms of payment. Furthermore, by implementing in-store Wi-Fi experience we provided customers with additional information that complements the 360 view and boosts commercial in-store sales management.

In 2019, more than

46,000
EMPLOYEES GLOBALLY



RECEIVED FORMAL TRAINING ON DIFFERENT CONTINUOUS-IMPROVEMENT-RELATED ISSUES,
WITH AN INVESTMENT OF \$133 MILLION PESOS¹.

Also, the transformational edge of the customer experience strategy in **Central America** led to:

- Implementing a design thinking cycle to improve processes.
- Developing five product journeys: Prepaid Mobile, Postpaid Mobile, Fixed-line Residential Broadband, Digital TV and Satellite TV.
- Developing six sub-journeys at the checkout journey process, generating ideas to solve each of the grievances at the corresponding phases.
- Defining and sharing viable ideas at a regional level (Central America).
- Defining and designing aligned ideas at a regional level, (Central America).

TRAIN YOURSELF CARSO (CAPACÍTATE CARSO)

The goal of the Train Yourself Carso (*Capacítate Carso*) platform is to permanently train and develop our employees. By using this platform, employees are able to view the courses that have been assigned to them based on their job profile, the time left to finalize them, as well as the courses they have already completed.

On the other hand, the platform enables the team in charge of the training programs to obtain statistical information, from the particular information on a given employee to general data on a specific subsidiary or group. The team will also be able to appoint courses offered in one operation to the rest of the Group, thus encouraging the exchange of best practices across the whole Company.

IN ECUADOR, THE NUMBER OF COURSES
OFFERED ONLINE INCREASED 32%,
and ten courses were designed and enabled in
the Train Yourself Carso platform. With this, employees were able to complete
10,410 COURSES ON THE PLATFORM.



¹ These figures do not include Europe, BCC, Argentina, Uruguay and Paraguay and Claro Enterprises Solutions operations.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

CERTIFICATIONS¹

TELCEL	TELMEX	GLOBAL HITSS	TELVISTA	BRAZIL	COLOMBIA	
<ol style="list-style-type: none"> ISO/IEC 27001 ISO 9001 ISO/IEC 20000-1 Distintivo ESR 	<ol style="list-style-type: none"> Distintivo ESR Calidad Ambiental Nivel de Desempeño 1 (PROFEPA) Calidad Ambiental Nivel de Desempeño 2 (PROFEPA) ISO 14001 Distintivo Ambiental Oro (UNAM) ISO/IEC 27001 ISO/IEC 27017 ISO/IEC 27018 Gold Partner-Cisco Gold Partner-Teldat Avaya Diamante Authorized Reseller -Juniper Cisco Cloud and Manage Service Master SAP in Cloud and Infraestructure Operations VMWare Partner 	<ol style="list-style-type: none"> ISO 27001 ISO 9001 	<ol style="list-style-type: none"> ISO 9001 SPC 2 TYPE II PCI DSS 3.2.1 	<ol style="list-style-type: none"> ISO 27001 ISO 17025 ISO 14001 	<ol style="list-style-type: none"> ISO 27001 ISO 9001 CEEDA SAP in Infrastructure Operations SAP in HANA Operations ISO/IEC 20000-1 Level V HSHA WCQA RUC Equity Labor - Ministry of Labor and the Presidential Ministry for Equity for Women, with the technical support of United Nations Development Program (UNDP) SAP in Hosting Services 	
					COSTA RICA <ol style="list-style-type: none"> Esencial Costa Rica 	
ECUADOR <ol style="list-style-type: none"> OHSAS 18001 ISO 9001 TIER III 	PERU <ol style="list-style-type: none"> ISO/IEC 27001 ISO 9001 	DOMINICAN REPUBLIC <ol style="list-style-type: none"> Equaling RD - Gender Equality (Ministry of the Women of the Dominican Republic and the United Nations Development Program) Great Place to Work Autorized Economic Operator - Operator type Importador Certified level (AEO) 1 	CHILE <ol style="list-style-type: none"> ISO 20000 PCI DSS 3.2 Cisco Gold Partner SAP in Cloud and Infraestructure Operations SAP in Certified Hosting Operations ISO/IEC 20000-1 SOC 1 TYPE II Crime prevention model certification ISO 27001 TIER Design TIER Facility 	URUGUAY <ol style="list-style-type: none"> Certificado ISO 9001 de Sistema de Gestión de la Calidad 	PARAGUAY <ol style="list-style-type: none"> ISO 14001 ISO 9001 	
TRACFONE - US <ol style="list-style-type: none"> PCI DSS v3.2.1 Merchant Level 1 HITRUST CSF certification of the NIST Cybersecurity Framework 		<p>¹ The scope of the certifications exhibited above, in many cases cover only country-specific processes / operation and not necessarily the entire operation. If you require specific coverage and scope information on certifications by country or operation, please contact contacto-rse@americamovil.com</p>				
AUSTRIA <ol style="list-style-type: none"> ISO 9001 BGF (Gütesiegen Berufliche Gesundheitsförderung) ISO 14001 ISO 5001 EMAS ISO 27001 Eco Datacenter ISO 20000-1 ISO 37001 ISO 19600 	BELARUS <ol style="list-style-type: none"> ISO 9001 ISO/IEC 27001 PCI DSS ISO 37001 ISO 19600 	BULGARIA <ol style="list-style-type: none"> ISO 14001 OHSAS 18001 ISO/IEC 20000-1 ISO/IEC 27001 ISO 9001 Cisco Gold Partner ISO 37001 ISO 19600 	CROATIA <ol style="list-style-type: none"> ISO 9001 OHSAS 18001 ISO 14001 ISO/IEC 27001 ISO/IEC 27017 ISO 22301 ISO 37001 ISO 19600 	MACEDONIA <ol style="list-style-type: none"> ISO 9001 ISO 45001 ISO 14001 ISO/IEC 27001 ISO 22301 ISO/IEC 20000-1 ISO 37001 ISO 19600 	SERBIA <ol style="list-style-type: none"> ISO 14001 ISO 37001 ISO 19600 	SLOVENIA <ol style="list-style-type: none"> ISO 14001 EMAS ISO/IEC 27001 ISO 37001 ISO 19600

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

HEALTH & SAFETY

(403-9, 403-10)

Caring for the health and safety of our employees and contractors in their daily activities, as well as that of our suppliers, retailers and customers who visit our facilities, is one of our main strategic goals in our effort to assure a safe and healthy work environment.

This is why, beyond compliance with local applicable laws and regulations, we are fostering a health and safety culture within our operations supported by management systems, to minimize the risk of accidents, and to prevent work-related injuries or illnesses.

The leadership and commitment of our executive team has been fundamental in advancing towards the alignment and certification of all our operations under ISO:45001. This standard has proved to be a best practice adopted by thousands of organizations around the globe. Plus, the certification provides confidence to our clients and investors that our Company not only cares for our employees and the workers of our allies in our value chain, but also keeps in mind the productivity and continuous improvement of our processes, while developing innovative services and solutions for our clients.

Furthermore, we assess our Company's performance in Health and Safety in three main fields:

1. Providing a healthy and safe place to work.
 - Eliminating sources or events that could cause injuries or affect one's health.
 - Identifying risks, along with their probability and severity.
 - Defining work-related accidents or incidents.
2. Preventing injuries and accidents.
 - Defining work-related injuries in a person's physical, mental or cognitive condition.
 - Aligning safety guidelines along the organization.
3. Preventing decline in the employees' health conditions.
 - Defining progressive decline in workers's overall physical, mental or cognitive health condition, during his worklife.
 - Promoting employees' constant health monitoring to detect inconsistencies at an early stage.
 - Establishing processes to ensure that the workplace is safe and the employees' functions have been adequately assigned.



**OUR ABSENTEE RATE¹ IN 2019
FOR ALL OUR OPERATIONS WAS
0.00037%.**



Furthermore, we seek to identify risks and/or dangers that could be driven by changes in trends, in order to implement improvements in our processes. We are also training brigadiers in each work facility to provide support in case of emergency (fire, earthquakes, floods, evacuation, and first response, among other scenarios).

FATALITIES

During 2019, we had two work at height incidents that resulted in the loss of one Telmex employee and one Telmex contractor. The Company is reinforcing health and safety policies in all our operations regarding mandatory training and equipment requirements, as well as hazard prevention campaigns to avoid future accidents.



¹ This absentee rate excludes Europe, Colombia, United States and Ecuador.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

WORK RELATED INJURIES AND ILLNESSES IN 2019¹

Country / Region	Number of injuries		Cases of work-related illnesses ²	
	Women	Men	Women	Men
Mexico	381	1,049	1	2
Brazil	27	124	-	-
Colombia	69	44	3	1
Southern Cone	21	12	-	-
Andean Region	8	1	-	-
Central America	16	53	-	-
Caribbean Region	53	89	77	119
United States	-	-	-	-
Total	575	1,372	81	122

Besides the corporate programs and guidelines of our subsidiaries, we implement measures at our operations aimed at improving the health and safety of our employees and customers who visit our facilities. The following are among the most relevant measures and results obtained:

76% of our operations have ergonomics programs at work, such as adaptation of areas in order to reduce occupational hazards and injuries. For example, **Colombia** has a musculoskeletal epidemiological surveillance system to identify, evaluate and intervene biomechanical risk factors in work in the mobile and fixed business areas.

On the other hand, in **76%** of our subsidiaries have programs for stress management. Some of the operations such as **Colombia**, **El Salvador** and **Argentina** offered employees training, talks, workshops and material to identify and handle stressful situations.

Around **88%** of the Company's operations have health and/or nutrition programs, in which mainly were offered to take care of our employees' diet and promote healthy habits that improve their quality of life.

76% of countries trained brigadiers in the workplaces for withdrawal and emergency assessment.

¹ These figures exclude BCC, Uruguay, Paraguay, Claro Enterprise Solutions and Europe.

² An occupational illness is any illness whose cause is attributable to the workplace environment or labor activities conditions and exclude all other general illnesses such as the flu.

72% of operations taught employees the Company's emergency protocols and provides training workshops, so that employees could react in a timely and appropriate manner to risky and emergency situations.

More than **76%** of operations provided height and electrical risk management programs to minimize employee risks and accidents. Therefore, regular medical examinations were provided, along with training on how to safely perform height work and the proper use of protection equipment.

In **80%** of subsidiaries, we held road awareness and training workshops.

76% of América Móvil operations offer safety and hygiene programs.

76% have other programs that seek to improve workers' working conditions. Some of them are **Telvista's** safe enterprise certification and the fall prevention bed in **Colombia**.

Colombia stands out for the health and safety programs implemented in 2019:

Ergonomics Program (*Sistema de Evaluación Musculo-esquelético*), this program aims to prevent, through the identification, evaluation and intervention of biomechanical labor risk factors on the Mobile Business Unit and Fixed Business Unit. The different activities of the surveillance program include concepts of position, committees, effectiveness of program compliance, inspections and training.

Health and Nutrition Program (*Yo cuido de tí, tu cuidas de tí mismo*), aims to provide prevention tools and information to prioritize health risks in our employees such as respiratory, musculoskeletal and infectious conditions in our customer service centers (CAVs), through training on healthy habits and promotion of physical activity.

Strategic Road Safety Program (*Campaña de Seguridad Vial*), aims to reduce the frequency and severity of road accidents. In 2019, disabling cases were reduced by eight and disability days were reduced 56% (680 days less), compared to 2018 as a result of the intervention in the human factor and means of transport (safe vehicles). Coverage was 1,010 trained employees out of a total of 1,150 scheduled, in 16 cities.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

MANAGING THE VALUE CHAIN

(102-9, 204-1, 308-1, 408-1, 409-1, 414-1, 414-2)

Each of the links in América Móvil's value chain is of vital importance and the result of the final conjunction of all its elements is what helps us offer a high-quality customer experience. This is why we maintain close commercial ties with all leading industry and telecommunications suppliers to offer the best service with the best products, technologies and devices, to all mobile-service units for residential and commercial markets.

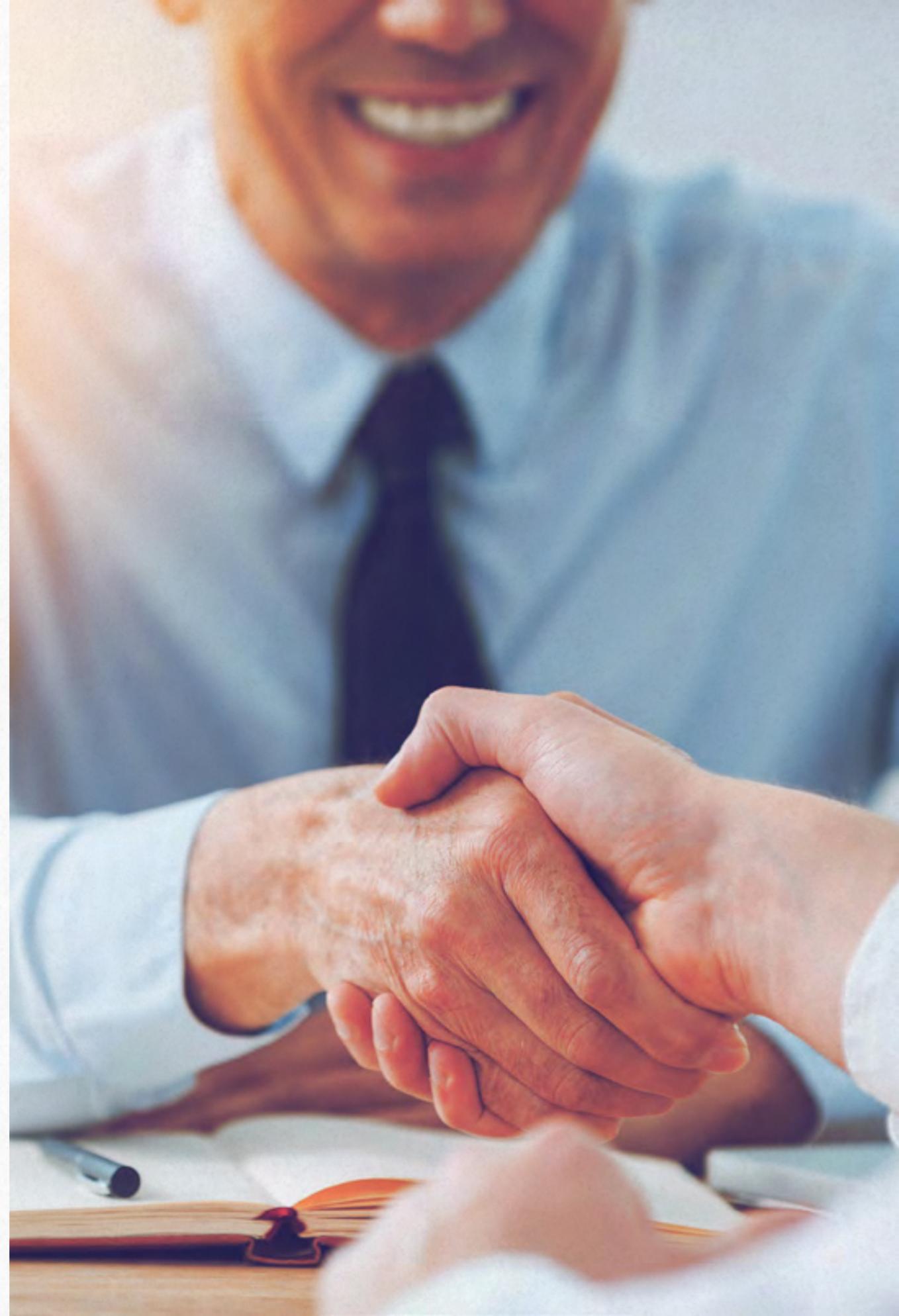
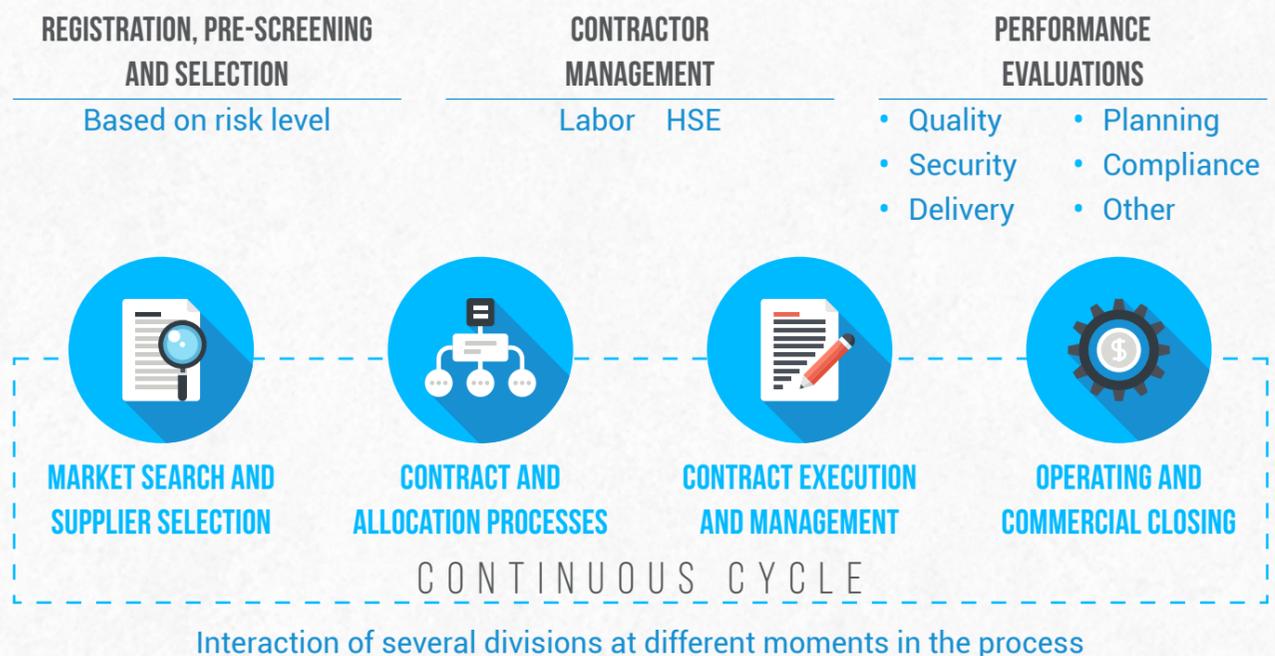
By December 31st, 2019, we had contracts with more than 38 thousand suppliers and over 5 thousand retailers globally.

Our supplier relationship is based on a strategic centralized model that allows us to achieve economies of scale and synergies for our subsidiaries. Likewise, we have strategic suppliers in every country to address local issues, particularly in terms of network maintenance, customer service platforms, and call centers.

PROCUREMENT SUPPORT AND LABOR RELATIONS

COMPREHENSIVE SOLUTION

Ensuring employee compliance and alignment with our Code of Ethics



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

PERCENTAGE OF LOCAL SUPPLIERS¹

(204-1)

Country	% of local suppliers
Mexico - Telcel	94%
Mexico - Telmex	94%
Global Hitss	95%
Mexico - Telvista	98%
Brazil	97%
Colombia	90%
Guatemala	67%
Costa Rica	64%
El Salvador	80%
Honduras	57%
Nicaragua	77%
Panama	63%
Argentina	93%
Paraguay	85%
Uruguay	91%
Chile	90%
Peru	93%
Ecuador	94%
Puerto Rico	66%
Dominican Republic	74%
United States - TracFone	94%
United States - Claro Enterprise Solutions	88%
Austria	87%
Belarus	97%
Bulgaria	89%
Croatia	81%
Macedonia	79%
Serbia	83%
Slovenia	81%
Total	85%



This year we continued developing the global program to identify our key direct and indirect suppliers. The objective of this program is to develop plans that will enable us to minimize risks across our value chain. Supplier assessments were based on the following criteria:

1. Critical Suppliers for the type of provision: They are those active suppliers that are critical from the point of view of their impact to our business. That is, for the type of goods or services that they supply to the Company.
 - Provider of goods / services to the end user: is the provider of goods (phones, tablets, devices, accessories, modems, etc.) or services (installation, care, operation, maintenance) for customers / end users.
 - Non-Substitutable Supplier: is one that cannot be easily replaced by another supplier.
 - Critical Component Supplier: is the business partner that provides essential goods or services for the continuity of operations.
 - Lobbying Agencies or Third Party Management Consultants or Construction Contractors: Those who carry out activities or relationships with authorities, communities, civil society organizations, among others on behalf of the Company, so they could generate significant risks, mainly in the area of corruption.
2. Critical for internal supplier management practices: They are those active suppliers that, by not incorporating the best practices in the field of human rights, environmental stewardship and money laundering prevention could constitute a reputational risk for our Company.
 - a. Human Rights High Risk Suppliers.
 - Health & Security.
 - Labor.
 - Data and Communications Privacy.
 - Conflict Zones.
 - b. Environmental High Risk Suppliers.
 - Water.
 - Emissions.
 - Waste.
 - Biodiversity.
 - c. Money Laundering and Illegal Financial Activities High Risk Suppliers: are those whose geographical operation is in the countries of the FATF blacklists.

As part of our commitment to contribute to the economies of the countries where we operate, on average more than

85%



OF OUR SUPPLIERS ARE LOCAL, THAT NUMBER IN SOME OPERATIONS IS HIGHER THAN 90%.

From the total number of suppliers evaluated in 2019², 31% were identified as critical due to the type of provision, of which 19% supply us a good or service that has direct contact with the user, 3% are non-substitutable suppliers, 5% are critical component suppliers, 1% are suppliers that engage with stakeholders on behalf of the Company and 3% fall into more than one of the previous categories. On the other hand, we identified that around 12% are critical for their internal management practices, of which 4% has opportunity areas regarding human rights management, 2% in environmental stewardship, and 6% has opportunities in anticorruption.

¹ At América Móvil, we consider as a local supplier when it operates in the same country where we acquire its products and services.

² Excluding: Telmex, AMCO, TracFone, Belarus, Bulgaria, Croatia, Macedonia, Serbia, Slovenia, BCC and Claro Enterprise Solutions.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

In terms of our value chain, we have established three 2020 sustainability goals to be included in our **"Smart Sustainability"** strategy, defined as follows:

- 1. To align 35% of our suppliers with our Commercial Integrity Policy.**
To date, 26% of our suppliers and 35% of our retailers have signed our Policy.
- 2. To assess 100% of our Tier 1 suppliers¹ in sustainability performance.**
By the end of 2019, we reached 67% of progress towards achieving this goal.
- 3. To offer training to 30% of our local suppliers.**
This year, we developed an online tool similar to the Carso Train Yourself platform, in order to provide comprehensive training for our allies (suppliers, retailers, and contractors) across our subsidiaries in Latin America, and offered training to the relevant managers in each operation.

COMMERCIAL INTEGRITY POLICY

Suppliers, customers, retailers, commercial partners, contractors, consultants, agents, and those who do business with América Móvil entities worldwide, henceforth commercial partners, are expected to follow América Móvil Policies, and to conduct business with integrity, honesty, and transparency. For this reason, we request that all our commercial partners answer our self-assessment questionnaire and commit to align with América Móvil's policies.

During 2019, 100% of our main suppliers and retailers were asked to align with this Policy, and the adherence is a mandatory requirement for new commercial partners. This year, we also developed a manual for the implementation of the Commercial Integrity Policy for the legal teams in our subsidiaries.

SUSTAINABILITY CLAUSE IN SUPPLIER CONTRACTS

For several years now, we have included a sustainability clause in our supplier contracts addressing topics such as environmental stewardship, protection of their employees' human and labor rights, as well as the legality of the inputs they use for making their products, ensuring their materials are not sourced from conflict areas. Currently, more than 85% of our handset suppliers globally have signed contracts including our sustainability clause.

The clause states the following:

Suppliers ensure that the materials and/or products that have been used directly or indirectly by any sub-contractors across the value chain are of legal and sustainable origin. Suppliers ensure that the materials used in making their products are not sourced in conflict areas, or areas adjacent to them, and that, correspondingly, they are not financing armed conflicts or human rights violations. América Móvil can at any time demand proof of this and suppliers must be able to provide evidence that their products are "conflict-free".

Suppliers ensure that there are no human rights violations involved in their operations and that they have legitimate policies and mechanisms in place to ensure that human rights are being respected in their own business and in those of their suppliers. Suppliers commit to preventing and mitigating any negative impact on human rights resulting from their activities, products, or services.

