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REPORT SCOPE

*(102-12, 102-46, 102-50, 102-51, 102-52, 102-54, 102-56)*

América Móvil has published an annual Sustainability Report since 2010. In it we describe our performance and achievements regarding the environment, our employees and social development in a clear and transparent manner in order to improve communication with our main stakeholders. This report includes the results of América Móvil during the period between January 1st and December 31st, 2020. This Report was developed using the GRI Standards in accordance under the core option as guidance. Unless otherwise stated, we report information corresponding to the 25 countries where we operate, which we have grouped by region.

The content of this report is based on our materiality assessments, our commitment to the 10 Principles of the Global Compact and the United Nations Sustainable Development Goals, as well as the methodology suggested by the Sustainability Index of the Mexican Stock Exchange. We also incorporate some topics and indicators based on SASB's Sustainability Accounting Standards for the Telecommunications Services Industry and the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD). We also include recommendations from international organizations such as the World Economic Forum and from information exchanges that we have with funds and evaluators throughout the year.

To fulfill our commitment to share accurate 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 can be found in the GRI Content Index and External Verification Letter sections.

CONTENT
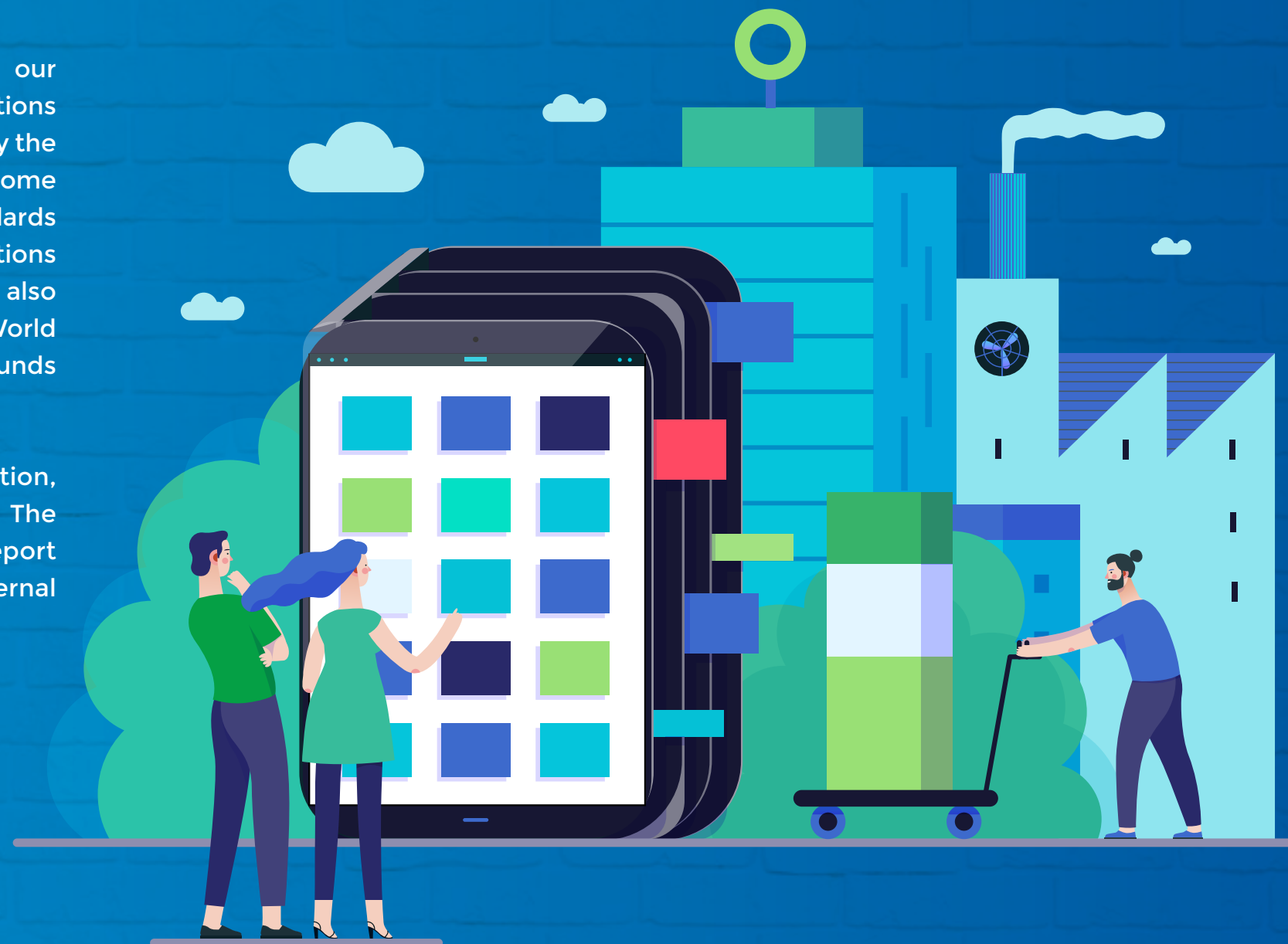
Message from
THE CEO

(102-14, 102-15)

The year 2020 was unique in history, being one of the most challenging that we have had to live. The health contingency imposed important challenges for families, communities, companies and individuals, which would have been very difficult to handle a few decades ago. It also gave us the opportunity to reinvent, contribute and reinforce the relevance of our business in people's lives and in building a better world. Telecommunications became the main player in responding to the challenges of the health and economic crisis. The Covid-19 pandemic has made evident how fundamental connectivity is not only to keep people in contact, but also to ensure continuity in essential activities of organizations and society in general.