Suppliers ensure that they adhere to all applicable environmental laws and regulations in their operations. Additionally, suppliers guarantee that they have a plan to prevent and adequately manage the waste they generate.



¹ Tier 1 suppliers, are the ones whose purchase orders exceeded USD 50M in 2018.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

THIRD PARTY RISK EVALUATION MODEL: COLOMBIA CASE

Since 2010 our team in Colombia has evolved the value chain evaluation model from a financial risk assessment approach towards a mature supplier enabling model, evaluating 100% of our suppliers based on 88 criteria, including the following:



- | | | |
|--|---|--|
| <ul style="list-style-type: none"> • Social responsibility programs • Welfare plan • Labor inclusion of vulnerable population • ISO 9001:2015 Certification • Foreign workers • Payroll and social security • Hiring schemes • Employee records • Medical exams • Freedom of Association | <ul style="list-style-type: none"> • ISO 14001 Certification • Matrix of environmental criteria • Physical Infrastructure, facilities and equipment • 5G-SST Implementation • Road Safety Policy • Alcohol and Drugs Policy • Working at Heights Certification • Endowments • Emergency Brigades • Business Continuity Plan | <ul style="list-style-type: none"> • Financial Indicators • 550/1116 Law • Embargo • FIFO • Terrorism Financing and Money Laundering Prevention • Anticorruption • Due diligence • Code of Ethic |
|--|---|--|

Acknowledging the differences in kind, size, and criticality of our allies, we base our strategy on the segmentation of all of our third parties according to the amount spent in our procurement budget, and the identification of critical suppliers (those who have direct contact with our end consumer) and non-replaceable suppliers. In consequence, the depth and periodicity of the assessment that each ally is subject to, depends on how they are classified.

Our Assessment has two phases: A first filter assessing anticorruption, money laundering and counter-terrorism to determine whether they are suitable to be included in our value chain; and a second evaluation performed by a third party based on Claro Colombia's methodology. This evaluation is valid for one year, and those allies that have not updated their evaluation are not eligible for new projects.

Finally, we close the loop by participating in the PAR Alliance, a joint effort of several public and private institutions that aim to align local suppliers to international best practices. The alliance provides training and follow up to our suppliers in key material issues for our Company, and we include the relevant GRI, SAM and Global Compact indicators in the evaluation criteria for our tenders, in order to contribute to the development of competitive and sustainable value chains in the region.

We continue working towards the harmonization of our value chain practices across operations considering the experience of Claro Colombia and our European subsidiaries.

VALUE CHAIN DEVELOPMENT

In 2019, in collaboration with the Carlos Slim Foundation, we developed a training platform available to América Móvil's commercial partners, (suppliers, retailers and contractors) as well as courses to develop more competitive and sustainable value chains, according to the different business needs.

The staff of the subsidiaries who will assign the courses for our commercial partners were trained on the management of the platform. In addition, supplier information is being completed to assign training invitations.

The first course to be offered for our commercial partners is our online training regarding the principles included in our Code of Ethics. Courses will be available to all our allies' employees, most importantly for the ones related to the product or service provision to our Company.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

CUSTOMER EXPERIENCE

In line with the ongoing technological transformation, América Móvil is evolving to ensure the preference of our consumers by offering them a memorable experience based on their particular needs. Last year we focused our efforts in a transformational process from a Company that offers customer service into one that connects with user experiences, placing our customer at the center of our strategy.

We offer our customers products and services that are reliable, flexible, innovative, attractive, and with a greater coverage, we promote an open communication and a continuous improvement process in order to meet their communication and technology needs.

During 2019, we continue adapting our internal processes to create an interconnected system at the operation level so we can offer a unique customer experience. We are constantly making technological changes that will enable us to face the exponential growth in data traffic, video downloads, smartphone use, and cloud-based services, as well as the Internet of Things.



We are located wherever our customers need and we provide them service through their preferred channel.

Personal Service Channels	Self-Service Channels
Customer Service Centers (CSCs)	Virtual IVR
Agent IVR	Visual IVR
Chat	Virtual Chatbot
	USSDs
	Social Networks
	App
	Web

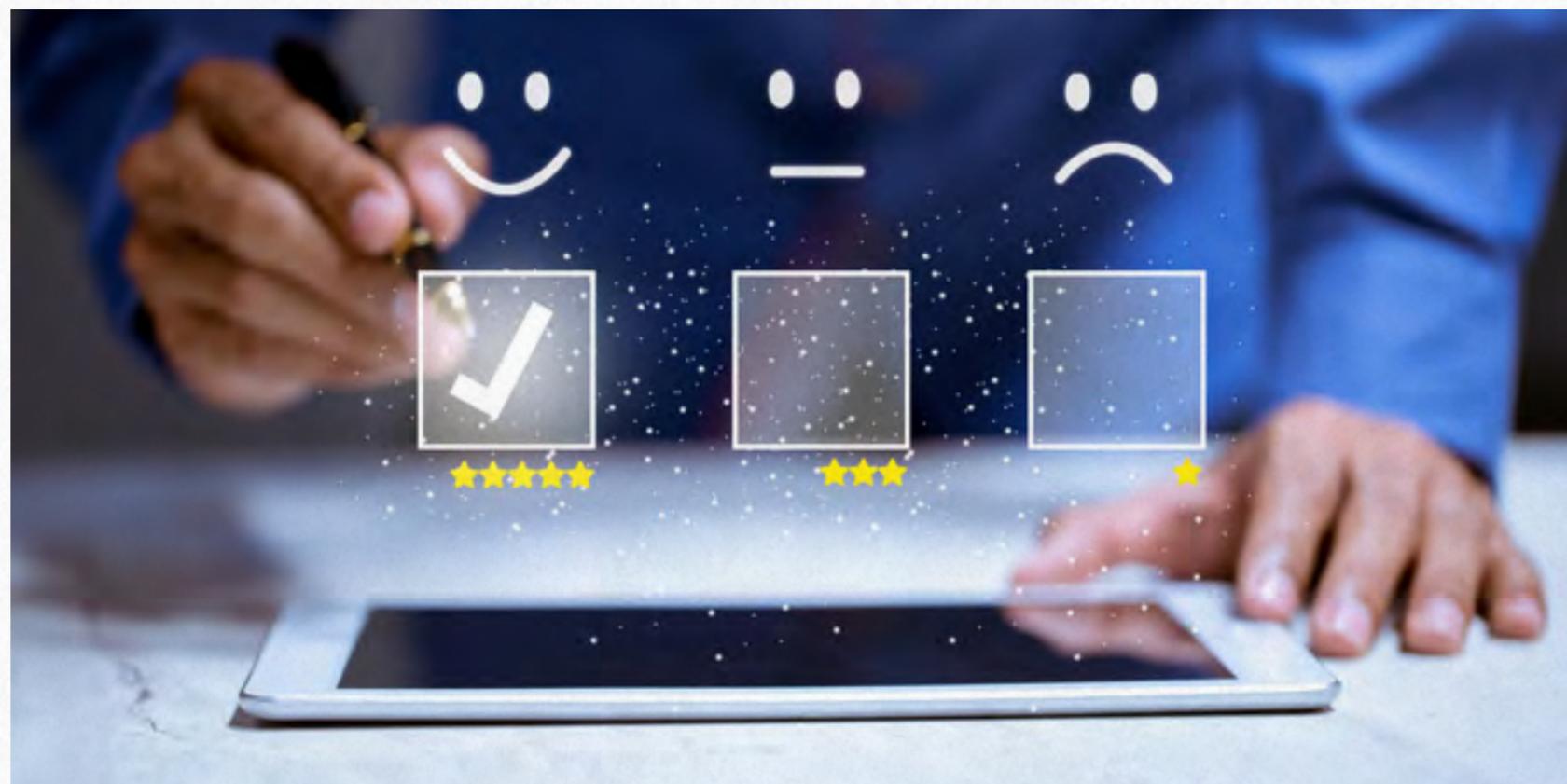
Today almost

88%

OF TRANSACTIONS



ARE MADE THROUGH SELF-SERVICE CHANNELS, thus addressing the trend in consumer behavior toward self-service, while 12% are carried out in channels that offer personal service, including our Customer Service Centers and our Call Centers.



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

PERCENTAGE OF SERVICE BY CHANNEL¹

Country / Region	Personal Service Channels	Self-Service Channels
Mexico	195,725,645	1,653,284,690
Brazil	292,642,985	363,124,990
Colombia	52,422,917	1,091,883,052
Southern Cone	41,176,822	616,995,891
Andean Region	35,817,601	775,063,503
Central America	16,359,053	117,994,288
Caribbean Region	17,945,591	85,325,251
United States	47,430,064	448,073,230
Europe	62,815,779	699,608,472
Total	762,336,458	5,851,353,367

At América Móvil, we work to improve the experience of our customers. Among the initiatives we continue to carry out this year, it stands out the agreement upon all operations to evolve our approach from Customer Service to Customer Experience. In 2019, we consolidated our customer experience strategy through two approaches: (1) evaluate customer satisfaction integrating components of Big Data Analytics and Artificial Intelligence, so that with this information, every Country/ Operation could develop strategies to enhance customer experience. (2) Considering all markets different and many of the strategies to better address the customer are local, we decided to establish an aligned metric to measure customer loyalty among countries/operations that could help us identify if the strategies that every operation puts in place, worked. This metric is the Net Promoter Score (NPS) indicator. By focusing on the customer and analyzing its behavior, it allows us to understand the root cause of what is not working, preventing bad experiences to happen or solving problems in advance.

¹ These figures exclude BCC, Claro Enterprise Solutions, Global Hitss, AMCO, OPITEL and AMOV.

To evaluate NPS, in 2019 we conducted more than 330 thousand surveys in our Latin American operations, thus giving us the possibility to better understand if the user experience in their different devices, is according to expectations. In addition, we measure how the use of applications and their interaction with our channels affects positively on customer loyalty.

To measure NPS, we ask our customers how likely they would be to recommend our service, based on their own experience. The following are a few examples of the positive responses we obtained versus local competitors in some of our operations:

MOBILE NPS	Colombia	Dominican Republic	Argentina	El Salvador	Chile
Mobile NPS	57	46	36	45	51
NPS vs. 1st competitor	28	21	17	32	38

FIXED NPS	Chile	Ecuador	Argentina	Dominican Republic	Peru
Fixed NPS	53	31	36	34	2
NPS vs. 1st competitor	23	9	17	22	-9

Our 2020 sustainability goal established as part of our “**Smart Sustainability**” strategy is to increase by an average of 1% the brand NPS for each country where we operate. For 2019 the brand NPS for America Móvil is 40 points that represents a positive increase of 9 points versus the previous year.

After exceeding our goal, we decided to establish a more ambitious one that consists in surpassing our competitors' NPS and increasing the gap. To achieve this, we continue our efforts to offer a satisfactory and timely based customer experience according to their needs and expectations.

Our best practice operations in brand NPS are:

BRAND NPS	Dominican Republic	Colombia	Argentina	El Salvador	Honduras
Brand NPS	40	41	38	37	37
Brand NPS 1st competitor	15	27	26	26	29

Telcel:

We implemented the Telcel Fingerprint initiative for customer service channels, such as CSCs and retailers. Through this initiative, we prevent identity theft by including data and fingerprint validation according to official identity documents for new customers. We also provide them the possibility of including fingerprints and data of third parties designated and authorized by the lawful holders to make transactions with the Company on their behalf. These actions help us to provide greater transparency and accountability for our customers regarding the collection and self-service payment processes, while reducing the number of complaints on balance clarifications.



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

DIGITAL CHANNELS

América Móvil has a division whose goal is to ensure that our customers have a complete and satisfactory experience in a digital environment. This division is constantly monitoring our commercial websites and creating solutions to manage them, while at the same time implementing innovative digital customer service processes that help us improve and simplify the life of our subscribers.

Their main goals include implementing functional web architectures, the digitalization and automation of processes centered on consumer needs, generating savings for the whole Company, and innovation in digital solutions.

With our digital channels, today our customers can: view our whole catalogue of products and services, compare plans and prices, monitor their consumption levels, express their satisfaction level, pay invoices, increase credit in their pre-paid phone lines, get answers to their questions in our FAQs section, and chat with our advisors.

In response to the digital era, all of América Móvil's service tools aimed at creating a simpler and more efficient experience for our customers. Accordingly, 100% of our regions have a website, Facebook, Twitter, Instagram; 96% of our telecom operations offer self service channels, 88% through self service apps: Mi Claro/Mi Telcel /My A1/TracFone Wireless My Account/Mi Telmex; and the rest of them through a web version. Nearly more than 50% of the countries provide customer service through Whatsapp, while Macedonia, Belarus and Bulgaria use VIBER, an app that is similar to Whatsapp.

In **Colombia**, ChatBot and WhatsApp services were made available achieving a homogenous and unified interaction experience through the design of interactive menus, transactional actions, and personalized attention.

80% or more of our operations have an online store. In addition, we seek to continue the automatization process we have in place by integrating different initiatives such as:

- Integrating pick up options like pick up in the store.
- Integrating various payment options, for example payment against delivery.
- Increasing the offer of products, such as: IoT, wearables, accessories, among others.
- Integrating customer portability, a process that previously seemed exclusive to the offline channel.

We also have a centralized Web Content Manager that is handled locally by each operation. Currently, more than 300 of our employees work remotely on this platform, thus standardizing the way in which these websites look, behave, and evolve.

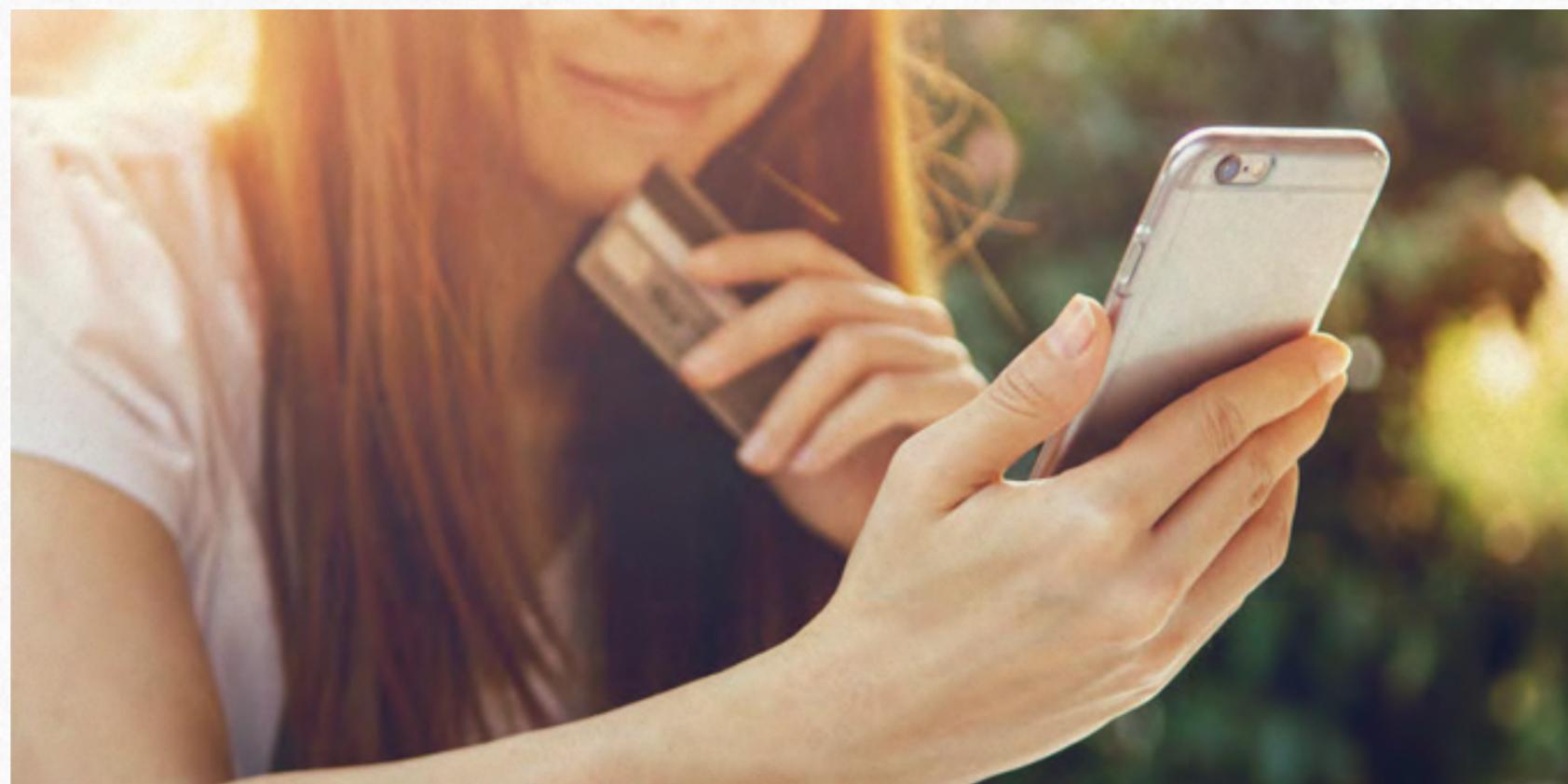
The number of transactions done through our digital channels has been increasing steadily over the past few years.

Today, more than

2 BILLION

MANAGEMENT AND SUPPORT TRANSACTIONS

ARE BEING PERFORMED THROUGH
DIGITAL CHANNELS.



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

Colombia: Simplified service model implementation. In our constant interest in modifying and enriching, the operational processes that directly affect the relationship with the customer, we find the opportunity to develop one of the most important projects in terms of customer experience. MAS Project, "Model of Simplified Attention" (*Modelo de Atención Simplificada*), had as its main objective to make available to our customers all the possible options for self-service in digital channels, free of charge, available to everyone to solve requests in real time in an agile and timely manner. Through the project, more than 90 developments were made in the different digital channels (App, Website, IVR and USSDs). Here are just some of the many transactions or queries that our customers have available today:

- Consultation and review of current and previous months invoices.
- List of payments made over time.
- Our prepaid customers have the detail of the use of their recharge.
- Detail of the financing of cellular equipment.
- Make configurations easily to solve Internet and TV issues at home.

Implementation of the Claro Club platform. Through the App Mi Claro, we integrate the Claro Club portal in order to deliver benefits and experiences for our users, including:

- More than 85 alliances with commercial establishments, delivering over 350 thousand coupons with discounts and more than 14,000 invitations to own or sponsored events.

In 2019, our self-service App Mi Claro implemented 230 new functionalities and user experience improvements, held an App rating above four stars in Play Store and App Store and accumulated more than 12 million downloads.

Currently our customers have access to different types of transactions through this channel, among the most popular are: e-commerce access, roaming activation, bill payments of postpaid services, top up packages of prepaid lines, check balances and consumption details, information plans, technical visits, transfer of land services, Wi-Fi network personalization and password update, among other services.

The e-commerce implemented three new sales flows focused on 100% automated processes. Cellphone and technology financing process through their bill is now available to the final customer. With the digitalization of these e-commerce processes, we experienced a 2.8 time's growth of the channel in terms of cellphones and technology sales compared to the previous year.

In addition, we improved audio response (IVR) trees for service and sales operations, identifying the most frequent queries of the customers in the menu, gift minutes to other numbers and prepaid top up with credit card implementing the option to transfer a call directly to a consultant specialized in first contact. Therefore, we offer a simplified enterprise customer menu.

1,163 websites from authorized sales agents were published using geolocation, so our customers can better localize where to purchase our products and services from anywhere in the country with an internet connection.

According to the SIC report, **Claro Colombia** is the telecommunications operator with the fewest complaints and claims by number of users, since we implemented the "SIC Facilita" platform, by 2019.

Argentina & Uruguay: Deployed an inclusive attention model in all sales centers nationwide by an on-demand sign language translator's service in order to assist deaf-mute or hearing-impaired people. With this implementation, Claro Argentina became the first operator in the country to provide an inclusive assistance service.

USSDs represent

53%

OF SELF-SERVICE TRANSACTIONS,



Apps are in second place with 24%, virtual IVR is in third place with 12%, and in fourth place Web with 10%. Other self-service channels employed by our customers include visual IVR, Chat with an agent, virtual Chatbot, Networks, Web, among others.

Chile: Sernac-Subtel recognized Claro Chile as the enterprise that better solves customer inquiries. In addition, they increased the Company's ISN in 16% versus previous year. Additionally Claro Chile obtained the first place in continuous improvement by ALCO.

Telmex: Amatech obtained the national price "Excel User Experience and Contact Centers" (*"Excelencia en la Experiencia del Cliente y Centros de Contacto"*) to the contact centers industry, by the Mexican Teleservice Institute, (*Instituto Mexicano de Teleservicios IMT*).

In the 14th Price edition, Amatech won for the "Best Customer and Service Strategy" (*Mejor Estrategia de Servicio a Clientes*) for demonstrating the ability of our staff and the organization, to positively impact the satisfaction of our customers.

Global Hitss: Together with **Telcel** and **Telmex**, **Global Hitss** sponsored the SAP NOW Event to share knowledge and innovative tools. Additionally, position the Global Hitss brand, showing the alliance of these three companies under the América Móvil brand as an integrator of SAP solutions that accompanies the customer throughout the process, offering a single point of contact.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

ACTIVATING SAFETY



Safety has become one of the top priorities for communities, governments, and people in general. New technological trends and the way in which society is now interacting with them is one of the main reasons why we have a strong focus on safety issues. Therefore, in América Móvil we constantly work so that the solutions and services we offer not only allow people to feel safer when using them, but also helps us to be one step ahead and contribute to the overall safety of the societies where we operate.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

AMÉRICA MÓVIL SECURITY STRATEGY

América Móvil has an all-encompassing Security Strategy that includes cybersecurity, data and communications privacy, based on three main pillars:

- 
Integrity. Personal information must remain complete and exact, for which we will establish the corresponding measures.
- 
Availability. Information must be available to its owners or authorized users at the exact moment they need it.
- 
Confidentiality. Personal data will be used exclusively by authorized personnel who have the necessary justification to use it.



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

INFORMATION SECURITY

Given the fact that information security is crucial for our operations, we constantly assess and update our Information Security Strategy, with the purpose of protecting América Móvil's infrastructure and the confidentiality, integrity, and availability of all the information that we manage. Our strategy relies on prevention, continuous improvement, and best practices sharing among all the companies in the Group.

We have a General Information Security Policy in place, which provides guidelines for each operation to follow when setting up their local security framework, as well as to assure an efficient communication of these policies to all employees.

We have a Corporate Information Security Executive Committee that oversees the implementation of our Information Security Strategy, main functions of this Committee are:

- Identifying main business risks focused on its operation and services, as well as its technological environment.
- Developing and managing the security strategy by creating and monitoring the Strategic Information Security Plan.
- Managing and executing corporate and local information security budget.
- Determining priority actions in the face of a current, present or future threat.

The members of this Committee are:

- **Ángel Alija Guerrero**, Director for Mobile Operations
- **Jorge Arteaga Castillo**, Audit Deputy Director
- **José Gilberto Fragozo Gómez**, Information Security Manager
- **Carlos García Moreno**, Chief Financial Officer
- **Paula M. García Sabido**, Public Affairs Manager
- **Macario Lopez Albarrán**, Director for Operations and Maintenance
- **Daniel Tapia Mejía**, Compliance Officer
- **Oscar Von Hauske Solís**, Director for Fixed-Line Operations

We also have a Corporate Information Security Managing Committee, which meets once a month and is in charge of operating América Móvil's Information Security Strategy across operations.

The functions of this Committee include the following:

- Adopting information security policies and procedures.
- Establishing strategies to comply with the guidelines that contribute to increase confidentiality, integrity, and availability of information assets.
- Implementing mechanisms that contribute to complying with best practices to protect information assets.
- Coordinating the assessment and implementation of projects supporting information-security related activities.
- Overseeing plans for communicating security guidelines.
- Analyzing security-related incidents to determine solutions and preventive actions.
- Evaluating new and existing infrastructure that supports critical business processes.
- Coordinating the committees of each of our operations.
- Supervising improvement measures in incidents reported by the operations.
- Supporting other divisions in the process of complying with information security guidelines.
- Coordinating and ensuring that all efforts and resources invested in tools, controls, and monitoring are consistent with assuring availability, integrity, and confidentiality.
- Reporting to the CEO any incidents that could compromise critical information, as well as the potential impact and remediation plans.

This year we offered training on information security issues to more than

128,000
employees and over
47,000
external parties
across the whole América Móvil Group¹.



Furthermore, each subsidiary has its own local Information Security Committee. These inter-disciplinary committees include employees from different divisions (IT, engineering, finance, operations and maintenance, among others), and are chaired by the local heads of information security. Additionally, every operation has a C-Level executive responsible for reviewing the Cybersecurity Strategy. Each country determines a Strategic Information Security Plan, updated either annually or bi-annually.

As part of these strategic plans, each of our operations has an annual awareness plan and outreach initiatives to ensure that information is available to all employees. In 2019, we offered online and in person courses and maintained constant communication via e-mail, Intranet, and screen savers on corporate computers regarding issues such as:

1. Personal data protection
2. Phishing, malware, access control, virus, fraud, pill, incidents response
3. Suspicious mails
4. Secure password
5. Safely and responsibly Internet surfing
6. Information confidentiality
7. Clean desk
8. Information Privacy Policies

¹ These figures exclude BCC, Claro Enterprise Solutions, OPITEL and AMOV.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

TRAINING SESSIONS ON INFORMATION SECURITY AND PRIVACY
CARRIED OUT IN 2019 BY COUNTRY OR REGION¹



Issue	Mexico	Brazil	Colombia	Argentina, Paraguay, Uruguay	Chile	Ecuador	Peru	Central America	Dominican Republic	Puerto Rico
Cybersecurity	●	●	●	●	●	●	●	●	●	●
IoT	●	●	●	●	●	●	●	●	●	●
Risk Management	●	●	●	●	●	●	●	●	●	●
Accesses Control Case	●	●	●	●	●	●	●	●	●	●
Secure Password	●	●			●	●		●		●
Protection of Personal Data	●	●		●						
Identifying and Managing Sensitive Information	●	●				●		●		
Safe Desktop/ Virtual Space/ Computer Equipment	●	●			●	●		●		
Phishing / Identity Theft / Social Engineering / Social Networks	●	●		●	●	●	●			
Identifying and Managing Security-Related Incidents	●	●								
Handset Security				●		●			●	●
Malware / Ransomware	●			●	●	●				
Visible Credentials		●								
Use of Original Software		●								
Safety Policies				●	●			●		
Physical Safety					●			●		
e-mail					●	●		●		
Fraud Prevention / Free Browsing					●	●				
Safety Decalogue						●				
Good Online Habits						●				
Safe Remote Work						●				
Wireless Networks						●				
Confidentiality of Information								●		
Proper Use of Computers Outside the Corporation								●		
Unsafe Apps										●
APIS and Micro-services										●
Security Check List in Developing Web Apps										●

¹ These figures exclude BCC, Claro Enterprise Solutions, OPITEL and AMOV.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

To stay updated on the most recent trends, at least once a year we organize the América Móvil Security Symposium. In 2019, it took place in Mexico City from May 21st to the 25th, attended by 29 Information Security officers from our subsidiaries in Argentina, Brazil, Central America, Colombia, Ecuador, Puerto Rico, Dominican Republic, Chile, Peru, United States and Mexico. The topics covered were information security trends, the Internet of Things, standards, challenges, opportunities, digital transformation and access controls.

Through our strategy, we manage information security within our Company by efficiently safeguarding important data, both financial and confidential, and minimizing the risk of illegal or non-permitted access by third parties. In order to assure the proper implementation of our strategy and the ISO 27001 Safety Management System, we have established an inter-operation communication mechanism that allows us to manage our needs and send alerts in a timely manner.

**CURRENTLY,
44% OF OUR OPERATIONS
HAVE THE ISO 27001,
WHILE THE REST OF THEM CONTINUE WORKING TO OBTAIN
THE CERTIFICATION.**



Our operations currently certified in ISO 27001 are:

- **In Mexico:** the Telcel Personal Data Protection Process, the Network Operation Centers (NOC) at Scitum and Telmex, and Datacenter Triara's Co-location Service.
- **In Brazil:** the Security Operation Center.
- **In Colombia:** the Security Operations Center (SOC), Managed Security, Collocation, e-mail Security for corporate customers, Datacenter Triara, and Claro Fixed-line operation.
- **In Chile:** Claro Chile Collocation Service.
- **In Europe:** we have the Certificate in A1 Digital in Austria, Bulgaria, Macedonia, Croatia, and Slovenia.

All our operations processes align to ISO 27001 and other international standards, which guarantee the correct operation of the activities. We also have other certifications such as PCI DSS, SOC 1 Type II, SOC 2 Type II, Level V HSHA-WCQA, Eco Datacenters, to mention some of them.

64% of our operations have an Intelligence Team to address all possible cyber-threats. For example, in Argentina, Uruguay and Paraguay we have teams integrated by both internal and external partners, while in Puerto Rico we have an external team. Meanwhile, **TracFone's** cyber security area has a team specialized in different technologies responsible for detecting possible cyber risks.

Among many of the accomplishments regarding information security achieved by our subsidiaries during this year, we can mention that Claro Brazil established an official channel for reports concerning suspicious e-mails, while Central America implemented a tool that provides greater visibility on malware threats that could affect end users so that they can be detected in a timely manner. Our subsidiary in Puerto Rico acquired and implemented the Automated Information Security Incident Management System (SIRP).

**HPE AND ARUBA NETWORKS
BOTH RECOGNIZED TELMEX AS
THE BEST SERVICE PROVIDER
IN LATIN AMERICA**



DUE TO ITS HIGH QUALITY AND STATE OF THE ART TECHNOLOGY.

Due to the high-level security systems and solutions delivered to our clients, Triara Data Centers in Monterrey and Queretaro received the 5th Level ICREA Certification for the 13th consecutive year.

During 2019, we had no incidents deriving in sanctions at any of our subsidiaries due to the continuous prevention efforts performed by our Information Security division.





PRIVACY MANAGEMENT

Protecting personal data and privacy in communications constitute one of the top challenges for telecommunications companies. At América Móvil we place particular attention on safeguarding these issues. We have a Privacy Policy¹ in place that sets the guidelines for personal data protection as well as privacy in communications.

PERSONAL DATA PROTECTION

We have established the necessary guidelines for the adequate use of personal information and the physical, technical, and administrative security measures that all our operations, employees, subcontractors, and authorized third parties need to comply with. This information is available for the owner or for authorized users whenever is needed.

All of our operations are constantly working on improving their privacy management. For example:

In **Claro Colombia**, we assured the supervision of allied companies managing personal data from users, which must remit evidence of their own personal data protection policy. In this country, two trainings in privacy issues were completed, one for all the employees, and the other for specific employees that handle personal data. Also, a personal data risk matrix was elaborated with the purpose of implementing controls that can ensure the safeguarding and monitoring of our clients' personal data.

Digital Rights Association recognized **Claro Chile**, as the Company that best safeguards its clients' personal data.



In **A1 Telekom Austria**, we launched the "Greenlight App", which supports security and privacy by designing, optimizing approval and tracking relevant security projects and changes.

In **Central America**, we established a protocol for identity management in all the applications that the user will be able to access, while we monitor the five critical operation processes using Data Lost Prevention (DLP) technology.

In 2019, **Telcel** modified its Privacy Notice, reinforcing our commitment to treat our customers' personal data in a fair and transparent manner. This Privacy Notice follows international best practices in privacy and applicable laws, and it also ensures that our customers have, at all times, the power to decide on their own personal data.

In order to assure that América Móvil's employees strictly comply with the framework of this policy, we carry out continuous communication and awareness campaigns striving for a comprehensive understanding of our policy.

Our operations have several information security and personal data protection guidelines in place. In face of continuous innovation in the industry, we are working on enriching and standardizing them in order to maintain the trust of our customers in terms of how we handle their personal information.



¹ [OUR PERSONAL DATA PRIVACY POLICY IS AVAILABLE HERE.](#)

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

PRIVACY IN COMMUNICATIONS

Our privacy communication protocols are fundamental to keep the trust of our customers, and assure compliance to applicable regulations.

At América Móvil we are committed with the protection of human rights and freedom of speech. For this reason, our policies forbid interference with the communications of our customers, and listening to, manipulating, monitoring of conversations, and interference in data transmission or the revelation of its existence or content.

Disclosing information is only allowed when properly required by competent authorities and in the cases provided by applicable law, in each of the countries where we operate. In order to comply with these requirements, we have defined strict security procedures and criteria to verify the validity of each request received by the authorities.



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

EMERGENCY RESPONSE

We constantly prepare for contingencies and natural disasters by developing emergency response protocols as well as business continuity and business recovery plans that allow us to anticipate and to reestablish affected services as soon as possible.

This year we are strengthening our crisis management protocols as well as corporate business continuity guidelines in order to align our operations towards global preparedness best practices.

Additionally, we participate in GSMA's initiative and collaborate with the authorities and other companies in our industry to share best practices and strengthen our emergency response protocols for these incidents. To be prepared and ready to face contingencies and disasters, we classify events as predictable or unpredictable.



PREDICTABLE EVENTS



Hurricanes

METEOROLOGICAL



Presidential visits

SUMMITS



Elections, traffic jams, demonstrations, social unrest

SOCIAL

UNPREDICTABLE EVENTS



Volcano eruptions, earthquakes

GEOLOGICAL



Fires, explosions, chemical risks

TECHNOLOGICAL



Storms, tornadoes, floods

METEOROLOGICAL



Vandalism, terrorism, humanitarian crisis

OTHERS

We have protocols in place to respond to incidents caused by natural phenomena that will help minimize damages due to climate events of great magnitude to our infrastructure, while at the same time ensuring that we have the human and material resources needed to reestablish service as soon as possible.

We apply these protocols in all areas that are susceptible to facing natural phenomena. The plans include both preventive and corrective measures.



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

SHARING

DEVELOPMENT

(203-2)

At América Móvil, one of our main objectives is to promote social development within the communities where we operate. We believe that finding a solution to world poverty is key for economic growth, progress, and social development. Our duty in the countries where we operate is to continue being a catalyst of development and inclusion, contributing to building a better world, aligned with the United Nations Sustainability Development Goals.

In 2019,
América Móvil invested almost

12 MILLION USD

IN CORPORATE CITIZENSHIP AND PHILANTHROPIC CONTRIBUTIONS,
19% OF WHICH WERE DONATIONS IN KIND.



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

APRENDE

At América Móvil we are committed to use our technology and resources to narrow the digital divide and help transform people's lives.

Through the **Aprende.org** platform, we have partnered with the Carlos Slim Foundation to make a contribution in eliminating barriers to education and training worldwide, by offering high-quality educational content and tools to everyone who has access to connectivity, regardless of age, gender, location, income nor educational background.

Aprende.org is a free-of-charge digital platform that favors inclusion by making job-related training courses available to its more than 25.5 million users as well as cultural and educational content, from preschool to Master courses in Spanish from prestigious universities such as MIT, Harvard, Berkeley, UNAM and the Sorbonne, among others, thanks to the partnerships we have established with Coursera, Udacity, and EDX.

The platform can be accessed through the Aprende mobile app and the www.aprende.org website. América Móvil also contributes to bringing this platform closer to a greater number of users by delivering smartphones to people who could not afford one, in neighboring communities to our operations. We also offer free browsing on the platform through our networks in Mexico, Panama, and Dominican Republic.

We are certain that with education we can promote development in the communities where we operate. Accordingly, our 2020 goal established in our **"Smart Sustainability"** strategy is to increase by 20% the number of users within our different learning platforms, maintaining an average of at least 2.5 courses per user.

This includes, among others, the Aprende, **Train for a Job** (*Capacitate para el Empleo*), **Self Evaluation Test** (*PruebaT*), and Khan Academy platforms. To achieve this goal, we continue our communication and outreach efforts to take this tool to the most vulnerable populations.

TRAIN FOR A JOB (CAPACÍDATE PARA EL EMPLEO)

The Aprende platform includes a section entitled **Train for a Job** (*Capacitate para el Empleo*) that offers online tools for all people who wish to obtain free training on several working trades in different production sectors, regardless of their background or previous experience.

This Carlos Slim Foundation initiative has allowed employees and members of society to increase their knowledge base in several areas.

Among the main achievements of this program in our subsidiaries, we can mention:

Guatemala: In the education center Maranatha, young people are accompanied and mentored during 4 months to help them complete different training in the platform, including working trades and English classes, and then receive counseling to help them find a job or be an entrepreneur.

This year,
50 YOUNGSTERS
PARTICIPATED IN THIS PROGRAM.



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

Capacítate
para el empleo

FUNDACIÓN
Carlos Slim



Capacítate
para el empleo

FUNDACIÓN
Carlos Slim



FUNDACIÓN
Carlos Slim

Dominican Republic: Claro Dominicana and the Carlos Slim Foundation through the platform Train for a Job (*Capacítate para el Empleo*) offer a better path where dreams of young Dominicans could be reached, by enrolling and concluding one or more free courses in the platform.

By the end of 2019,

MORE THAN

377 THOUSAND DOMINICANS



ENROLLED IN CAPACÍTATE PARA EL EMPLEO (TRAIN FOR A JOB), THUS REPRESENTING A 47% INCREASE COMPARED TO PREVIOUS YEAR. MOREOVER, THERE WERE AROUND 1.2 MILLION REGISTRIES FOR THE COURSES, 55% MORE THAN IN 2018.

Some employees of Claro Dominicana are interested in getting better training and knowledge, so they can pursue higher positions within the company. Therefore, they take free courses related to technology.

The platform has been successful within the country thanks to awareness campaigns launched by Claro Dominicana in TV, printing press, social media, web sites and external publicity in some events or spots. Furthermore, the platform has been promoted in special events such as: Social Entrepreneurship Symposium (*Simposio de Emprendimiento Social*), Alliances to Create Impact (*Alianzas para Crear Impacto*) organized by the Industry Ministry, Commerce and Micro, Small and Medium Enterprises Chamber, National Educational System, Sciences and Technology Ministry of the Dominican Republic, as well as the workshop of Tendencies of the National Employment System of the Dominican Republic and the Rendering of Integrated Services (*Tendencias del Sistema Nacional de Empleo de la República Dominicana y Prestación de Servicios Integrados*) organized by the Employment Ministry of the Dominican Republic, among other events.

Colombia: "Claro for Colombia" (*Claro por Colombia*) positioned the Train for a Job (*Capacítate para el Empleo*) platform as a technology-based solution to the problems of coverage and access to training for employment and entrepreneurship. Allowing through technology that all Colombians (especially those in a condition of vulnerability) can access quality free content, from any part of the country to be trained, certified and improve their occupational profile.



This year,

THIS PROGRAM BENEFITED MORE THAN

322 THOUSAND PEOPLE

THAT ATTENDED OVER 1 MILLION COURSES.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



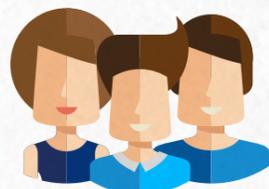
APPENDIX

Ecuador: The “Train with Claro” (*Capacítate con Claro*) program was launched in February 2016 as part of the programs and efforts aimed at offering Ecuadorian people more development and well-being opportunities based on learning.

By the end of 2019,

THIS PROGRAM HAD BENEFITED

583,604 PEOPLE.



El Salvador: With the help from the Gloria de Kriete Foundation and the Salvadoran Institute for Professional Training (Insaforp),



295,221 SALVADORIANS

WERE TRAINED IN DIFFERENT COURSES IN THE PLATFORM.

Panama: In association with the Make me Shine Foundation (*Fundación Hazme Brillar*),

this year

4,205 PEOPLE



WERE TRAINED ON THE USE OF THE PLATFORM.

SELF EVALUATION TEST (PRUÉBAT)

The **Self Evaluation Test** (*PruébaT*) program is included on the Aprende.org. Its objective is to offer learning experiences for teachers, students, and parents, free-of-charge. The program strives to strengthen knowledge and capabilities that are indispensable in life.

This section includes tools that enable the educational community to get familiarized with the PISA test, an internationally-recognized test developed by the Organization for Economic Cooperation and Development (OECD). The goal is to evaluate the knowledge base of young people all over the world and to incorporate essential abilities for their participation in society, with particular emphasis on mathematics, language, and science. The test is applied every three years, rotating the emphasis on each of these areas.

All initiatives to promote the use of Self Evaluation Test (*PruébaT*) impacted more than

930 THOUSAND PEOPLE.



THUS, REPRESENTING A SIGNIFICANT INCREMENT OF 51% OF USERS COMPARED TO THE RESULTS OF THE PREVIOUS YEAR.

Seeking to strengthen academic excellence and the quality of education in **Colombia**, in 2019, the “**Evaluate to Advance Strategy**” was implemented by the Ministry of National Education, in association with the Carlos Slim Foundation and the **Claro for Colombia** (*Claro por Colombia*) program. This strategy includes the application of the **Improve Yourself Tests** (*Supérate Test*) through the **Self Evaluation Test** (*PruébaT*) platform, over 289 thousand students carrying out more than 167 thousand tests in over 4 thousand educational institutions all over Colombia. More than 400 children and teenagers from 37 cities participated in the semifinals.

Thanks to the Carlos Slim Foundation, it was possible to adapt a free tool, so elementary students of the 3°, 5°, 7°, 9° y 11° grade were evaluated in topics such as: mathematics, literature, environmental education, English language, citizenship, natural and social sciences.

KHAN ACADEMY

Through a joint venture between the Carlos Slim Foundation and Khan Academy, we translate the contents of this platform into Spanish in an effort to provide access to a broader number of users in the region.

Khan Academy is an educational platform that offers several educational resources via videos that subscribers can use to strengthen their learning skills, regardless of their prior education. The platform grants access to information on different topics at basic, intermediate, and higher education levels.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

2019 APRENDE NATIONAL TOUR

This year we carried out the third Aprende national tour through Mexico, visiting low-income communities in Tuxtla, Tijuana, Orizaba, Monterrey, Leon, Hermosillo, Guadalajara, Chihuahua, and Mexico City. During the tour we provided smartphones for more than 5,000 people that otherwise would not have been able to afford one, and trained them on the use of the devices and the platform.

Three years after the first tour took place, the Carlos Slim Foundation and the Telmex Telcel Foundation continue to bring technology closer to people, enabling them to have access to world-class educational content through the Aprende.org platform, offering them job-training and the possibility to obtain official certifications for their studies, which in turn could provide them better opportunities in life. Furthermore, the platform offers job listings for graduates.

This year, a tour was also carried out through the northern, southeast and pacific region of Nicaragua.

WITH THE HELP OF MANY DIFFERENT ORGANIZATIONS, WE REACHED

51,998 PEOPLE,

TRAINING THEM ON THE APRENDE PLATFORM AND ITS USES.



APRENDE.ORG RESULTS



Programs	Total Users	% of Women	% Men	Countries / Territories	Hits	Courses/ Lessons/ Lessons Held	Variety of courses	Variety of Classes / Video-lessons adapted by FCS	Registered Schools / Colleges
Train for a Job (Capacitate para el Empleo)	4,168,778	46.79%	53.21%	194	417,150,448	16,299,170	329	-	-
Aprende	1,750,278	46.85%	53.15%	184	112,189,732	-	4,500	-	-
Self Evaluation Test (PruébaT) ¹	4,625,628	42.21%	38.47%	173	122,685,314	30,622,418	-	14,782	33,306
Khan Academy	15,101,269	61.12%	38.88%	188	208,651,213	26,458,325	-	4,896	-
Aprende Total	25,645,953			194	860,676,707	73,379,913		19,678	33,306
Average courses per user		2.9							

¹ In the case of Self Evaluation Test (PruébaT) 19.32% of users did not report gender.





NARROWING THE DIGITAL DIVIDE

At América Móvil we are constantly working on initiatives and projects that contribute to narrow the digital divide in the countries and communities where we operate. The Latin America and Caribbean regions face considerable challenges in terms of the adoption, use, affordability, and access to information technologies.

The current digital transformation era has repercussions on the way in which we live and perform our activities, both personal and professional. This includes our daily actions, such as online banking transactions and complying with important government requirements, such as paying taxes. Accordingly, people with no access to the Internet or a smartphone are left behind. As technological advances continue to penetrate our lives, the digital divide will continue to grow.

As telecommunications companies, we can play a role to help narrow the digital divide. This is why at América Móvil we allocate resources to contribute to this cause.

Throughout the whole Company we invest in different activities to bring Internet closer to all and include in the digital era the elderly, children from low-income families, people in remote locations, and people with disabilities, among other vulnerable groups. The activities carried out this year include workshops on education and awareness on the safety of the Internet, environmental stewardship, and the use of social networks, among others.



The following are the most relevant activities we carried out during 2019:

- In **Mexico**, in collaboration with the Carlos Slim Foundation and the Telmex-Telcel Foundation we developed the **“Reconnected Program”** (*Reconectados*), in order to include senior citizens in the digital world by teaching them how to use technology to stay connected and to improve their wellbeing. In 2019, we traveled 11 cities in nine states of the Mexican Republic with the “Reconnected Program” (*Reconectados*). This year we reached over 1,000 seniors and gave each one of them a smartphone with the Aprende.org app already downloaded. Since the beginning of the program we have contributed to enrich the lives of 7,000 seniors with the help of young students collaborating with us to train the seniors in the different uses of their new phone as well as the app, emphasizing in programs related to health, culture, scholar subjects, hobbies, and job training.
- The **“Telmex Digital Library”** (*Biblioteca Digital Telmex*) is a free comprehensive education initiative equipped with state-of-the-art technology, that establishes a bridge in the teaching-learning process through creative world-class activities for children’s development, as well as youngsters and adults, enabling them to excel in their academic and professional performance. The Telmex Digital Library furnishes spaces with equipment and Internet access at schools and education-oriented public spaces, computer equipment loaning service for their later use at home and digital literacy activities, job training, human development, and entrepreneurship with the use of technologies. Thanks to this program, more than a million users have been benefited.

2019 SUSTAINABILITY REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

- In August 2019, **Telmex** installed **"Digital Libraries"** (*Bibliotecas Digitales*) in 4 migration stations in **Mexico**, located in the municipalities of Acayucan, Veracruz; Tenosique, Tabasco; Ciudad Juárez, Chihuahua; and Tapachula, Chiapas. The aim of these libraries is to bring technology and education closer to this vulnerable group. The number of beneficiaries was 3,351 people, mostly children.
- **Claro's "Digital Villages"** (*Pueblos Digitales*) in **Costa Rica** is one of our most important projects in this country. These awareness activities aim to reduce the digital divide and increase digital literacy in the country. More than 30 Digital Villages were organized in the Greater Metropolitan Area and in rural areas where Claro is the only operator available. During these events, the project offers technology-related workshops, as well as lectures and the opportunity to participate in experience areas. This allows the participants to learn basic Internet concepts, productive uses, and training on how to face the considerable impact of social networks and technology. Furthermore, participants get the opportunity to experiment with virtual and augmented reality. Thanks to this project, nearly 7,000 people were benefited this year.
- In **Europe**, the **"A1 Internet for All"** media literacy initiative is helping children, young people, adults, and seniors to actively participate in and personally benefit from the digital transformation that is increasingly expanding into new areas of the economy and society. Since the beginning of the program in 2011, it has benefited over 191,200 people.
- In **Chile**, we have the **"Mobile Classroom"** (*Aula Móvil*) program, which travels all over the country supporting the most vulnerable sectors by offering digital literacy to low-income people. This year we reached 1,200 people.
- Also in **Chile**, the **"Digital Inclusion for the Elderly program"** (*Inclusión Digital para Personas Mayores*) sets up digital laboratories with computers connected to the Internet where seniors are trained on the use of digital ecosystem, benefiting over 400 people.
- In **Brazil**, we have the **"Knowledge Vessels program"** (*Naves do Conhecimento*), which provides Internet access to highly vulnerable communities in the municipality of Rio de Janeiro, promoting inclusion, education, and civic responsibility through technology, benefiting close to 124,000 people.
- In **Honduras**, we offer the **"Internet is Everyone-Connection to the World program"** (*Internet es Todos-Conexión al mundo*), providing broadband access to the Internet at education facilities, including public schools, academies, and libraries, as well as community centers, and public remote-access centers. Thanks to this project, we benefited over 74,500 people this year.
- Since 2000, **Claro Guatemala**, in alliance with Fundamex, the Mexican Embassy, and the Rotary Club, provides internet connectivity to the Educational Center Rotario Benito Juárez, who offers education for high IQ children in poverty. This benefits 312 children.
- In **Mexico**, we have the **"Academica"** (*Académica*) platform, hosted by **Telmex**, that gathers educational contents from prestigious international institutions, working with them to share the knowledge and make it accessible to those who wish to learn and develop their potential.
- **"Digital Hub Iztapalapa"** (*Aldea Digital Iztapalapa*), are programs aimed to reduce digital divide. During 2019, the Iztapalapa Digital Village brought the community closer to new technologies in a playful way to promote their economic, social and human development, which contributes to improving their quality of life, benefiting more than 174 thousand people.
- In **Paraguay**, we have established 24 **"Claro Telecenters"** (*Telecentros Claro*) throughout the whole country. These are digital centers in public education institutions where low-income people are trained on the use of the Internet, as well as online training in platforms such as *"Capacítate para el Empleo"*, benefiting over 7,000 people.
- In **Ecuador**, the first **"Info-center"** (*Infocentro*) on the Galapagos Island was opened, where 5,000 people from the community have access to information and communication technologies with satellite connectivity through **Claro's** network.
- In **Argentina**, over 250 employees volunteered in the **"Claro and you for the children"** (*Claro + VOS por los chicos*) program, which benefits young students from low-income communities, providing them with connectivity.



VOLUNTEERING AND DEVELOPMENT PROJECTS

At América Móvil we make a significant effort to contribute to the growth of society and our communities. We achieve this by means of our own internal initiatives or by joining efforts with several organizations, government institutions, and associations.

We select the initiatives very carefully, taking into account their potential impact, the number of people who will participate, and the benefits they will bring.

VOLUNTEERING

In 2019, we had

10,589
VOLUNTEERS



25% MORE THAN 2018

OF WHOM 63% PARTICIPATED IN DIFFERENT EFFORTS DURING THEIR WORKDAY.

We invested a total of

48,648 HOURS

IN VOLUNTEERING EFFORTS, OF WHICH 37% WERE CARRIED OUT DURING THE NORMAL WORKDAY.

In **Mexico**, Telmex has an important volunteer network, which includes both active and retired employees, as well as family members. In 2019, 4,591 Telmex volunteers donated 38,672 hours to different social projects.

Claro for Colombia's (*Claro por Colombia*) volunteer activities are carried out with the participation of **Claro's** and **Global Hitss'** employees and their families. This year, 366 volunteers participated in 16 activities, donating 2,219 hours of their time and benefiting 4,113 people.

In 2019, we relaunched the **"Voluntary Connection"** (*Conexión Voluntaria*) program in **Claro Brazil**, which gives employees more autonomy for voluntary work. Through an online platform, volunteers can participate in face-to-face and remote actions.

In addition, non-governmental organizations across the country can register their demands directly on the platform.

The program has two main pillars:

- **"Together We Are One"** (*Todos somos Uno*), which are collective actions that mobilize a large number of volunteers in joint efforts. Organized by committees, the volunteers work on predefined dates or in emergency situations.
- **"With You"** (*Contigo*), consisting of individual actions. Through the platform, the volunteers create their profiles, describe their skills, and explain their availability and the audience with which they identify. On the other hand, institutions list the activities for which they need help.





SOCIAL DEVELOPMENT PROJECTS

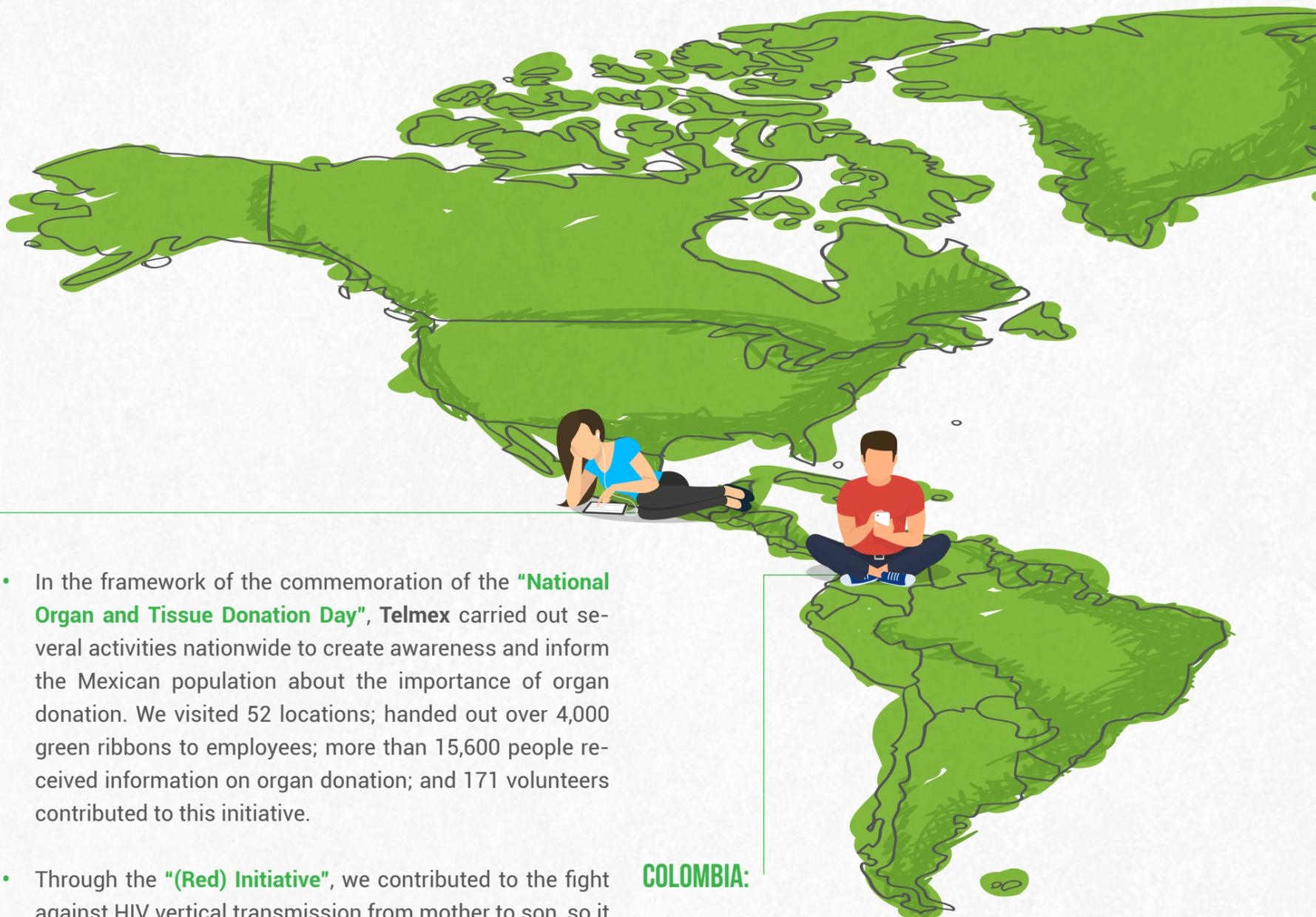
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At América Móvil we seek to have a positive impact on the communities where we operate. For this reason, we carry out several social development programs and at the same time support organizations and institutions that implement projects whose goals are aligned with ours.

Some of the most relevant programs and projects we carried out over the course of the year are:

MEXICO:

- At **Telmex** we carry out several programs to sponsor and contribute to the development of children and seniors living in vulnerable conditions, such as the **Telmex "Smiles"** (*Sonrisas Telmex*), book narration and reading sessions, visits to orphanages, accompaniment activities at migrant homes, **"Campaign for a Mexico with no Hunger"** (*Campaña Por un México sin Hambre*), collecting food supplies, reforestation, the permanent Red Cross Fund Raising efforts, and collecting gifts to be distributed at orphanages and children's hospitals, among others. All these programs benefited more than 20,000 people.
- **Telmex** and **Telcel** support every year the **Teleton's** TV fundraiser for girls, boys, and teens who have a disability, cancer, or autism. With this program we benefit more than 38,000 people, donating over 5 million USD.



- In the framework of the commemoration of the **"National Organ and Tissue Donation Day"**, **Telmex** carried out several activities nationwide to create awareness and inform the Mexican population about the importance of organ donation. We visited 52 locations; handed out over 4,000 green ribbons to employees; more than 15,600 people received information on organ donation; and 171 volunteers contributed to this initiative.
- Through the **"(Red) Initiative"**, we contributed to the fight against HIV vertical transmission from mother to son, so it is reduced to zero in the coming years. When the program started in 2011, 1,200 babies a day were born with HIV. Today, this has been reduced to 400.

COLOMBIA:

- **"Soul Mate Friends"** (*Amigos del Alma*) is a project carried out in partnership with the Best Buddies Foundation since 2014. Its objective is to design strategies aimed at creating social and labor inclusion spaces for people with cognitive disabilities. Currently, three such young people are performing the job of Customer Service Auxiliaries at some of our Customer and Sales Centers (CAV for its acronym in Spanish) in Bogotá. Every customer who has been served by a Soul Mate Friend has been satisfied with the service and recognizes that at **Claro** we believe in the potential of people with cognitive disabilities and give them the opportunity to develop.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX



NICARAGUA:

- **Claro Nicaragua** is actively contributing to the **"Teen Smart International project"**, which provides free education in health topics, emotional intelligence, prevention of sexual abuse and harassment, as well as on-line counseling to young people, between 10 and 24 years old, through the educational platform *jovensalud.net*. During this year, over 400 youngsters were benefited through this program.

BRAZIL:

- The **"Trajectories of School Success"** strategy is a UNICEF initiative, carried out together with **Claro Institute** and other partners, to reduce school dropouts in Brazil. The website provides national, state, municipal and school flow indicators taken from the School Census. This initiative facilitates a comprehensive diagnosis of age-grade distortion in the country and helps identify when a student is two or more years behind in school, in order to offer a set of recommendations for the development of educational policies that promote access, permanence and learning of these students. In addition to dropout and failure rates, the site offers statistics by gender, race and location that show the relationship between school backwardness and Brazilian inequalities. With an investment of over 250,000 USD, this year more than 2,300 people were directly benefited by this initiative.
- The **"Dual School Program"** (*Dupla Escola*) is an initiative that offers Secondary Education integrated with the technical and vocational course in telecommunications for students in Rio de Janeiro. This program forms young telecommunications technicians who are later employed by **Claro Brazil**. Currently there are more than one hundred young people enrolled in this program.
- The **"Educational Connection program"** (*Educonexão*) goal is to transform Brazilian education by adopting technology and updating the infrastructure of municipal public schools. The schools connected to paid TV and broadband service, are offered with training courses for teachers on the use of digital technologies in the classroom. We benefited over 12,700 teachers and students this year. Since the beginning of the program in 2011, more than 2,200 teachers have been trained and over 63,800 students have been benefited.
- **"Mobile Campus"** (*Campus Móvil*) is a project aimed at promoting education, innovation, and the entrepreneurial spirit in young university students wishing to create, develop, and start projects with a social impact. The selected participants are constantly mentored by innovation specialists that help them improve their projects. They also participate in a telecom event in São Paulo, which has a programming marathon, lectures and workshops held by experts. This program benefited over 600 youngsters, who have developed 217 projects all over the country.
- For the third consecutive year, **Claro Institute** ratified our support to the **"Teleton's"** TV fundraiser for children with disabilities (*Associação de Apoio a Criança Deficiente, AACD*) in Brazil, donating R\$200,000.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



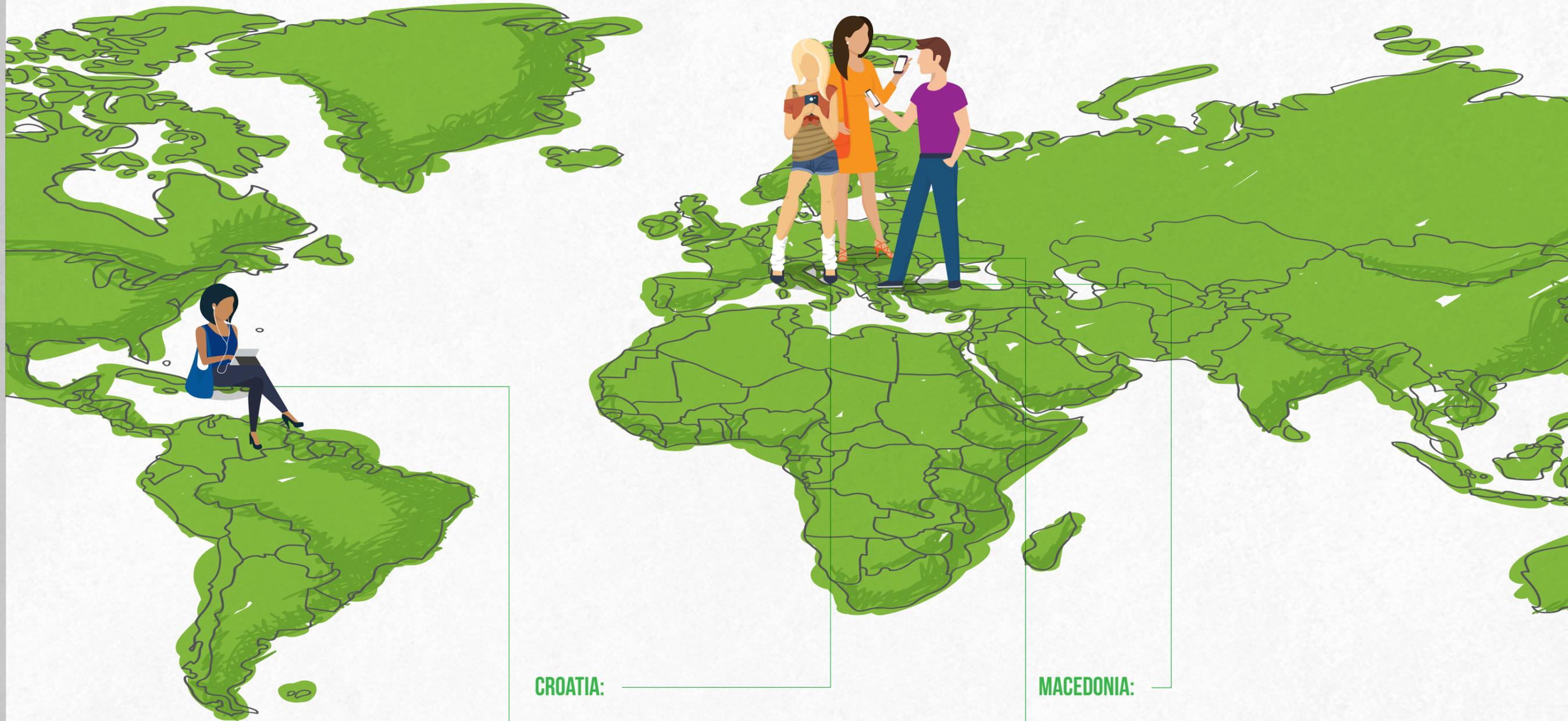
SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX



DOMINICAN REPUBLIC:

- We collaborated with the 2019 International Education Congress entitled **"I Learn"** (*Aprendo*). This is the most important annual activity in terms of contributing to education policies and updating the public agenda in terms of education. It has been held uninterruptedly for 21 years, making it the most influential event in its specialty in the Dominican Republic and Caribbean. 1,600 teachers participated in this year's edition.

CROATIA:

- A1 developed an **"Internet protection App for parents"** (*Aplicación de Protección en Internet para los Padres de Familia*) and organized an event to raise awareness of the threats that children face online. The app was launched in March of 2019, followed by a marketing campaign.

MACEDONIA:

- For the second consecutive year, the **"Safe Internet program"** (*Internet Seguro*) was developed, and implemented with more than 1,000 4th grade students, educating them on the safe use of Internet and data protection.

SLOVENIA:

- Through the **"Between the Lines"** (*Med Vrsticami*) project, 23,000 notebooks were given away by **A1 Slovenia**, in which high quality literature is hidden in every line of the notebook, motivating Slovenes to read at least a few lines per day.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

DRIVING AWARENESS PROGRAM

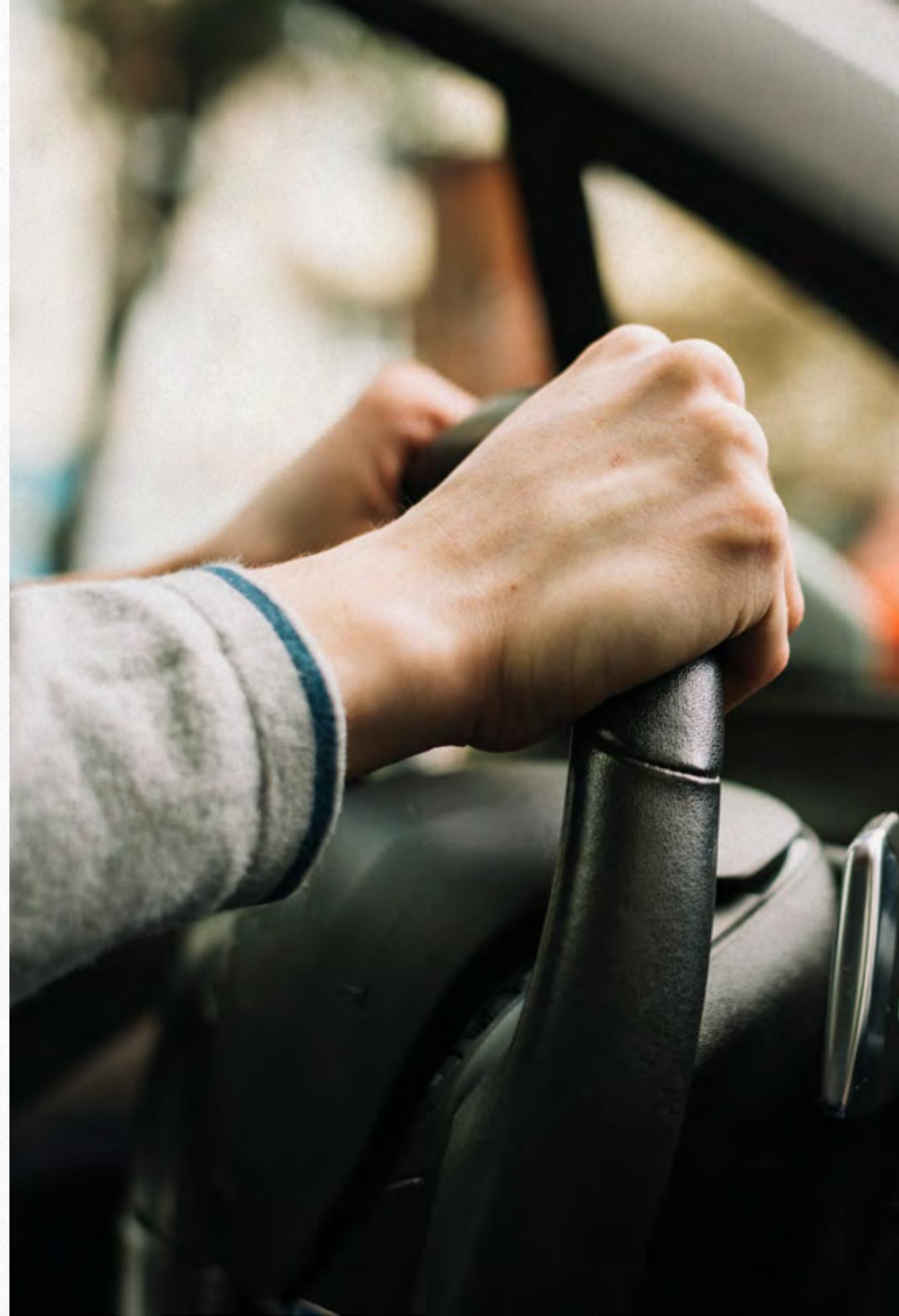
One of América Móvil's main concerns is the high incidence of traffic accidents related to distractors. In response to this, every year we implement initiatives that contribute to creating awareness about this problem.

In **Mexico**, we have been participating for the past 7 years in the "**Drivers For Road Safety**" initiative (*Pilotos por la Seguridad Vial*) in collaboration with the Carlos Slim Foundation and other public and private institutions. Up to date, nearly 552 conferences were lectured on road safety culture for more than 145 thousand students.

This year, the leading characters from "Mickey: Road Adventures" -the Disney Junior show-, accompanied by the Latin America and European renown drivers Abraham Calderón, Rubén Pardo, Benito Guerra and Memo Rojas -members of the Telmex Telcel Racing Team-, continue to raise awareness among kids and parents regarding road signs with a touch of fun and humor.

In **Costa Rica** we carry out the "**¡Ring, ring, pum!**" program aimed at children between the ages of 4 and 10. In the Digital Village of the Children's Museum, we had a pavilion dedicated to Road Safety. This is one of the most important topics in Costa Rica, since one of the most frequent violent death causes is traffic accidents. Therefore, we partner with companies and government entities that share campaigns on the road issue, where we teach boys, girls, teens, teachers and families in general, about the safe use of automobiles, the importance of not drinking liquor, as well as the correct use of mobile devices while driving a vehicle.

The Safety Zone consisted of different stands, with simulators of vehicles and motorcycles and VR glasses that mimed conduction with different degrees of alcohol; a city with different traffic signals for participants to learn while playing; and the "Clarín show", where we taught the children the song of the campaign and we gave away booklets for painting and brochures with information. There was also a traffic-themed photobooth and different brand motleys took photos with the children.





PROMOTING ENTREPRENEURSHIP AND INNOVATION IN THE COMMUNITY

One of América Móvil's approaches to contribute to the communities' development is to support institutions and organisms aimed at promoting entrepreneurship and innovation through supporting the most cutting-edge projects in telecommunications, services, and the use of mobile technologies.

In **Brazil** we carry out the **"Rinobot"** project in collaboration with the local university, Universidad Federal de Juiz de Fora. The goal of this initiative is to promote innovation and new technologies through the development of robotics projects.

In **Mexico** we collaborate with the **"Knowledge Communities project"** (*Comunidades de Conocimiento*), which brings together public and private entities as well as civil associations with expertise in an issue of interest for the community, mainly innovation, entrepreneurship, technological development, and digital tools. With this project, **TELMEXHub** engages with 459 communities benefiting more than 178 thousand people through digital channels and more than 322 thousand in site.

"A1 Start-up Campus" enables and integrates external innovation into our organization by cooperation with start-ups and supporting the Economic European Union (EEU) start-up ecosystem. The **Co-creation Program of A1** brings the combination of internal innovative drive and external idea generation to life. The program was launched in spring 2019 with a call to the start-up ecosystem to solve particular challenges identi-

fied by the company, in the following areas: (1) Children and Parents in the Digital World, (2) New Solutions Based on Big Data, (3) Cognitive Automation, (4) Online Marketing Automation, and (5) Security Services. 240 startups registered for a multi-stage selection process. During a three-day innovation camp, employees from several parts of the company worked with ten start-ups to develop solution approaches, of which the best four were implemented.

Likewise, **Telmex México** has made available its **"Académica"** website to education institutes, establishing more than 500 agreements with High Schools, Universities, and International Research Centers to offer a space that fosters creation, training, and development. The website offers more than 160 online courses through which more than 424,900 teachers and students have received training. Furthermore, in this program we collaborate with a digital library that enables us to host free-of-charge content, such as dissertation thesis, magazines, and research papers, offering more than 400,000 educational materials to the more than 400,000 subscribers on the website.

In **Nicaragua**, the **"Regional Investment Connect-Impact Hub"** took place, where different organizations, and a total of 100 investors and entrepreneurs, participated in several activities aimed to promote social entrepreneurship.

In **Europe**, this year we launched the **"A1 Coding Labs for Kids program"**. It consists of a one-week event where children and youngsters have the opportunity to create their own computer games for the first time using the programming languages scratch and python. The children are also taught the basics of robotics and use LEGO bricks to build a number of models, which they then bring to life using programming language. In 2019, the A1 Coding Labs gave over 50 children and young people an insight into the complex and fascinating world of programming.



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

UPLOADING QUALITY OF LIFE

The products, services, and solutions we offer to our customers intend to increase their quality of life. At América Móvil, we constantly work to empower our clients and consumers through connectivity and innovation, enabling them to take advantage of the benefits of an increasingly digital world. Accordingly, we focus our efforts to offer state-of-the-art products and services that directly influence the quality of life of our customers, clients and the society as a whole.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



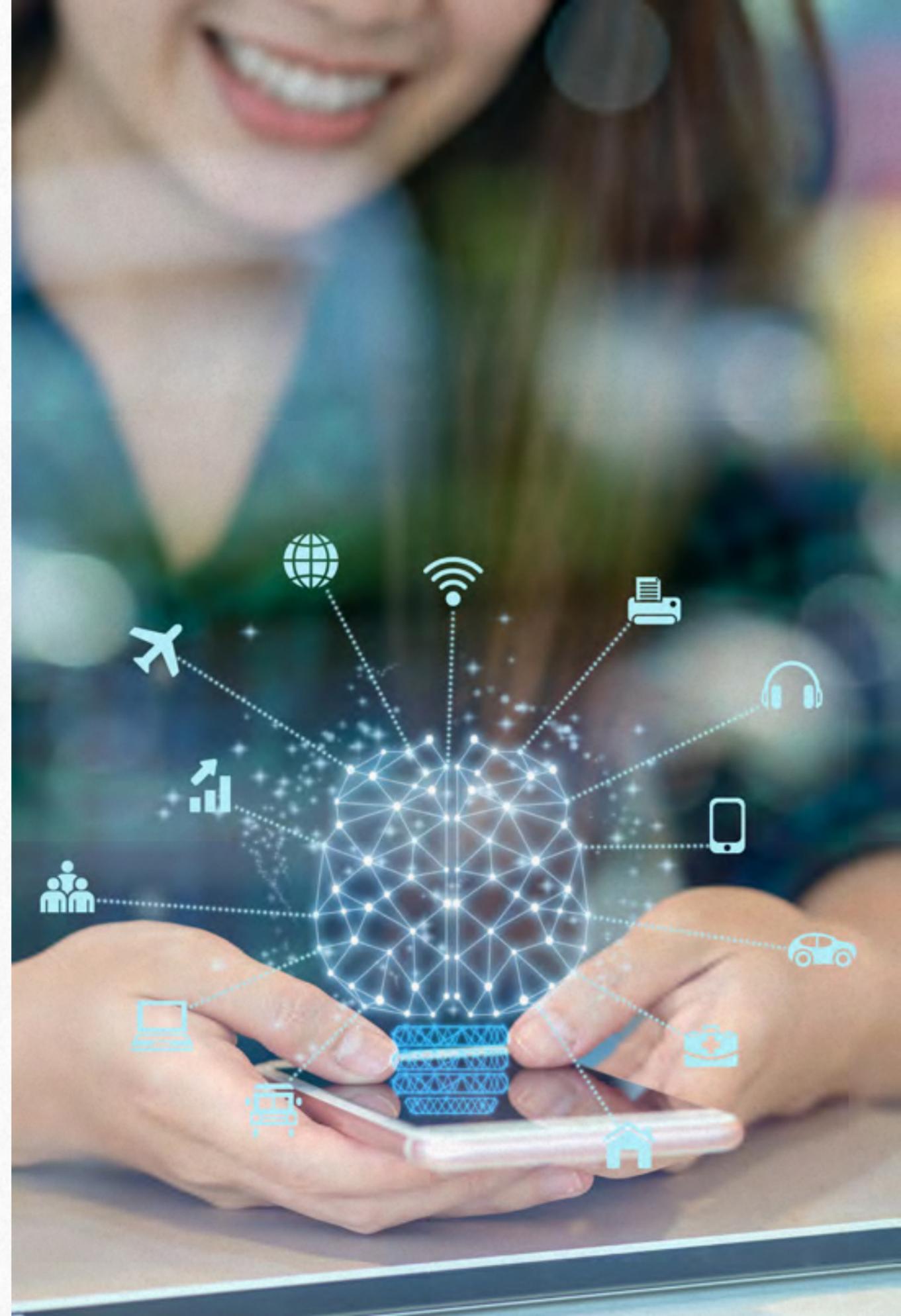
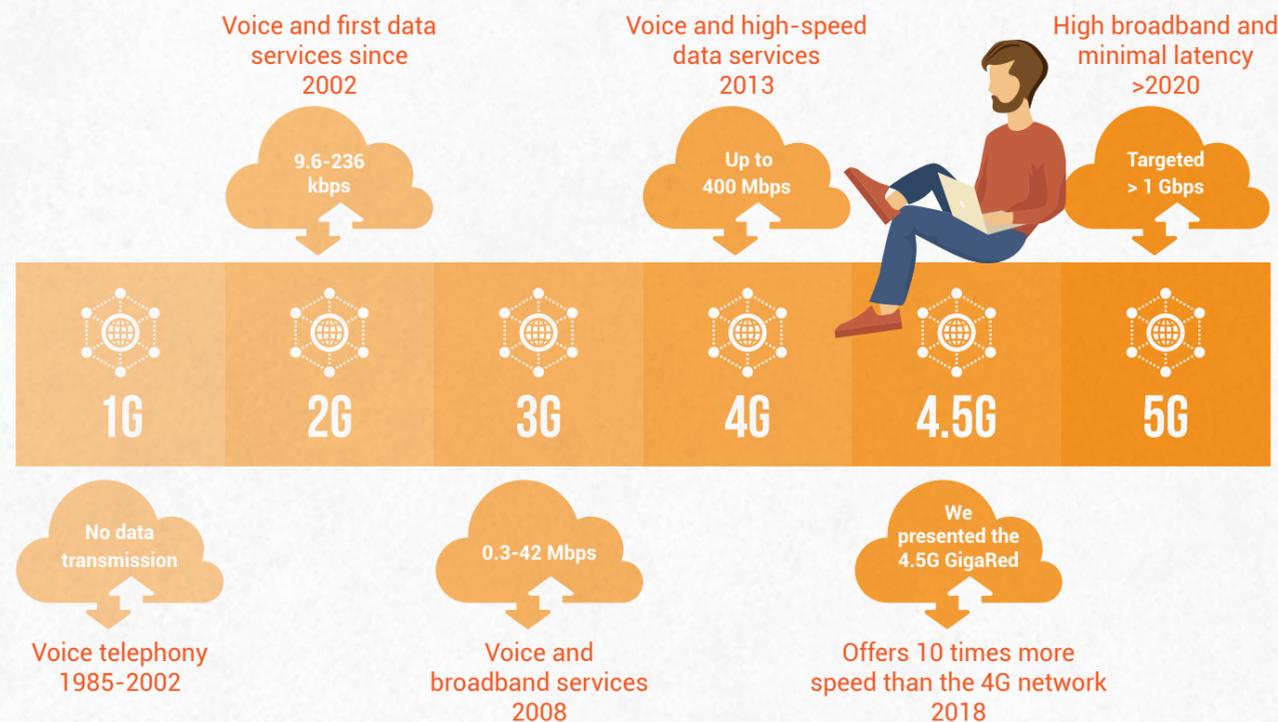
APPENDIX

INNOVATION

The world has been undergoing a digital transformation for some years now, which demands better connectivity between people and among devices. This transformation is constantly offering users more benefits in their private and professional lives.

At América Móvil, we are constantly investing in modernizing our infrastructure, capacity, products and services so that they are up to the challenge posed by this transformation. These investments allow us to be better prepared to address future communication technologies' requirements, such as the 5G network, the Internet of Things (IoT), new cloud-based services, or artificial intelligence, among others.

A QUICK LOOK AT MOBILE COMMUNICATIONS TECHNOLOGIES



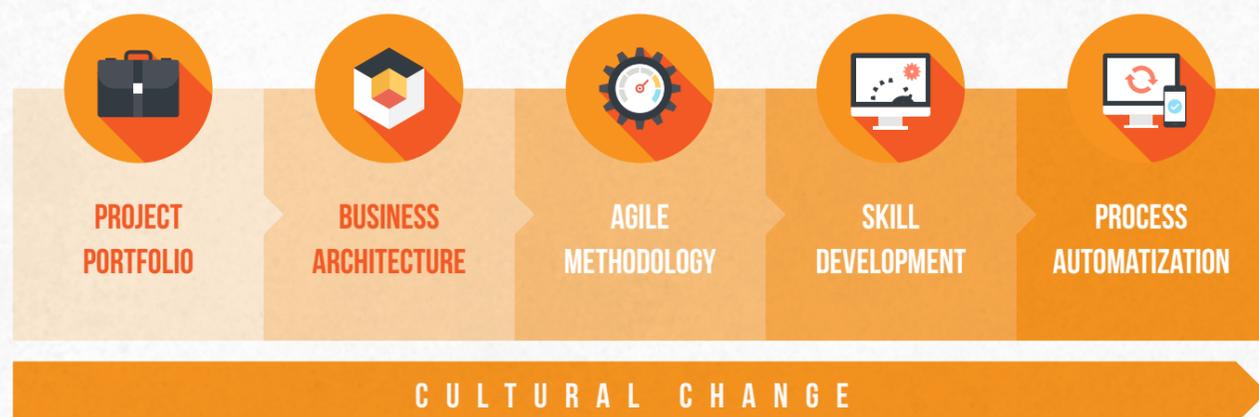


DIGITAL TRANSFORMATION

Aligned with our strategy that focus in the customer as the center of our business we seek to assure he or she has at all times, a positive experience with our brands.

To achieve this, we are incorporating the Agile Methodology in many of our work processes and teams in our operations. This methodology is based on the principle that interaction between multifunctional teams within an organization, promoting constant collaboration within the team focusing on customers and end user's needs, streamlining response times, and making the planning process more flexible and adaptive as the project progresses.

Therefore, we developed a pilot process that aims to accomplish the following:



With the Agile Methodology, we are achieving the following:

- Practical solutions to improve users' quality of life;
- Improved agility within the processes in the Company;
- Immediate positive tangible results for the user;
- Improved our project management;
- Innovative ad-hoc products with the use of technology;
- Increased productive and accountability;
- Empowered employee's with decision-making capacity.
- "Change management" focus including KPIs for continuous follow up and improvement.

All of our subsidiaries are working on innovation and continuous improvement having made great strides and accomplishing important goals, among which the following are worth noting:

Claro Colombia

Since 2019, we have been promoting innovation processes from different areas with the deployment of the **SIT methodology** (Sistematic Inventive Thinking), through 30 coaches, trained in the matter. The support is through SIT sessions focused on the development and improvement of increasingly efficient products and services for our users. The sessions consist on a solution design for problematic situations, which have been previously identified by the management, such situations could be, the absence of a product or a customer discontent regarding a product or service. The dynamics for the innovative process are:

1. Identification of problem by management;
2. Selection of the two coaches that will conduct SIT sessions;
3. Analysis of the business opportunity;
4. Development of sessions with groups of 6 people; and,
5. Session outcomes report to management for prioritization.

This methodology has been applied in the following projects:

- **Claro Gaming** is a platform aimed at video game lovers (mobile, PC, console and fixed Internet), includes games, tournaments, specialized multimedia content, alternative payment methods for in-game purchases, wider band Internet packages with faster speed and a latency reduction solution to improve the gaming experience of its users. The Claro Gaming service is active for Claro subscribers, upon entering the "**Mi Claro**" application.
- **Claro Gamers** a solution for subscription to +800 games including 200 of the most important in the market.
- **Claro Gaming Package** improve the download and upload speed, a solution aimed at PC or console players for their homes with Claro broadband services.
- **World Gamer (Mundo Gamer)** a service for users who enjoy electronic sports content. In that segment, Claro will offer: e-Sports tournaments, community-dedicated awards and specialized broadcast services.
- **Haste** it is a subscription service (to the home broadband bill) developed between Claro, Ericsson and Haste that seeks to stabilize the lag when playing (a more efficient game). The solution uses real-time network intelligence, which is composed of software that, thanks to artificial intelligence, knows the best routes to send information packages and thus improve the connectivity when playing.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

- **Free Apps Beta** an application container where prepaid users can use the applications at zero cost, while the cost of MBs is sponsored by different brands. During the pilot phase, brands such as: enlaU, Beats, DIDI, Grin, Lime, Cabify, Civico, Merqueo and others participated. The applications will be in a section called "Free Apps" within the "Mi Claro" application. The user can navigate with zero cost, as long as he enters from "Free Apps".
- **Guardian Kids** a solution that seeks to avoid child pornography, the solution uses an artificial intelligence algorithm that detects percentage of skin and erogenous zones; in case of detecting anomalies, it sends a blurred image to the child's parents. In 2019, it had around 30 thousand registered users.

Ecuador

We created **Affordable Internet Service** which is a 5MB Internet service for \$9.99 dollars to improve internet adoption in vulnerable groups, in the cities of Guayaquil, Quito, Ibarra, Machala and Manta. The innovation process is based on 3 elements: Design Thinking; Lean Start-up, and Agile Development. This work scheme is our focus for the creation and design of new products and services, which have a high level of uncertainty. The Lean Start-up process is critical to reduce that uncertainty and includes the following steps: Ideation; Business Model Design; Customer Validation; MVP Design (Minimum Viable Product), and Agile Based Development. Thanks to the effect of the Lean Start-up application, during the past 2 years, we achieved cost savings of at least \$1 million dollars.

Austria

5G Use Cases. Research Partnerships with notable scientific and industrial partners and joint projects with the national and international institutions are supporting **A1** in the launch of future technologies for market- and customer-oriented communications solutions. **A1** is partnering with the 5G Playground Carinthia which offers educational and research establishments as well as companies and start-ups the unique opportunity to test products and applications around 5G and subsequently the Internet of Things (IoT) under laboratory conditions, try them out in live operation and develop them to the point of market maturity.

A1 Telekom - Innovation. Internally, **A1 Idea Management** (UWE Ideas) UWE stands for "user simply know it" (*User Wissen's Einfach*). Every employee can submit a valuable contribution to the Company success through the "UWE ideas" platform

considering the following criteria: 1) "cost reduction"; 2) "sales increase"; 3) "customer experience improvement", and 4) "process optimization". The target is to improve **A1** with the least resources/input. In the background, designated teams of employees within a department tend to manage these ideas, along with their regular functions, so that such ideas are channeled to the correct business department, where they are evaluated and if applicable, implemented.

Bulgaria

National help lines, we are including 0700 free calls for disabled people and we implemented **A1 Guard**, as a special application for elder and vulnerable people to protect them from fraud calls.



2019 SUSTAINABILITY REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



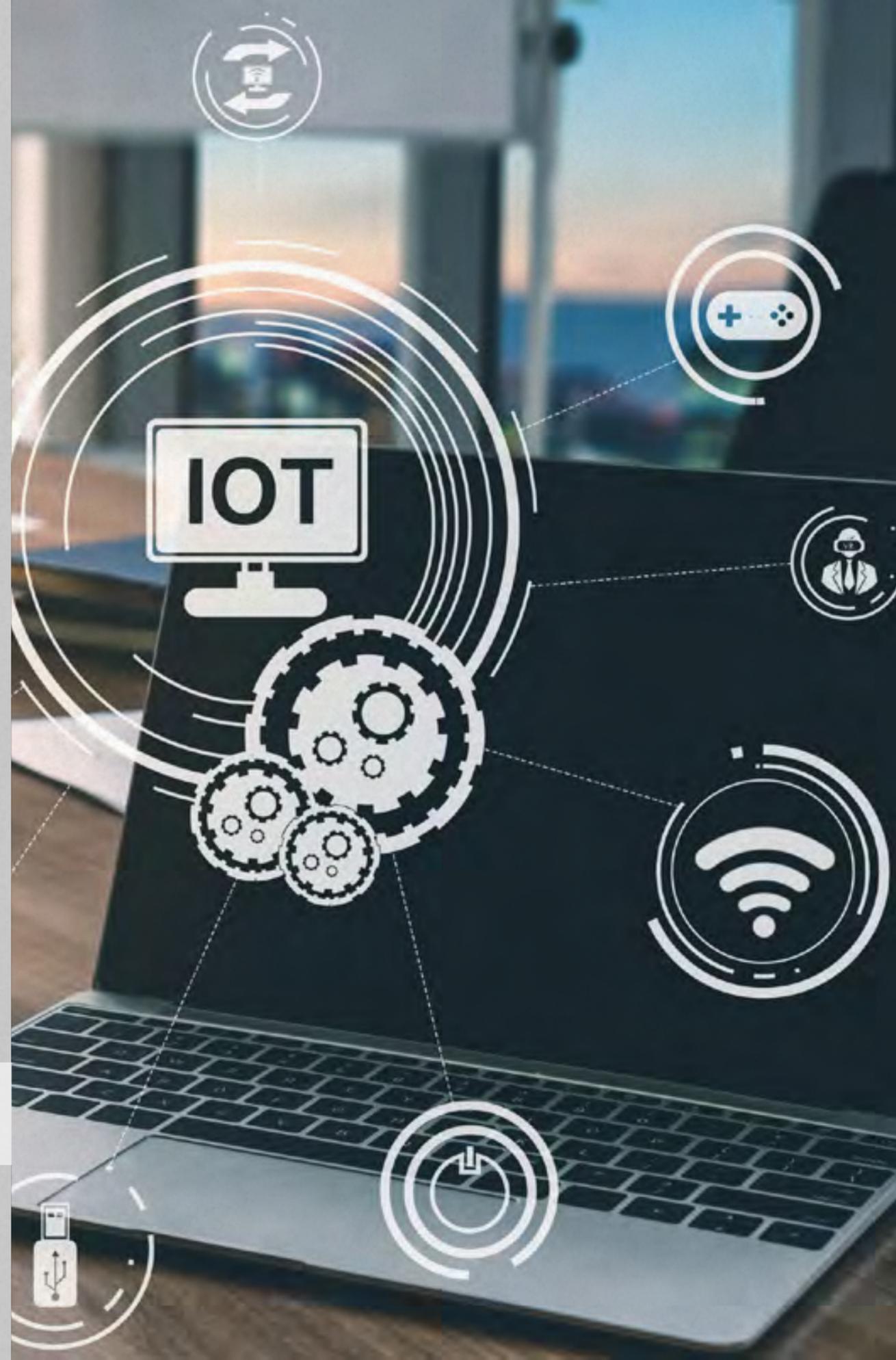
SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX



INTERNET OF THINGS (IOT)

New technological advances are being released every day, and are changing our lives in ways we never could have imagined. We now communicate differently and the way in which we buy things, use transportations, and even how we work, has also changed. To address these changes, cities have had to modernize themselves and upgrade their telecommunications networks.

This new digital era has transformed us into a transactional society in which all processes and economic and social activities have gradually become more automated. Every day it appears as if those technologies that make our activities easier are more readily available for everyone.

By employing a mobile device, we are now able to carry out a series of tasks that a while ago were unimaginable, such as having food delivered to our homes or making our supermarket purchases from home, asking for transportation through an app, monitoring our health, and sharing data with our doctor without having to visit his office. These are just a few examples of the many things we can do from our smartphones.

Just five years ago, we would have been unable to do any of these things. Today we cannot imagine living without them. In the same way in which we witnessed these technological advances over the past years, we will see even more progress over the next ones regarding technologies aimed at improving our cities and making our daily lives easier. Furthermore, in order to accompany our industry, cities, and people in the digital transformation, we must be able to develop new digital services and solutions.

In June 4-6, 2019, a new edition of the Mobile360 Latin America symposium took place in Mexico, for which América Móvil was once again the Host Sponsor. At this encounter, the debate and discussions were around challenges, opportunities, trends, changes, and advancements that our industry faces due to the technological evolution and the increasing demand for a digital transformation in every city in the world.

At América Móvil we strive to contribute to the path that digital transformation will take in Latin America. The goal is to achieve development within our nations, to narrow the digital gap, and to have an impact on achieving a better quality of life for the inhabitants of the region by offering them smart solutions that will provide greater safety, comfort, and productivity.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

ENABLING DIGITAL TRANSFORMATION, EFFICIENCY AND SUSTAINABILITY

Carbon emission and climate change are advancing to become the greatest challenge of our time. While we are doing our duties as individuals and corporations, América Móvil believes that it also has the potential to enable millions of customers across all industries to achieve more efficient and sustainable operations using innovative communication technologies.

The number of connections for Internet-of-Things (IoT) and Machine-to-Machine (M2M) devices, that América Móvil operates, is growing over 30% every year. While the principle of transmitting real-time data from remote sensors to enable proactive decision making is common to all IoT applications,

the use-cases are constantly emerging across practically all industries from Transport, Manufacturing, Agriculture, Health Care to Smart Cities, Smart Buildings, Smart Energy and Utilities.

And with new use-cases and more industries deploying IoT technologies the requirements to the communication services and infrastructure are evolving too. In the early days M2M solutions simply used a SIM card in an adapted cellphone to transmit sensor data via SMS. This has changed dramatically since then. Nowadays, the IoT devices are purpose-built and manufactured in the millions with global supply chains and complex logistical processes. Data is the primary means of transmission and data security one of the biggest concerns.



MANAGED CONNECTIVITY SERVICES FOR LOCAL AND GLOBAL IOT ORIGINAL EQUIPMENT MANUFACTURER (OEM) AND SOLUTION PROVIDERS

América Móvil provides Managed Connectivity Services for manufacturers of connected products and solution providers such as connected cars, fleet and asset tracking solutions, smart meters, environmental sensors and many more. Managed Connectivity Services rely on the existing 2G, 3G and 4G infrastructure of mobile network operators but provide many functionalities to securely manage the connectivity and to automate the lifecycle of a connected product from manufacturing to activation, continuous monitoring and termination.

In 2019 América Móvil has started to deploy its IoT HUB-architecture, that allows IoT customers to access and use the network of any subsidiary within the territory of América Móvil with a unified Connectivity Management Platform and a single integration point. Using eSIM-technologies, which allow the remote provisioning of a device after manufacturing, product manufacturers can rely on a single-stock-keeping-unit of SIMs that can be used in any country.

For manufacturers of connected products and IoT solution providers this means that they can create a product for the global market and provision the right communication profile of each country once the product is imported and sold in its destination market. This simplifies the supply chain immensely and reduces the costs of having country specific derivatives of each device.

Along with the technological infrastructure, América Móvil has implemented a global IoT business unit. With tailor-made offerings and streamlined processes multinational and global IoT customers can now receive services and support for all countries within the América Móvil territory from a single point of contact.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

PRIVATE LTE ENABLES IOT USE-CASES IN REMOTE AREAS, OFF-SHORE AND EVEN UNDERGROUND

Throughout 2019 América Móvil has engaged in a number of projects for private LTE networks. In situations where the use of public network infrastructure is not suitable or the public networks are not available, América Móvil delivered a private network that is relying on infrastructure that is fully or partially dedicated to a specific customer.

Application areas are underground mining, off-shore drilling rigs, remote agricultural areas where public networks do not reach. Private LTE networks are also used in scenarios where security and quality criteria require customized or dedicated configuration of network components such as power plants or sensitive manufacturing facilities.

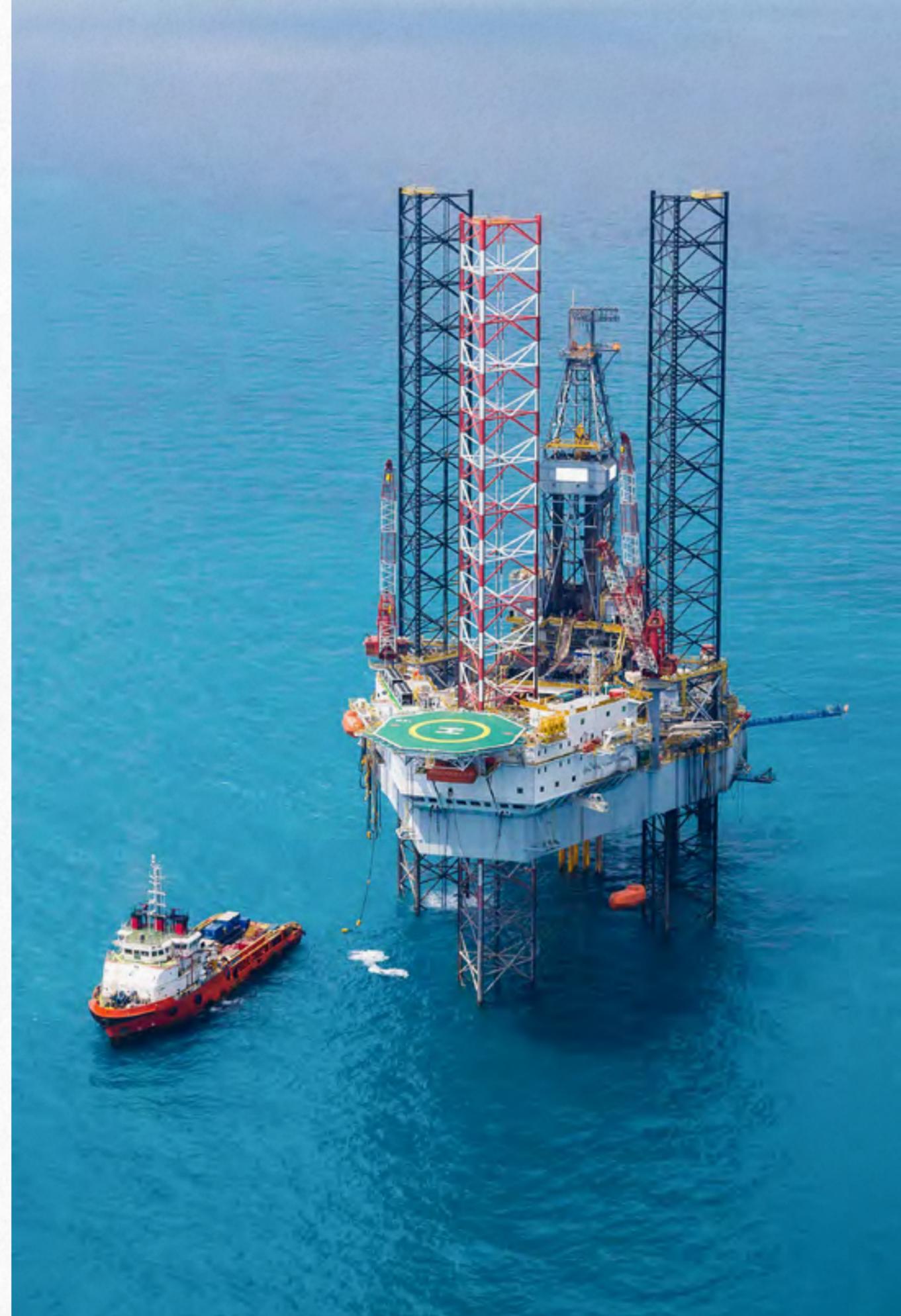
Customers with private LTE networks can reap all the benefits of a globally applied standard such as the availability of network equipment, low-cost devices and trained personnel as well as a fully dedicated and customized network configuration optimized to the customers' needs.

América Móvil provides private LTE networks tailored to the customer requirements and delivers turn-key solutions from network planning, implementation and operation to fully integrated IoT applications that run on top of the network.

With private LTE networks América Móvil enables its customers to continuously monitor their facilities and assets and optimize them for more efficiency and sustainability.

BUILDING THE INFRASTRUCTURE FOR A SUSTAINABLE FUTURE

In 2019 América Móvil has implemented the next generation of Low-Power-Wide-Area (LPWAN) networks for IoT devices: NB-IoT and LTE-M. These technologies will enable devices to operate at ultra-low energy consumption, improved network reception and most importantly at much lower costs. LPWAN will enable a new category of devices that will further drive the growth of IoT connections. First non-commercial trials have been conducted in 2019 and a full commercial launch will follow in 2020 and 2021.



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

HEALTH SERVICES

Health Services are among the areas in which technology and telecommunications can have a major impact on the quality of life for people. Fully aware of this, at América Móvil we allocate resources to projects that will enable people in the communities where we operate to enjoy these benefits.

In **Colombia** we implemented the “MyDoctor” (*MiDoctor*) a telemedicine solution for virtual medical assistance, where doctors provide medical advices 24 hours per day to **Claro Colombia’s** customers.

In **Austria**, the “Medical Data Network” connects doctors, hospitals, laboratories, and other medical institutions with each one and share updated and timely information. This program provides infrastructure for some areas of the Austrian e-card system. The “e-care terminal”, multimedia hospital bed, helps to a hospital with several services with nursing staff’s work processes. Currently, the interconnected Austrian pharmacies and the electronic medication (e-medication) ensure the safeness of the patient when taking their medication, as well as providing a better overview of prescribed and dispensed medication.



FOR MORE INFORMATION ON THIS PROGRAM, PLEASE VISIT THE FOLLOWING WEBSITE:

[HTTPS://WWW.SALUD.CARLOSSLIM.ORG/INNOVACION/VACUNOLOGIA/](https://www.salud.carlosslim.org/innovacion/vacunologia/)

SIIVAC

In **Mexico** we have been working with the Carlos Slim Foundation to promote the use of the “Comprehensive Vaccine Information System” (*Sistema Integral de Información en Vacunas SIIVAC*). This digital system helps people who are applying vaccines in the field to identify and monitor children’s vaccination history.

The system includes a symptom surveillance capability, which consists of a continual and systematic collection, analysis, and interpretation of disease-related data in order to assess the current health of the population and identify an outbreak or epidemic, in order to intervene and control it in a timely manner.

As of December 2019, SIIVAC has records of more than

**2 MILLION
CHILDREN**



**five years old or younger, operating in over
3.5 HUNDRED HEALTH UNITS WITH MORE THAN 7 THOUSAND
PEOPLE IN CHARGE OF APPLYING VACCINES.
It also has detailed information on more than
17.4 BILLION DOSES OF VACCINES
THAT HAVE BEEN APPLIED.**



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

The **SIIVAC** includes:

- An **"Electronic Vaccination Record"** (*CEV for its acronym in Spanish*) which compiles, manages, and monitors every child's adherence to the National Vaccination Program and includes the information in the National Record. It also manages the **"Protect Them"** (*Protégelos*) app, whose goal is to integrate into the CEV all vaccines offered by the private health sector in Mexico. The CEV has been implemented in 18 Mexican states.
- The free **"Vacunaction"** (*Vacunación*) app, whose goal is to offer adequate and sufficient information on vaccines, allowing people to make informed decisions in this regard. The app enables parents to monitor their children's vaccine schedule from their handsets.

CASALUD

The goal of the **"CASALUD Strategy"**, created by the Carlos Slim Foundation, is to address one of Mexico's main public health problem, particularly among low-income populations, by timely identifying chronic illnesses, including diabetes, high blood pressure, and obesity. It achieves this by re-engineering prevention and first-contact health services processes.

Deloitte, GSMA, and the Broadband Commission have recognized the CASALUD strategy as one of the top innovative models to detect chronic illnesses worldwide. Up to date, the program, is implemented in the 32 Mexican states. Currently, CASALUD operates at over 12.4 hundred first-contact Health Units nationally and monitors more than 1.7 million patients diagnosed with a chronic disease.



The strategy centers on the person and supporting them through a series of Digital Health tools. The **MIDO Proactive Prevention Strategy** focuses on taking metrics for opportune detection and evaluates, in a systematic and comprehensive manner risks such as obesity, high blood pressure, diabetes, and kidney disease. It also helps identify patients before they get sick, as it bases its proactive evaluation on a preventive approach. It includes:

- **The MIDO Module and the MIDOv4.0 online system** operates through modules installed in health units and public places that detect chronic diseases with help of intelligent algorithms that identify risk factors and offers immediate feedback, whether in person or by digital means.
- **MIDO v4.0 Information System.** This innovative digital platform has been enriched with Big Data elements to identify up to 21 different risk profiles based on responding to a questionnaire and taking basic measurements.
- **MIDO at School** is a specific algorithm used to detect risk factors and nutritional disorders in children over 5 years old.
- **MIDO Pregnancy** offers the required evaluation of pregnant women who are at risk of developing high blood pressure, gain excessive weight, or develop diabetes, by employing a series of tools and sophisticated algorithms.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

Several technological tools support the CASALUD Strategy:

- The **Structure Record of the Health Units** (*Cédula de Estructura de Unidades de Salud y UNEMES*) is an online platform that enables the user to see the state of a Health Unit's infrastructure to handle chronic diseases.
- **Interactive Online Health Education Platform** (*PIENSO Plataforma Interactiva de Educación En Salud Online*) aimed for health personnel (doctors, nurses, promoters, etc.) to update their knowledge and improve the quality of care they provide to the population. The academic offer is at the diploma level in specific topics such as maternal and perinatal health, chronic diseases, vaccinology, women's cancer and genomics. Up to date we have more than 86 thousand graduates, including physicians, nurses, social workers, promoters, and other members of the health team in Mexico and several Latin American countries.
- **"AbastoNET"** online platform to monitor the availability of medications and lab inputs. This is achieved by sending daily notifications on prescriptions that have not been filled and lab tests that have not been performed, as well as by issuing automatic scarcity reports.
- The **Digital Health Portfolio** (*Portafolio Digital de Salud*) is an interactive compilation of support tools that reinforce the work done by health professionals and improve the quality of care that includes a selection of practical clinical guidelines, a portable electronic medical record and a Vademecum. It is available on web version, as well as for download as an Android app.
- **Virtual Meeting to Follow-up on Operations** (*Reunión Virtual de Seguimiento de la Operación REVISO*) whose goal is to strengthen the way in which the Ministry of Health manages the health system. Measures include promoting coordination and communication with and within the state health systems; standardizing and automating the program operation and its processes; sharing best practices both in operation and in management; constantly informing and communicating.



FOR MORE INFORMATION ON THE CASALUD STRATEGY,
PLEASE VISIT THE FOLLOWING WEBSITE:

[HTTPS://WWW.SALUD.CARLOSSLIM.ORG/INNOVACION/CASALUD/](https://www.salud.carlosslim.org/innovacion/casalud/)



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

ACCESSIBILITY

To provide accesible information to people with disabilities is a Human Right established in the 2008 Convention for the Rights of Persons with Disabilities signed by 173 countries. Given that inclusion is a priority for América Móvil, every year we make an effort to make our communications channels more accessible to all.

According to the World Health Organization (WHO) around 1 billion people or 15% of the world's population have some form of disabilities. Thus, converting them in the world's largest minority. As the United Nations Development Program (UNDP) reports, 80% of people with disabilities live in developing countries. Moreover, 20% of the poorest population worldwide have some kind of disability, according to the World Bank estimation.¹

The web, information and communications technologies have consolidated as an effective tool to help people with disabilities enjoy their human rights and basic freedoms. Support and assistance technologies operate as a means to balance opportunities for disabled people.

We are convinced that connectivity generates empowerment and helps narrow the income gap, for this, reason we work constantly on developing websites that are accessible to all.

We participate in the Web Accessibility Initiative whose goal is to develop strategies, guidelines, and resources that will help implement accessible websites for people with hearing, cognitive, neurological, physical, visual, or language disabilities through assistance technologies.

The initiative was launched by the World Wide Web Consortium (W3C), an international community that develops open standards to ensure the long-term growth of the Internet, launched the initiative.

The initiative also benefits seniors, people with temporarily reduced capacities, or people with slow Internet access or who live in remote areas.

We make sure that everyone can have access to content published on our americamovil.com, telcel.com, and telmex.com websites. Web accessibility implies that people with disabilities, the elderly and/or people who are not familiar with the Internet are able to use and browse these websites with the same effectiveness than the rest of the population.



¹ FOR MORE INFORMATION PLEASE VISIT THE FOLLOWING WEBSITE:
[HTTPS://WWW.UN.ORG/DEVELOPMENT/DESA/DISABILITIES/RESOURCES/FACTSHEET-ON-PERSONS-WITH-DISABILITIES.HTML](https://www.un.org/development/desa/disabilities/resources/factsheet-on-persons-with-disabilities.html)

2019 SUSTAINABILITY REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

The websites telcel.com and telmex.com comply with or surpass the requirements established by the Web Content Accessibility Guidelines 2.0 Level AA, certified by an external verifier. We continue working to achieve the same level in the rest of the websites of our subsidiaries.

Our websites include the following features:



Keyboard access to links to the main content of each site.



Option to change text size in every page.



Every image used can be replaced by an explanatory text.



Use of headings that represent the structure of the website.



All hyperlinks are explicit and self-explanatory.



We have implemented an alternative mechanism in case a device is not able to run Java Script or any other script in our website.



We have made sure that text color and the background have the necessary contrast for easy reading.



We have used the Cascading Style Sheet to control how the pages are shown.



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

ENVIRONMENTAL STEWARDSHIP

At América Móvil, we operate and make decisions with the highest sense of responsibility towards the environment. This is why we consider important to develop policies and procedures that enable us to frame and channel all efforts towards the same goal: to always be as eco-efficient as possible with a continuous improvement approach.

We are committed to comply with the environmental standards and regulations applicable in all our operations. We also share best practices in environmental regulation across the whole organization.

Our goal is to empower people through connectivity and to work constantly -inside the Company and with our value chain- to ensure that we are eco-efficient, ergo operating as environmentally-friendly as possible.

In order to achieve this, we based our efforts in two main axes:

1. Minimizing the environmental footprint of our operations, services and products throughout their whole life cycle.
2. Compensating our environmental externalities so that the Company's footprint gets closer and closer to zero.

Our commitments with this strategy focus on three fundamental fronts: protection and conservation of ecosystems, climate change preparedness, and the promotion of a circular economy. Likewise, the foundations of the policy are the training and promotion of a culture of environmental protection with all our stakeholders, and the development of robust environmental management systems, with clear and ambitious short, medium- and long-term goals.



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

ENERGY

(302-1)

The telecommunications industry is a high demand energy sector. This is why one of our biggest efforts for environmental stewardship is making our operations every year more eco-efficient energy-wise.

One of our 2020 sustainability goals, included in our "Smart Sustainability" strategy, is that 50% of the energy we use comes from clean energy and to commit to streamline operations in order to minimize energy consumption. To achieve this, we will continue to implement projects that are showing good results, while at the same time introducing new projects that have a high impact in terms of energy.

During 2019, across all our operations our energy consumption was 6.2 million Megawatts/hour (MWh).



RENEWABLE ENERGY

In order to achieve our goal of operating in a more eco-efficient manner, one of our most important initiatives is to use renewable sources of energy, mainly wind and solar. During 2019, 20% of our subsidiaries had Power Purchase Agreements and/or, autogenerated renewable energy.

FUEL CONSUMPTION

In addition, we use different fuels to supply our car fleet and power plants in order to enable our base stations to offer connectivity to consumers in remote areas with no access to electricity. During 2019, we consumed over 54 million liters of gasoline, 48 million liters of diesel, and 369 thousand liters of biodiesel. In addition, since some of our operations require LP gas, ethanol, and natural gas, in 2019 we consumed more than 774 thousand liters of LP gas, 5.4 million liters of bioethanol, and 1.3 cubic meters of natural gas.

OUR AUSTRIAN SUBSIDIARY

OPERATES ITS ENTIRE NETWORK ON A

100% CARBON-NEUTRAL BASIS
SINCE 2014.

THE A1 TELEKOM AUSTRIA GROUP OPERATES TWO LARGE PHOTOVOLTAIC FARMS OF ITS OWN. ONE IN BELARUS, WHICH HAS PRODUCED MORE THAN

27 MILLION KWH

per year since 2016, and one in Austria, which has produced around

125.000 KWH

of electricity per year since 2013.



ENERGY CONSUMPTION BY COUNTRY OR REGION	
Country / Region	Electricity consumption MWh Consumed
Mexico	2,319,492
Brazil	1,379,276
Colombia	430,472
Southern Cone	469,088
Andean Region	233,771
Central America	382,472
Caribbean Region	258,289
United States	8,642
Europe	714,388
Total	6,195,890

FUEL CONSUMPTION BY REGION OR COUNTRY								
Country / Region	Gasoline (lts)	Diesel (lts)	Biodiesel (lts)	LP Gas (lts)	Bioethane (lts)	Fuel Oil (lts)	CNG (m³)	Natural Gas (m³)
Mexico	43,163,648	6,603,630	0	460,290	0	0	0	0
Brazil	5,169,891	1,024,403	0	0	5,427,151	0	0	1
Colombia	138,569	10,502,459	0	0	0	0	0	0
Southern Cone	376,158	2,566,287	0	0	0	0	0	3,000
Andean Region	571,127	2,129,346	0	11,659	0	0	0	0
Central America	1,159,566	7,502,621	0	0	0	0	0	0
Caribbean Region	3,151,775	11,072,588	0	116,075	0	0	0	0
United States	5,716	0	0	0	0	0	0	13,581
Europe	633,493	6,901,758	369,238	186,476	24,166	161,267	4,487	1,352,475
Total	54,369,941	48,303,092	369,238	774,500	5,451,317	161,267	4,487	1,369,057

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

EMISSIONS

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

We constantly monitor the direct and indirect greenhouse gas emissions of our operations in order to develop projects that will allow us to mitigate them and be more eco-efficient and environmentally friendly every year.

During 2019, our total greenhouse gas emissions added up to 8,437,814 tons of CO₂e, almost reaching our objective of 600 thousand tons of CO₂e of direct greenhouse emissions scope 1 and 2,500,000 tons of CO₂e of indirect greenhouse emissions scope 2, including the 2019 revised scope and methodology.

JOINING THE UN BUSINESS AMBITION FOR 1.5° C PLEDGE

This year, América Móvil joined the UN Business Ambition for 1.5°Pledge, committing to reduce our GHG emissions during the next decade, which is critical to contribute to controlling and mitigating climate change.

Following up on this commitment, we joined GSMA's Climate Action working group to develop the "Guidance for ICT Companies Setting SBTs in line with 1.5°C decarbonisation pathways" in partnership with other institutions such as ITU (*International Telecommunications Union*), GeSI (*Global Enabling Sustainability Initiative*) and SBTi (*Science Based Target Initiative*). Additionally, we started working on the development of our own Science Based Target (SBT) towards 2030, aligned to the approved industry guidelines.

To consider 2019 as our base year, we increased the scope of our 2019 calculations adding up other América Móvil businesses that were not accounted in our previous disclosures. At the same time, we worked along with consultants to develop a more accurate calculation of our footprint.

GREENHOUSE GAS EMISSIONS BY COUNTRY OR REGION

Country / Region	Scope 1 Direct Emissions (Ton CO ₂ e)	Scope 2 Indirect Emissions (Ton CO ₂ e)	Scope 3 Emissions (Ton CO ₂ e)	Outside of Scopes	Total Emissions (Ton CO ₂ e)
Mexico	184,600	1,118,410	1,770,849	0	3,073,859
Brazil	41,008	549,598	207,284	8,233	806,123
Colombia	33,818	57,960	516,293	0	608,071
Southern Cone	13,783	205,145	454,900	0	673,828
Andean Region	27,076	163,044	219,892	0	410,011
Central America	34,273	88,537	314,965	0	437,776
Caribbean Region	232,742	109,936	294,813	0	637,491
United States	39	3,733	1,299,574	0	1,303,347
Europe	24,948	193,222	268,189	939	487,297
Total	592,287	2,489,586	5,346,759	9,172	8,437,804



- **7%** **Scope 1 emissions**
(direct emissions – fuel and refrigerant consumption).
- **30%** **Scope 2 emissions**
(indirect emissions – electricity consumption).
- **63%** **Scope 3 emissions**
(produced outside our control but as part of our value chain).

As a result of this, América Móvil is committing

**TO REDUCE ITS SCOPE 1
AND 2 GHG EMISSIONS BY**

52%,

**AS WELL AS OUR ABSOLUTE SCOPE 3 GHG EMISSIONS 13.5%
BY 2030, FROM 2019 LEVELS.**



We will build the reduction strategy considering: promoting industry collaboration towards aligning common partners in our supply chain, raising awareness and engaging with our customers, retailers and local suppliers, as well as continue identifying together with our operation teams in all our subsidiaries, the efficiencies and reduction opportunities to achieve these goals.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

INITIATIVES TO REDUCE EMISSIONS, ENERGY CONSUMPTION, AND FUEL CONSUMPTION

(302-4, 302-5)

Our subsidiaries carry out several initiatives tailored to the particular needs of their operation. This year we worked on the following:

Mexico

Telcel replaced power generation motors through gas, substantially reducing carbon emissions.

During 2019, we continue to strengthen our Paperless Platform integrating six new procedures, including **Telmex** to the platform, and enabling digital signage to corporate contracts.

In **Telmex**, we substituted 650 vehicles, reducing over 467,000 liters of gasoline for 200,000 liters of diesel.

We developed a project for optimizing areas and equipment in plants for energy consumption reduction adapting the ventilation and cooling equipment using outdoor air-cooling and optimization of air conditioning in equipment improving thermal conditions.

We reduced the consumption in our 50 top consuming power plants with various actions.

Colombia

In 2019, we implemented the supply and installation of hybrid photovoltaic energy systems that allow the reduction of backup plants' operation hours, their maintenance, and also decrease the fuel consumption in the base stations that operate 24 hours a day with power plant, thus reducing the CO₂e. To counteract the negative environmental impact of the fuel used in power supply, the Company began in 2019 the installation of 19 hybrid energy systems that combine the solar photovoltaic source with the power plants.

Also, we achieved savings of 9.8 million paper sheets per year, reducing the amount of paper by 24%.

Europe

A1 Telekom Austria Group uses innovative logistics concepts and video conferences and implements digital solutions that enable flexible and mobile forms of work in an attempt to reduce the number of kilometers traveled by its vehicle fleet. It also uses sustainable propulsion models such as gas, hybrid and electric vehicles.

The Group has set itself the target to increase energy efficiency by 80% (baseline: 2019) until 2030. This year, energy efficiency has already increased by 8%. In addition, we have the goal to reach carbon neutrality by 2030 by reducing its carbon footprint and a gradual switch to renewable energy sources.

Also, in September 2019, we decided to expand the "energy-efficient telephone exchanges" pilot project, which has been ongoing since 2017, to other locations in Austria. We also used hotspot suction as an energy-efficient cooling technique, as well as heat pumps to cover the heat requirements of five telephone exchanges. Photovoltaic systems were also implemented in ten exemplary telephone exchanges to achieve further energy-efficiency increases, resulting in a potential energy saving of up to 30%.

Dominican Republic

We are evaluating a project for the installation of a solution with power cabins for the generator's ignition, reducing fuel consumption used to generate backup electricity on mobile sites.

We replaced air conditioning equipment with high-efficiency equipment and eliminated freon R-22 refrigerant.

Peru

Throughout this year, we developed an electric-efficiency plan in 9 base stations. We will continue this project through 2020. Also, in some stations we increased the working temperature from 23°C to 27°C in order to reduce AC working time.

Central America

In **Costa Rica**, we contributed to the cleaning project for Guacalillo Beach, which has severe pollution issues. In addition, over 350 **Claro** employees volunteered in a reforestation project in quebrada of Quebradillas.

In **Panama**, we renovated 6% of our diesel fleet and 9% of our gasoline fleet, as well as purchasing efficient vehicles for our sales force. And in **Honduras** we renovated 20% of our diesel fleet.

In **Nicaragua** we renovated solar system batteries in 13 sites.

In **Guatemala** we continue to optimize 70% of batteries usage in order to save fuel in sites.

Brazil

We changed refrigeration gas R-22 and R-410 to a greener option in all stand-alone stores, reducing also the necessity of compression and energy use.



CLIMATE CHANGE RELATED RISKS AND OPPORTUNITIES

América Móvil consider climate change very seriously, therefore, beyond identifying risks we make strong commitments to address them properly, in order to minimize the probability and/or severity of them.

Further to our disclosure in our Updating Sustainability section, we pick up the thread on climate related risks and complement our disclosure with identified climate related opportunities, following on the Task Force on Climate-related Financial Disclosures (TCFD) recommendations.



CLIMATE CHANGE RELATED RISKS



Risk	Short term management	Long term implications
 CARBON PRICING	<p>There are already some regions where we operate that have carbon taxes. Several scenarios predict that carbon limitations and/or taxes in several regions or countries could rise. We are monitoring possible taxes in the regions where we operate and taking provisions so we can mitigate the economic impact of them as much as possible.</p>	<p>The Company is already working in a long-term strategy to lower its emissions as minimum as possible, in order to reduce risk.</p>
 REGULATION OF EXISTING PRODUCTS AND SERVICES	<p>More restricting regulations on existing goods and services could have a big economic impact to the Company, especially if unwarned and/or little transition time is granted. Like the previous risk, we are constantly monitoring possible changes in regulations to be prepared as much as possible. We are working along the industry to cover these regulations changes.</p>	<p>We expect harder regulations in efficiency, resource intensity and life cycle management. We work together with the Industry to address these issues with the value chain, peers, and organizations, in order to be able to provide solutions beyond the stakeholders' expectations and to be one step ahead of regulations.</p>
 INCREASE COST OF RAW MATERIALS	<p>América Móvil's main raw materials are electricity and fuels. Fuel-based generated electricity and fuel prices tendencies show an increase in trend. The Company strategy is to minimize the consumption of fuels or fuel-based raw materials when economically feasible. On the other hand, increase in raw materials could affect the price of technological devices used in our operations.</p>	<p>Most fuel is used for on-site power generation over remote base stations that cannot be connected to the grid. In the near future, we expect to have two options for these base stations: 1) the grid's expansion reaching those sites or 2) have reliable and not expensive renewable energy generation on those sites. Regarding the possible increase in device's raw materials, this could reduce our customers' ability to afford them in some of the regions where we operate. We will continue working within our value chain to promote a circular economy and especially the recycling/reuse of the materials in discarded electronic devices.</p>

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX



Risk	Short term management	Long term implications
 <p>SHIFT IN CONSUMER PREFERENCES</p>	<p>We expect stakeholders to keep increasing their demands for positive social and environmental impacts of the products and services they acquire. In América Móvil we are constantly updating our materiality to meet our stakeholders' expectations.</p>	<p>Climate change might acute our stakeholders social and environmental expectations. The Company's sustainability strategy towards 2030 addresses this matter, so we can capitalize such risk into an opportunity.</p>
 <p>EXTREME WEATHER EVENTS</p>	<p>We covered this risk and our mitigation strategy in the previous section. Due to the location of some of our operations, extreme weather events can have serious financial impacts for the Company in terms of damages to physical infrastructure and insurance pricings.</p>	<p>Beyond our contingency plans, we are currently working on a regional vulnerability assessment for physical climate change events. This assessment would help us locate the more susceptible regions to extreme weather events, so we can then perform vulnerability assessments and preparations at an asset level.</p>
 <p>RISING MEAN TEMPERATURE</p>	<p>Rising mean temperature can have two consequences for the Company's operations: 1) for our equipment normal operation, which was covered in the previous sections; and 2) for our workforce. Both having financial impact in our operations.</p>	<p>Our equipment will require more cooled air to keep their maximum operation temperature at level, which means more expenses in air conditioning equipment, maintenance and operation. A drastic increase in the mean temperature in some areas could restrict labor hours for outside jobs in some regions. Keeping the safety of our employees as our priority, we would need to incorporate heat waves, rise in mean temperatures, UV exposure and other heat-exposure conditions into re-planning our workforce base stations maintenance and other installation routines.</p>

CLIMATE CHANGE RELATED OPPORTUNITIES

Use of recycling. As an important part of the life cycle of the products we sell, we take great pride in being also an important player in the recovery of the end-use of those. We develop, communications and outreach campaigns year on year to foster an electronic waste recycling culture, which we are sure will keep growing around the world and could therefore represent a reputational opportunity we can continue capitalizing.

Use of lower-emission sources of energy. Most of América Móvil's emissions comes from electric energy consumption (Scope 2 emissions), the appearance of lower emissions sources of energy represents a great opportunity for the Company in financial, reputational and resilience reasons. Renewable energy has proved not only to be a cleaner source, but also a more reliable one. In addition, micro-generation and on-site in remote base stations is already a problem that could be addressed with clean energy.

Use of supportive policy incentives. There are already several organizations or governments who offer incentives to migrate to cleaner production systems or cleaner energy suppliers. We expect these incentives to grow, and we should be able to capitalize these opportunities, especially by combining this with the opportunity for increasing coverage in remote sites.

Use of new technologies. Given the nature of the Company's operations, América Móvil always employs cutting edge technology. More reliable, efficient and environmentally friendly technology could greatly benefit the Company, so we are constantly in the process of developing or seeking it.

Development and/or expansion of low emission goods and services. This could represent the greatest opportunity for the Company, for lately, hi-tech goods and services rely on connectivity and Internet as their platform. The Telecommunications Industry could have potential role in addressing climate change, for it enables other industries to meet their reduction goals through connectivity solutions. América Móvil is already capitalizing this opportunity with two strategies: 1) providing fast, reliable and ample coverage connection within our markets; and 2) our Customer Relationship and Value Added Services areas developing B2B solutions.



WASTE

(306-2, 301-3)

In order to reduce our environmental footprint, at América Móvil we constantly work on projects that helps us improve the way in which we dispose of the waste we generate. All these projects focus on reusing, recycling, and controlled confinement for waste that can later be reclaimed.

In 2019, we reused 3.4¹ tons of mobile equipment and 7 tons of accessories in Telcel through different suppliers. Likewise, we generated 5,679² tons of hazardous waste, which we disposed of in accordance to the regulations of the countries where the waste was generated.

There is an increase of more than 2.6 tons (around 12%) of waste compared to the previous year mainly because of the integration of the data of Telvista in Mexico and TracFone in the United States.

Also, the network modernization and maintenance contributed to the increase of waste in 2019. Besides, the renovation of some of the administrative sites increment the furniture and equipment waste.

Moreover, Ecuador reported a significant improvement in the control and manage of waste, especially in their warehouse.

In addition, Puerto Rico reported an uncommon use of batteries in the last quarter of 2017 and during 2018, due to the Hurricane Maria that hit the island in September 2017.

¹ In 2018, a deviation was identified in the sum of discarded technological waste through different suppliers, the correct figure is 4,260 tons.

² A deviation was identified in the sum of hazardous waste in 2018, the correct figure is 4,601 tons.

Moreover, in the Dominican Republic, an alliance with authorized companies took place in 2019, allowing to 116,150 tons of batteries have a second life, thus assuring that this material did not end up in landfills.

In addition, Telmex in Mexico reported 5,990 liters of lubricant oil that were recycled.



NON-HAZARDOUS WASTE BY DISPOSAL METHOD BY COUNTRY OR REGION					
Country / Region	Recycled (Tons)	Reused (Tons)	Landfill (Tons)	Incinerated (Tons)	Total 2019
Mexico	3,927	168	1,280	-	5,376
Brazil	1,931	-	-	-	1,931
Colombia	2,245	-	946	1	3,192
Southern Cone ³	2,539	1	294	-	2,847 ⁴
Andean Region	649	-	-	88	736
Central America	1,571	-	42	-	1,613
Caribbean Region	3,247	-	539	-	3,786
United States	530	-	107	-	637
Europe	2,730	-	800	1,061	4,591
Total	19,370	169	4,007	1,150	24,708

³ A deviation was identified in the sum of non-hazardous waste for South Cone in 2018, the correct figure is 3,054 tons.

⁴ The total includes 12.5 tons of waste disposed through confinement.



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

DISPOSAL OF MOBILE PHONES AND ACCESSORIES, PROMOTING CIRCULAR ECONOMY

América Móvil occupies a strategic position; this implies that we have a great responsibility, as we are the link between the companies that make mobile devices and end consumers.

Therefore in order to foster a circular economy, we offer our consumers ways in which they can adequately dispose discarded devices, which are sent to specialized companies or organizations that reuse as many of the components as possible and adequately dispose of anything that cannot be recycled or reused, promoting a circular economy.

The following are some of the initiatives carried out by our subsidiaries:

Mexico

During 2019, within the **"Green Program"** (*Programa Verde*) of GSMA and ANATEL, Telcel gathered more than 59.8 thousand devices and over 320 thousand tons of accessories through more than 500 containers that we have placed in our stores and corporate offices; so that our customers and employees may adequately dispose their old cellphones and other used electronic devices. Twice a year, the Company implements awareness campaigns in social media to strengthen our recycling culture and to encourage all our stakeholders to join efforts towards achieving a circular economy.

Colombia

Since 2009, in Colombia we have **"The Reverse Logistics Process"** (*Proceso de Logística Inversa*), which includes the recovery and remanufacturing of equipment, promoting a circular economy. Through this project, we are saving approximately 492,000 cubic meters of water, equivalent to 197 Olympic swimming pools. In addition, we prevented the production of 809.5 tons of electronic and electrical equipment waste by increasing the life of different materials.

Costa Rica

With the **"Una Nueva Sabana"** Program, we create awareness in **Claro Costa Rica's** employees in the importance of a comprehensive waste management, specifically at the final disposal stage. Also, in La Lima de Cartago area, as part of the Earth Day and Environmental Day, we worked with several society sectors, identifying waste pollution, to properly collect and dispose. Over 15,000 people were benefited from this initiative.

Dominican Republic

Fostering circular economies, in Dominican Republic, we developed a project that seeks to collect electronic equipment in our stores and channel them to companies that can properly reuse, recycle and dispose the equipment components.

Europe

Our subsidiaries in **Austria** and **Bulgaria** reuse user's returned devices that are still functional and technologically up to date for reuse. In Bulgaria alone, approximately 10,000 devices a month undergo this refurbishment process.

For 2030, the **A1 Telekom Austria Group** aims to push a circular economy in the company and to collect around 50,000 old devices every year for recycling. In 2019 alone, we collected 64,500 devices in Europe.

Peru

Since 2010, through our **"Project I Recycle, I am Claro"** (*Yo Reciclo, Yo Soy Claro*), we have collected over 178 tons of waste for its further reuse and recycle, promoting consciousness in our society about environmental care and the correct disposal of Waste Electrical and Electronic Equipment (WEEE).

As a result,

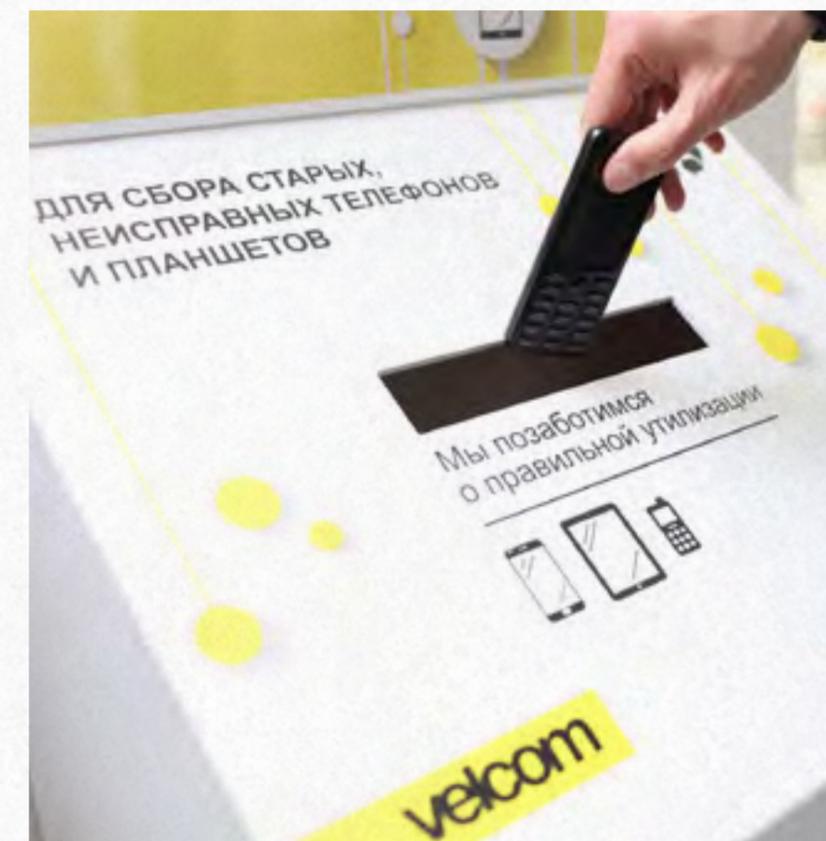
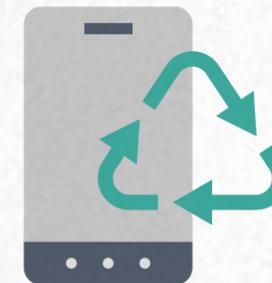
100%

OF THE NON-HAZARDOUS WASTE

GENERATED IN BRAZIL WERE RECYCLED,

97% IN CENTRAL AMERICA AND

89% IN SOUTHERN CONE.



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX



WATER

Even though water is not a material issue for us, we seek to use it responsibly. At América Móvil we use water mainly for human consumption, but in some cases, we use water for Data Center refrigeration systems, where we use high-efficiency closed cycle systems. América Móvil consumes 3.06 million cubic meters of water. All of the Company's water discharges complied with the regulations of the regions where we operate.

BIODIVERSITY

(304-2, 304-3)

One of the pillars of our Environmental Policy is the protection and conservation of the ecosystems, we have established partnerships with local governments and associations whose goals are aligned to ours. As a telecommunications company, we are able to have a positive impact on the environment by integrating mobile technologies into the protection of species.

This year, more than

88,000 USD



WERE INVESTED IN THE DIFFERENT BIODIVERSITY AND CONSERVATION PROGRAMS HELD BY THE WWF-TELMEX TELCEL FOUNDATION PARTNERSHIP,

WHICH RESULT IN MANY SOCIAL AND ENVIRONMENTAL BENEFITS, SUCH AS NEW EMPLOYMENT OPPORTUNITIES, ENVIRONMENTAL EDUCATION, ECOTOURISM, REFORESTATION, AND COMMUNITY COHESION, AMONG MANY OTHERS.



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TELMEX telcel

¹ A deviation was identified in the sum of water consumption in 2018, the figure is 4.8 million cubic meters of water.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

CONSERVATION PROGRAM FOR THE MONARCH BUTTERFLY

Since 2003 the **WWF and TELCEL-TELMEX Foundation Partnership** has been implementing a “**Conservation Program for the Monarch Butterfly**” (*Programa de Conservación para la Mariposa Monarca*) whose goal is to preserve this species in Mexico, including their migration and hibernation. The program has been successful in, among other things, eradicating clandestine logging, creating sustainable community businesses, protecting and restoring forests, developing an economic strategy that provides the communities with alternative business opportunities linked to the forest conservation, and publishing scientific articles deemed as the technical basis for managing the Reserve.

During 2019, we registered a decrease of 25.4% in the degradation of the forest in the core zone of the monarch butterflies' biosphere, compared to 2018.

As part of the Alliance's environmental awareness program, over a thousand volunteers from Telcel, WWF and their families, coming from Puebla, Queretaro, Guadalajara, Morelia, León, and Mexico City planted 15 thousand trees in the Monarch Butterfly Reserve.

The main achievements of the program include:

- Establishing 3 modules for sustainable wood transformation, which capacity to saw is 3,000 cubic meters of wood. These modules produce 6 million pesos for the agricultural communities that own them.
- Establishing a 31 module-network that produce mushroom, and a module that processes more than 25 thousand bags of inoculated substrate, whose profits reaches 2.6 million pesos for the producing families.
- Strengthening tourism activities.



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- Providing community brigades with equipment and training for environmental monitoring of over 43,600 hectares of forests in the Monarch Region.
- Raising awareness of more than 40 thousand people through environmental education.

The **WWF and TELCEL-TELMEX Foundation Partnership** hosted a reforestation day, where América Móvil's employees and family members participated, as well as the community and inhabitants of El Rosario.

This program has been carried out for 16 years. During this time, more than 13,500 hectares have been reforested with nearly 15 million trees, of which almost 12 million come from the 13 greenhouses supported by **Telcel**.

Since the beginning of the program, more than
**13,500 HECTARES HAVE BEEN
REFORESTED, WITH NEARLY**

**15 MILLION
TREES PLANTED**



WHICH WERE PRODUCED IN 13 COMMUNITY GREENHOUSES.

This program also aims to create awareness of the importance of forests in our country. These forests provide multiple environmental services, such as water and oxygen, as well as providing housing for the monarch butterfly, and also benefiting other species, including amphibians, reptiles, 132 species of birds, 56 mammals and 423 types of plants.



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

JAGUARS PROTECTION PROGRAM

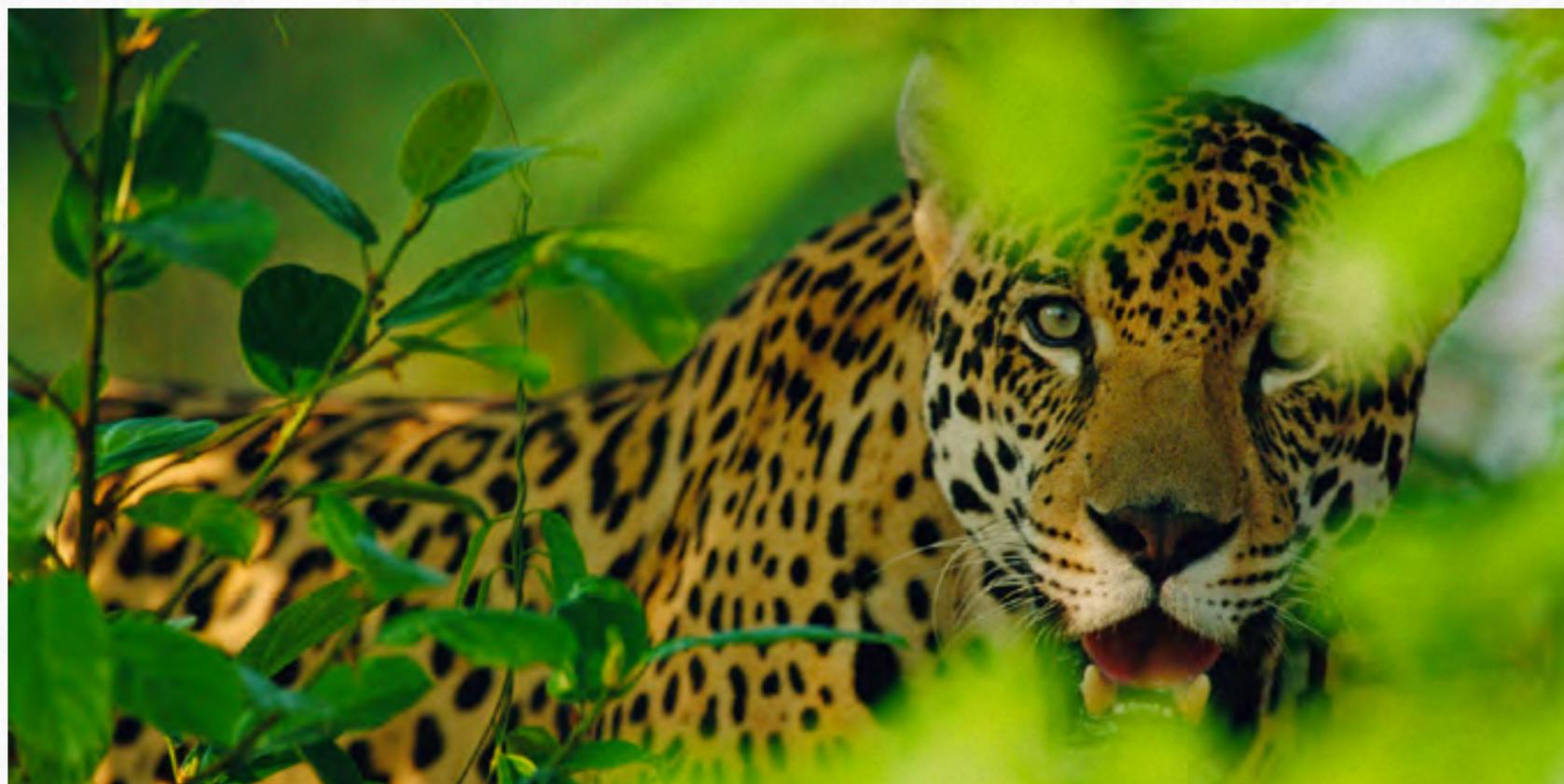
For 15 years, we have carried out the “**Jaguars Protection Program**” (*Programa de Protección de Jaguares*), in partnership with the National Alliance for the Conservation of Jaguars and the **The WWF and TELMEX-TELCEL Foundation Partnership**. The goal of the program is to promote and sponsor projects that contribute to the environmental policy and establish a link between different sectors in society to ensure the preservation of jaguars, their prey, and their habitats in Mexico.

In 2019, four jaguars, two males and two females, were captured and tracked in Laguna Om, allowing us to study the differences in their behavior.

In addition, this year we placed for the first time trap chambers in trees to analyze the arboreal biodiversity in Laguna Om, which allowed us to register unseen species, such as the weasel and the anteater.

Since the beginning of the Program we have achieved:

- Creation of Jaguar Guarding Centers (“*RESJAGUAR*”), and construction of the first site in Oaxaca aimed at the rehabilitation and temporary maintenance of jaguars for their potential release.
- Development of the WWF Jaguar Conservation Strategy (“*Estrategia de Conservación del Jaguar de WWF*”), which seeks to ensure a priority landscapes network that guarantee the permanence and recovery of jaguars, their habitats and the ecosystem services they provide. To date, 57 biological corridors have been identified throughout Mexico, which are essential to maintain connectivity between jaguar populations.
- Development of the Insured Conservation Standards for Jaguar tool (“*Conservación Asegurada | Estándares para Jaguar JAGS+*”), where a group of jaguar conservation experts reflect best practices for the management and conservation of critical areas where these species inhabits, as well as maintaining, securing and recovering jaguar populations.
- Two jaguar censuses were conducted in Mexico, allowing us to estimate a population of approximately 4,800 adult individuals, demonstrating that despite the continuous change in the Mexican landscape, large forest areas with large jaguar populations are still preserved.
- We hosted the Mexican Jaguar in the XXI Century Forum as well as the Ecology and Conservation of Jaguar and Other Neotropical Felines International Symposium in order to assess the situation of the jaguar in America.
- Integration of the Latin American Alliance for the Jaguar Conservation to facilitate the link between strategies that guarantee the conservation of these species, its preys, and its habitat.



Alianza
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TELMEX telcel

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

CONSERVATION OF MARINE SPECIES
IN THE SEA OF CORTEZ



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In 2019, we celebrated the eleventh anniversary of the "Conservation Program for Priority Marine Species" (*Programa de Conservación de Especies Marinas Prioritarias en el Mar de Cortés*) in the Sea of Cortez. This program, in which we collaborate with the **WWF and TELMEX-TELCEL Foundation Partnership**, is the only one in the Gulf of California that focuses on 15 marine species that are in danger of extinction, divided into three large groups: whales, marine turtles, and sharks.

The work carried out under this program includes the integration of experts and group leaders in research and conservation, promoting science in the region and the proper management of species and their habitats, through three strategic pillars: science and research, conservation and management, and communication and environmental education.

In 2019, we were able to identify a 16% decrease in the injuries caused by whale shark sight-seeing boats in La Paz Bay, compared to 2017, when the **WWF and TELMEX-TELCEL Foundation Partnership** implemented a strategy to address this situation. This project used for the first time, cellular technology provided by **Telcel**, to regulate the observation of threatened species in the Gulf of California, which included real-time monitoring with GPS technology on all vessels of sight-seeing service providers, and training for captains and guides, among other measures. The project proved to be easily replicated in other areas such as the Riviera Maya or Riviera Nayarit, as well as to protect other species within the Sea of Cortez, such as the humpback whale.

Among the most relevant achievements since the beginning of the program are:

- Establishing the first Mexican shark marking research group. To date, 158 white sharks of 12 different species have been marked, 36 stations have been placed in northwestern Mexico, photo identification of 147 white sharks along with 512 whale sharks, acoustic marking of 58 individuals, acoustic marking of 18 bull sharks in Cabo Pulmo National Park, the identification of 15 giant rays; and satellite marking of 8 hawksbill turtles.
- Creating a shelter for the whale shark in La Paz Bay.
- Protecting 200 km of nesting beach in Los Cabos.
- Implementing the first study of climate change at nesting sites using 156 thermosensors on 12 nesting beaches.



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

NATURE AT YOUR SCHOOL (LA NATURALEZA EN TU ESCUELA) PROGRAM

This very successful program of the **WWF and TELMEX-TELCEL Foundation Partnership** has been operating since 2014. Its goal is to create awareness among Mexican students about the need to protect vulnerable species and their habitats. After a presentation made by scientists and the Alliance's spokesperson, students are requested to create a collaborative art work. The most representative pieces are reserved for exhibition at the Soumaya Museum and the most outstanding students are invited to visit research programs on the field.



Every edition of the program, in collaboration with personnel specialized in technology, communication, and environmental education, we designed and published the following digital and printed materials:

- A microsite to exhibit the artworks and the polling process, hosted at lanaturalezanosllama.com website.
- The "Learn More" document ("*Para saber más*") as well as a pamphlet with information on the species.
- Art catalogue of the exhibit in the Soumaya Museum, with photographs and curator information on the artworks.

- A teacher's guide with academic competencies, didactic sequences, and teaching methodology.
- A student's guide, including the same elements as the teacher's guide plus a self-evaluation format and collaboration model.
- Insert on the specifications of each artwork.
- Presentation for the exhibit session.
- Illustrative videos for the presentation.
- Invitational videos, documentaries, and a video memoir of each stage.
- A traveler's guide for expeditions.

The 2019 edition of the program named "**Monarch Planet**" featured the importance of protecting the Monarch Butterfly and its forests, visiting 26 states of the country with the collaboration of more than 27 thousand students from 309 schools. This year, the website hosting the program received over 16 million interactions in a week.

The winners of the 2019 edition of the Program were:

Lia Fernanda Vázquez Martínez, Leydi María Santos Santiago, Alba Nury Cedillo Trejo, Maidelin Getsemani Mora Conde, and Lisette Ximena Vázquez Cruz, from Colegio La Salle Veracruz, whose artwork titled "México Monarca".



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

APPENDIX



INFORMATION AND CONTACT

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Phone number: +52 (55) 2581 3700 ext. 1097

Website: <http://www.americamovil.com>



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

ASSOCIATIONS IN WHICH WE PARTICIPATE

(102-13)

We are members or national and foreign associations and organisms that support our industry or in some way benefit society.



AMÉRICA MÓVIL	BRAZIL
Groupe Speciale Mobile Association (GSMA)	Associação Brasileira de TV por Assinatura
United Nations Global Compact (UN Global Compact)	Associação Brasileira de Recursos Telecom
International Telecommunication Union (ITU)	Associação Nacional de Operadores de Celulares
5G Américas	Conselho de Desenvolvimento Econômico e Social
Asociación Interamericana de Empresas de Telecomunicaciones (ASIET)	Sindicato Nacional das Empresas de Telefonia e de Serviço Móvel Celular e Pessoal (SindiTeleBrasil)
	Grupo de Institutos, Fundações e Empresas (GIFE)
A1 TELEKOM AUSTRIA GROUP	BULGARIA
5GAA – 5G Automotive Association e. V.	United Nations Global Compact (UN Global Compact)
Next Generation Mobile Networks Alliance	Bulgarian Red Cross
respACT	Bulgarian Charities Aid Foundation
ETNO	Bulgarian Donors' Forum
GSM Memorandum of Understanding	CSR Academy
UN Global Compact	
AUSTRIA	CHILE
klimaaktiv mobil project partner	Asociación de empresas de telefonía móvil (ATELMO)
United Nations Global Compact (UN Global Compact)	ICARE
Electromobility model region Vienna	Cámara de Integración Chileno Mexicana (CICMEX)
Code of Conduct on Data Centres Energy Efficiency	Asociación de Exportadores y Manufacturas (ASEXMA)
respACT	Sofofa (Sociedad de Fomento Fabril)
klimaaktiv partner	Acceso TV
ARGENTINA	COLOMBIA
Cámara de Comercio Argentina Mexicana (CCAM)	Asociación de Exportadores y Manufacturas (ASEXMA)
Cámara de Informática y Comunicaciones de Argentina (CICOMRA)	Andesco
Cámara Argentina de Internet (CABASE)	Cámara Colombiana de Informática y Telecomunicaciones (CCIT)
Cámara de Comercio de los Estados Unidos en Argentina (AMCHAM)	Cámara de Comercio Colombo Mexicana
Cámara de Sociedades	Asociación de Empresarios de Colombia (ANDI)
Cámara Argentina de Comercio Electrónico (CACE)	Asociación de la Industria Móvil de Colombia – ASOMOVIL
Groupe Speciale Mobile Association (GSMA)	Groupe Speciale Mobile Association (GSMA)
Asociación Interamericana de Empresas de Telecomunicaciones (ASIET)	Cámara de Comercio Colombo Americana – AMCHAM
Cámara Argentina de Comercio	Cámara de Comercio Electrónico

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX



COSTA RICA
Cámara de Tecnologías de Información y Comunicación
Cámara de Infocomunicación y Tecnología
Alianza de Empresas para el Desarrollo
Cámara de Comercio Americana Costarricense
Cámara de Industria y Comercio Costa Rica –México
CROATIA
United Nations Global Compact (UN Global Compact)
DOMINICA REPUBLIC
Acción Empresarial por la Educación (EDUCA)
Acción Pro Educación y Cultura (APEC)
Asociación de Comerciantes e Industriales de Santiago (ACIS)
Asociación Dominicana de Empresas FINTECH (ADOFINTECH)
Asociación de Empresas Industriales de Herrera (AEIH)
Asociación de Industrias de la Región Norte (AIREN)
Asociación de Industrias de la República Dominicana (AIRD)
Asociación Dominicana de Constructores y Promotores de la Vivienda (ACOPROVI)
Asociación Dominicana de Empresas de Exportación (ADOEXPO)
Asociación Dominicana de Empresas de Inversión Extranjera (ASIEX)
Asociación Hoteles y Turismo de la República Dominicana (ASONAHORES)
Asociación Nacional de Jóvenes Empresarios (ANJE)
Asociación Nacional de Usuarios No Regulados (ANUNR)
Cámara Americana de Comercio de la República Dominicana (AMCHAM)
Cámara de Comercio Dominico Mexicana (CADOMEX)
Cámara de Comercio y Producción de la Vega, Inc.
Cámara de Comercio y Producción de Santiago (CCPS)
Cámara de Comercio y Producción de Santo Domingo (CCPSD)
Cámara Dominicana de las Tecnologías de la Información y la Comunicación (CAMARATIC)
Confederación Patronal de la República Dominicana (COPARDOM)
Consejo Nacional Empresa Privada (CONEP)
Fundación Dominicana de Desarrollo, Inc. (FDD)
Fundación Institucionalidad y Justicia (FINJUS)
Red Nacional de Apoyo Empresarial a la Protección Ambiental (ECORED)

ECUADOR
Cámara de Comercio de Quito
Cámara de Comercio de Guayaquil
Cámara Binacional de Comercio Ecuador – México
Cámara de Industrias de Guayaquil
Cámara Ecuatoriano Británica de Guayaquil
Asociación de Empresas de Telecomunicaciones (ASETEL)
EL SALVADOR
Cámara Americana de Comercio de El Salvador
Asociación Nacional de la Empresa
Cámara de Comercio e Industria de El Salvador
Cámara Salvadoreña de Telecomunicaciones
GUATEMALA
Cámara de Comercio e Industria Guatemalteco Mexicana (CAMEX)
Cámara de Comercio de Guatemala (CCG)
Gremial de Telecomunicaciones
Cámara de Industria de Guatemala (CIG)
Fundación de Empresarios Mexicanos (FUNDAMEX)
HONDURAS
Cámara de Comercio e Industrias de Siguatepeque
Cámara de Comercio e Industrias de Tegucigalpa
Cámara de Comercio e Industrias de Puerto Cortes
Cámara de Comercio e Industrias de Progreso Yoro
Cámara de Comercio e Industrias de Roatan
Cámara de Comercio e Industrias de Tela
MEXICO
Consejo Coordinador Empresarial (CCE)
Asociación Nacional de Telecomunicaciones (ANATEL)
Telecom CIDE
Asociación de Internet MX

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

NICARAGUA
Cámara de Comercio y Servicios de Nicaragua
Cámara Minera de Nicaragua
Cámara de Urbanizadores de Nicaragua
Cámara de Comercio Americana de Nicaragua (AMCHAM)
Unión Nicaragüense de Responsabilidad Social Empresarial (UNIRSE)
Cámara Empresarial Mexicana Nicaragüense
Cámara Nicaragüense de Internet y Telecomunicaciones
PANAMA
Cámara de Comercio Industrias y Agricultura de Panamá
Cámara de Comercio Industrias y Agricultura de Chiriquí
Cámara de Comercio Veraguas
PARAGUAY
Cámara de Operadores Móviles del Paraguay (COMPy)
Centro de Regulación, Normas y Estudios de la Comunicación (CERNECO)
Cámara de Anunciantes del Paraguay (CAP)
Federación de la Producción, la Industria y el Comercio (FEPRINCO)
PERU
Asociación para el Fomento de la Infraestructura Nacional (AFIN)
Sociedad de Comercio Exterior del Perú (COMEXPERÚ)
Asociación Nacional de Anunciantes (ANANDA)
Consejo Nacional de Autorregulación Publicitaria (CO-NARP)
Asociación de Buenos Empleadores (ABE)
Groupe Speciale Mobile Association (GSMA)
Cámara de Comercio Americana del Perú (AMCHAM)
PUERTO RICO
Asociación de Industriales
Asociación de Ejecutivos de Ventas y Mercadeo
Cámara de Comercio de Puerto Rico
Alianza de Proveedores de Telecomunicaciones
Centro Unido de Detallistas
Puerto Rico Hotel and Tourism Association
Asociación de Condóminos y Acceso Controlado

SLOVENIA
Founder of the independent Si.voda Fund
United Nations Global Compact (UN Global Compact)
Forum EMS
Green Network
URUGUAY
Cámara Uruguaya de Tecnologías de la Información
UNITED STATES
Democratic Attorney General Association (DAGA)
Democratic Governors Association (DGA)
Democratic Legislative Campaign Committee (DLCC)
Republican Attorney General Association (RAGA)
Republican Governors Association (RGA)
Republican Legislative Campaign Committee (RLCC)
Republican Lieutenant Governors Association (RLGA)
National Lifeline Association (NaLA)
The Wireless Association (CTIA)
National Lifeline Association (NaLA)
The Wireless Association (CTIA)
SERBIA
United Nations Global Compact (UN Global Compact)
Co-founder of the Business Leaders Forum Serbia, the first alliance of socially responsible companies in the Republic of Serbia



2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

GRI CONTENT INDEX

(102-55)



Indicator	Disclosure	Page	Reference
GRI 102: GENERAL DISCLOSURES, 2016			
102-1	Name of the organization	5, 7	
102-2	Activities, brands, products, and services	7	
102-3	Location of headquarters	7	
102-4	Location of operations	5, 7	
102-5	Ownership and legal form	35	
102-6	Markets served	7	
102-7	Scale of the organization	10, 43	
102-8	Information on employees and other workers	43	
102-9	Supply chain	56	
102-10	Significant changes to the organization and its supply chain		No significant changes in the supply chain
102-12	External initiatives	2, 16, 28	
102-13	Membership of associations	111	
102-14	Statement from senior decision maker	3	
102-15	Key impacts, risks, and opportunities	19	
102-16	Values, principles, standards, and norms of behavior	12	
102-17	Mechanisms for advice and concerns about ethics	38	
102-18	Governance structure	24	You can find more information in the Annual Report/20 F: https://s22.q4cdn.com/604986553/files/doc_financials/2019/ar/2019-20-F-EN.pdf
102-19	Delegating authority	24, 35	
102-20	Executive-level responsibility for economic, environmental, and social topics	24	
102-21	Consulting stakeholders on economic, environmental, and social topics	18	
102-22	Composition of the highest governance body and its committees	35	
102-23	Chair of the highest governance body	35	You can find more information in the Annual Report/20 F: https://s22.q4cdn.com/604986553/files/doc_financials/2019/ar/2019-20-F-EN.pdf
102-24	Nominating and selecting the highest governance body	35	You can find more information in the Annual Report/20 F: https://s22.q4cdn.com/604986553/files/doc_financials/2019/ar/2019-20-F-EN.pdf
102-25	Conflicts of interest	35	You can find more information in the Annual Report/20 F: https://s22.q4cdn.com/604986553/files/doc_financials/2019/ar/2019-20-F-EN.pdf

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX



Indicator	Disclosure	Page	Reference
GRI 102: GENERAL DISCLOSURES, 2016			
102-26	Role of the highest governance body in setting purpose, values, and strategy	24, 35	
102-29	Identifying and managing economic, environmental, and social impacts	18	
102-31	Review of economic, environmental, and social topics	18	
102-32	Highest governance body's role in sustainability reporting	24	It is reviewed by the Sustainability Committee
102-35	Remuneration policies	47	You can find more information in the Annual Report/20 F: https://s22.q4cdn.com/604986553/files/doc_financials/2019/ar/2019-20-F-EN.pdf
102-36	Process for determining remuneration	47	You can find more information in the Annual Report/20 F: https://s22.q4cdn.com/604986553/files/doc_financials/2019/ar/2019-20-F-EN.pdf
102-40	List of stakeholder groups	27	
102-41	Collective bargaining agreements	43	
102-42	Identifying and selecting stakeholders	27	
102-43	Approach to stakeholder engagement	27	
102-44	Key topics and concerns raised	27	
102-45	Entities included in the consolidated financial statements	10	
102-46	Defining report content and topic Boundaries	2	
102-47	List of material topics	18	
102-48	Restatements of information	2	
102-49	Changes in reporting	2	
102-50	Reporting period	2	
102-51	Date of most recent report	2	
102-52	Reporting cycle	2	
102-53	Contact point for questions regarding the report	2	
102-54	Claims of reporting in accordance with the GRI Standards	2	
102-55	GRI content index	114	
102-56	External assurance	2, 119	

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX



Indicator	Disclosure	Page	Reference
GRI 201: ECONOMIC PERFORMANCE, 2016			
201-1	Direct economic value generated and distributed	10	
201-2	Financial implications and other risks and opportunities due to climate change	19	
GRI 203: INDIRECT ECONOMIC IMPACTS, 2016			
203-1	Infrastructure investments and services supported	9	
203-2	Significant indirect economic impacts	72	
GRI 204: PROCUREMENT PRACTICES, 2016			
204-1	Proportion of spending on local suppliers	56, 57	
GRI 205: ANI-CORRUPTION, 2016			
205-2	Communication and training about anticorruption policies and procedures	38, 41	
GRI 206: ANTI-COMPETITIVE BEHAVIOR, 2016			
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		You can find more information in the Annual Report/20 F: https://s22.q4cdn.com/604986553/files/doc_financials/2019/ar/2019-20-F-EN.pdf
GRI 301: MATERIALS, 2016			
301-3	Material used by weight or volume	103	
GRI 302: ENERGY, 2016			
302-1	Energy consumption within the organization	98	You can find more information in the independent assurance appendix
302-4	Reduction of energy consumption	100	
302-5	Reductions in energy requirements of products and services	100	
GRI 304: BIODIVERSITY, 2016			
304-2	Significant impacts of activities, products, and services on biodiversity	105	
304-3	Habitats protected or restored	105	
GRI 305: EMISSIONS, 2016			
305-1	Direct (Scope 1) GHG emissions	99	You can find more information in the independent assurance appendix
305-2	Energy indirect (Scope 2) GHG emissions	99	You can find more information in the independent assurance appendix
305-3	Other indirect (Scope 3) GHG emissions	99	
GRI 306: WASTE, 2020			
306-2	Management of significant waste-related impacts	103	You can find more information in the independent assurance appendix
GRI 307: ENVIRONMENTAL COMPLIANCE, 2016			
307-1	Non-compliance with environmental laws and regulations		No significant fines were reported in environmental issues

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX



Indicator	Disclosure	Page	Reference
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT, 2016			
308-1	New suppliers who have passed certain assessment and selection filters based on environmental engagement criteria.	56	
GRI 401: EMPLOYMENT, 2016			
401-1	New employee hires and employee turnover	43, 45	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	47	
GRI 403: OCCUPATIONAL HEALTH AND SAFETY, 2018			
403-9	Work-related injuries	54	You can find more information in the independent assurance appendix
403-10	Work-related ill health	54	You can find more information in the independent assurance appendix
GRI 404: TRAINING AND EDUCATION, 2016			
404-1	Average hours of training per year per employee	49	You can find more information in the independent assurance appendix
404-2	Programs for upgrading employee skills and transition assistance programs	49, 52	
404-3	Percentage of employees receiving regular performance and career development reviews	48	
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY, 2016			
405-1	Diversity of governance bodies and employees	43, 46	
GRI 408: CHILD LABOR, 2016			
408-1	Operations and suppliers at significant risk for incidents of child labor	56	
GRI 409: FORCED OR COMPULSORY LABOR, 2016			
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	56	
GRI 412: HUMAN RIGHTS ASSESSMENT, 2016			
412-2	Employee training on human rights policies and procedures	38	
GRI 413: LOCAL COMMUNITIES, 2016			
413-1	Operations with local community engagement, impact assessments, and development programs	80	
GRI 414: SUPPLIER SOCIAL ASSESSMENT, 2016			
414-1	New suppliers who have passed certain selection filters based on social engagement criteria	56	
414-2	Negative environmental impacts in the supply chain and actions taken	56	
GRI 419: SOCIOECONOMIC COMPLIANCE, 2016			
419-1	Non-compliance with laws and regulations in the social and economic arena	39	
CYBERSECURITY INFORMATION			
	Countires Certified in Management Security System	53, 68	



SASB FINANCIAL MATERIALITY

América Móvil's materiality covers all the most relevant topics for the company's stakeholders, as explained in detail in the materiality section of this report. Nevertheless, this section covers specifically the relationship with the SASB Telecom Services Financial Materiality and their accounting metrics as explained in the table below.



SASB Telecom Services Financial Materiality		
Dimension	Material topic	Accounting Metric
Environment	Energy Management	Energy consumption is one of the most important material topics for América Móvil. All relevant indicators, such as efficiency, renewable energy and so on, are elaborated in the Energy subsection in the Sharing Development Section of this report.
Social Capital	Data Privacy	Our data and communication privacy practices are generally explained in our Code of Ethics and in our Privacy Policy. To comply with applicable local regulations, the user data privacy and responsible advertising notices vary in each of our operations. All of them are accessible to the general public. For litigation indicators, please refer to the Significant Fines Report subsection in the Connecting with Principles section of this report.
	Data Security	All cybersecurity relevant indicators are widely covered in the Activating Safety section of this report.
Business Model & Innovation	Product end-of-life Management	All the relevant waste related indicators are disclosed in the Waste subsection in the Sharing Development sections of this report. Best practices of end-of-life-cycle of mobile devices collection programs in our subsidiaries are shown as well.
Leadership & Governance	Competitive Behavior & Open Internet	There were no monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations in the reported year. There is no difference between average actual sustained download speed of owned and commercially-associated content and non-associated content. América Móvil considers connectivity as a catalyst for development, knowledge sharing, productivity and quality of life improvement for the society as a whole. This is demonstrated by all the programs developed and/or deployed by the Company shown in this report.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

VERIFICATION LETTER

(102-56)



Av. Ejército Nacional 843-B Tel: +55 5283 1300
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11520 Mexico, D.F. ey.com/mx

Independent Limited Verification Report

To the Board of Directors of América Móvil S.A.B de C.V.:

Scope of our Work

We have undertaken an independent limited verification of the performance indicators included in **Annex A** and presented in the Sustainability Report (the "Report") of America Movil, S.A.B. de C.V. ("America Movil" or the "Company") corresponding to the year calendar 2019, based on with the reporting criteria set forth in the GRI Standards (the "Criteria").

The preparation of this report is the responsibility of America Movil's Management. America Movil's Management is also responsible for the information and the assertions contained therein, defining the scope of the Report and the management and control of the information systems that provided the reported information.

Our work was conducted in accordance with International Standard on Assurance Engagements (ISAE) 3000 issued by the International Auditing and Assurance Standards Board (IAASB) of the International Federation of Accountants (IFAC). This standard requires that we plan and perform our engagement to obtain limited assurance about whether the report is free from material misstatement and that we comply with ethical requirements, including the independence requirements included in the Code of Ethics of the International Ethics Standards Board for Accountants (IESBA).

Standards and verification procedures

The verification procedures performed focused on the following:

- Interviews with the individuals responsible for the information to understand the activities performed and the procedures used to gather the information.
- Review of the structure and content of the Report in accordance with the GRI Standards.
- Understanding of the procedures used in compiling and consolidating quantitative and qualitative data, as well as their traceability.

- Review of the support documentation through analysis.
- Recalculations, as well as sampling, to increase the certainty of the indicators reported.

It is worth mentioning that the scope of this review is substantially less thorough than a reasonable assurance engagement. Therefore, the assurance provided is also lesser in comparison. This Report shall in no way be considered an audit report.

Conclusions

Based on our work described in this Report, nothing has come to our attention that causes us to believe that the information and performance indicators selected are not presented, in all material respects, in accordance with the applicable criteria.

This report has been exclusively prepared for the Board of Directors of America Movil, S.A.B de C.V., in accordance with the terms of our engagement agreement.

Mancera, S.C.

A Member Practice of Ernst & Young Global Limited

Saúl García Arreguín

Partner

June 26th, 2020, Mexico City



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

Annex A: Verified information and performance indicators

Performance indicators

GRI / KPI	Disclosure title	Scope of the information ¹	Compliance level (Clauses)	Reported information	UNIT
IP ²	Energy consumption within the organization	Mexico	c.	2,320,555	MWh of electric energy
				43,163,648	Liters of gasoline
				6,603,630	Liters of Diesel
				460,291	Liters of LP gas
		Brazil		1,379,276	MWh of electric energy
				5,169,891	Liters of gasoline
				1,024,403	Liters of Diesel
				5,427,151	Liters of bioethane
				1	m ³ of natural gas
		Colombia		430,472	MWh of electric energy
				138,569	Liters of gasoline
				10,502,459	Liters of Diesel
IP ²	Direct GHG emissions (Scope 1)	Mexico	a.	184,600	Ton CO ₂ e
		Brazil		41,008	Ton CO ₂ e
		Colombia		33,818	Ton CO ₂ e
IP ²	Energy indirect GHG emissions (Scope 2)	Mexico	b, c.	1,118,410	Ton CO ₂ e
		Brazil		549,598	Ton CO ₂ e
		Colombia		57,960	Ton CO ₂ e

¹ America movil's own indicator with coverage of the information regarding to operations of Telmex & Telcel in Mexico and to Claro for Brazil & Colombia.

² America Movil's own indicator based on GRI.



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

GRI / KPI	Disclosure title	Scope of the information ¹	Compliance level (Clauses)	Reported information	UNIT
IP ³	Waste by type and disposal method ⁴	Mexico		3,927	Tons of non-hazardous waste generated (recycled)
				168	Tons of non-hazardous waste generated (repurposed)
		Brazil		1,931	Tons of non-hazardous waste generated (recycled)
		Colombia		2,245	Tons of non-hazardous waste generated (recycled)
				0.7	Tons of non-hazardous waste generated (incinerated)
				946	Tons of non-hazardous waste generated (landfill)
ID ³	Number of occupational accidents and illnesses by gender ⁵	Mexico	-	1,027	Total number of accidents (men)
				360	Total number of accidents (women)
				1	Total number of illnesses (men)
				1	Total number of illnesses (women)
		Brazil		124	Total number of accidents (men)
				27	Total number of accidents (women)
				0	Total number of illnesses (men)
				0	Total number of illnesses (women)
		Colombia		44	Total number of accidents (men)
				69	Total number of accidents (women)
				1	Total number of illnesses (men)
				3	Total number of illnesses (women)
404-1	Total training hours per year per employee category and gender	Mexico, Brazil, Colombia	a.	367,319	Training hours for entry level / Position without command (men)
				194,453	Training hours for entry level / Position without command (women)
				1,539,773	Training hours for staff without command (men)
				792,779	Training hours for staff without command (women)
				208,620	Training hours for staff with command (men)
				87,033	Training hours for staff with command (women)

³ America Movil's own indicator based on GRI.

⁴ Hazardous waste generation was reviewed for Mexico, Brazil and Colombia (2,839 tons).

⁵ Accidents and illnesses that caused lost days.

2019
SUSTAINABILITY
REPORT



CONTENT



MESSAGE FROM THE CEO



COMPANY PROFILE



UPDATING SUSTAINABILITY



CONNECTING WITH PRINCIPLES



ACTIVATING SAFETY



SHARING DEVELOPMENT



UPLOADING QUALITY OF LIFE



APPENDIX

GRI / KPI	Disclosure title	Scope of the information ¹	Compliance level (Clauses)	Reported information	UNIT
				36,392	Training hours for 1st level manager (men)
				10,588	Training hours for 1st level manager (men)
				31,543	Training hours for 2nd level manager (men)
				9,791	Training hours for 2nd level manager (women)
				3,603	Training hours for executive (men)
				808	Training hours for executive (women)
ID ⁶	Fines generated by cybersecurity incidents	Mexico, Brazil, Colombia	-	0	Number of fines generated by cybersecurity incidents

⁶ America Movil's own indicator



2019
SUSTAINABILITY
REPORT