We have learned to meet our needs in health, work, education and entertainment, using connectivity and digital solutions. The new normal has accelerated everyone's adoption of technology, particularly in regions where it had lagged for years. Despite the substantial increase in the use of telecommunications, our infrastructure was able to cope with the increase in demand remaining robust and efficient, thanks to the investments we have made over the years. Today, our 4.5G Network offers speeds 10 times faster, voice and video in high definition and a considerable reduction in latency, allowing millions of devices to be connected simultaneously to expand the universe of the Internet of Things. In a constant process, our CAPEX has allowed us to continue modernizing and expanding the network, updating to the latest technologies, expanding capacity and speed. We have been the first in 4G, the only ones in 4.5G and now we are deploying our 5G network, starting in Europe, Brazil and Puerto Rico. We are a priority company in the lives of millions of people. This year's experiences have made us more aware of the importance of our work and the impact on the lives of our users, communities and countries.

Even in very difficult times, at América Móvil we maintain a solid financial position that allows us to strengthen our leadership in the businesses where we participate, while promoting development

in the countries where we operate, thus generating greater value for our company and shareholders' and reaffirming our commitment to provide the best services for all our clients.

The world and the lifestyle of our users may not be the same again. We must adapt to a new environment with new applications and technologies. We must be increasingly aware of what sustainable business management means: to be prepared for any new challenge; adapt to change; meet the expectations of our stakeholders and generate shared value in the communities where we operate by innovating and capitalizing on opportunities that contribute to their well-being and the growth of the business in the long term.

Last year we took on a science-based emissions reduction target that was perhaps one of the most ambitious in the industry. Consequently, the Executive Sustainability Committee formed the Energy and Emissions Working Group in charge of managing and implementing the climate change strategy throughout our operations and of keeping our Board informed of the progress. We also reviewed and updated our business continuity and risk management plans and strengthened our corporate and inclusion policies, promoting training as part of a culture of compliance. The results are very encouraging as we can see in this report.

In 2020, we also developed and implemented a new virtual communication forum with our subsidiaries seeking to reinforce the dissemination and culture of sustainability where we share trends and best practices.

Additionally, we strengthened our ties with stakeholders by establishing lines of action due to the health emergency that allowed us to continue our operations safely, guaranteeing the quality of our communications and connectivity services to our clients, key customers and audiences at a critical time. We are well aware that telecommunications are of vital importance in times of crisis and emergency, therefore we met the needs of our clients by supporting them, mainly with aid plans for the vulnerable population and new options for Micro, Small and Medium Sized Businesses; contributing to economic recovery with a sustainable vision.

With great satisfaction, I am pleased to share with you the América Móvil Sustainability Report for 2020. In it you will find the most relevant information on the achievements and progress we had as a result of a combined effort. We appreciate the contribution of strategic partners, suppliers and investors. Also, in a very special way, I would like to thank our employees who with their commitment, talent and dedication have operated all our resources contributing to the care

of the communities where we operate and ensuring the continuity of social and economic life so that a large part of the population could stay at home given the imposed health measures.

Today, we are proud of the work we carried out to respond to the severe sanitary emergency. We will continue with our efforts so that people, organizations and communities have better products and services that will help them make this a better world.

Daniel Hajj Aboumrad
Chief Executive Officer

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Company
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(102-1, 102-4)

América Móvil has been the leader in integrated telecommunications services in Latin America for many consecutive years, as well as the largest telecommunications company in the world in terms of total accesses, excluding China and India.

This leadership has been possible thanks to our continuous effort to meet the new needs of our clients. As a result, América Móvil has gone from being a local voice operator to an integrated telecommunications company of services and information technologies, including: fixed and mobile telephony, high-speed broadband, Pay TV services, data transmission and content among others, as well as a wide range of innovative connectivity solutions to improve the lives of our clients.

Today, we have presence in 25 countries in the Americas and Europe and offer innovative communications solutions through our portfolio of value-added services and our world-class communications platform.

COMPANY PRESENCE

In Latin America, América Móvil operates under our telecommunications 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 offer B2B services through our marketing and call center services division: CMI, Telvista and BrasilCenter.

In order to face the challenges of the new digital era, our companies **Claro Enterprise Solutions** and **Global Hitss** develop comprehensive solutions that expedite productivity, cost efficiency, energy efficiency and daily connectivity with our clients. Also, we offer content for different audiences through **América Móvil Contenido**, which includes **Claro Video**, **Claro Música**, **Claro Sports**, **Uno TV**, **Editorial Contenido**, **iMúsica**, among other brands.

In this business model, we offer complementary audio, video and media content over the Internet directly from the content provider to the end user. Our most important service is **Claro Video**, in which we offer more than 18,500 titles for the Latin American and Caribbean markets.

We also offer unlimited music streaming and downloading services in 16 countries in Latin America and Europe through **Claro Música**, with access to approximately 50 million titles in all types of music.

2020 HIGHLIGHTS

5G LAUNCH

In January 2020, the **A1 Telekom Austria Group** began operations of the 5G Network in Austria, incorporating the best technologies along with the largest fiber optic network in the country, which today covers more than 60,000 kilometers. At the end of the year, **"A1 5Giganet"** offers service to approximately 25% of the Austrian population. The 5G rollout is expected to significantly increase in 2021.

Currently, 5G allows bandwidth increases of up to 1 Gbit/s and up to 10 Gbit/s in the near future. It also offers latency of around one millisecond, making real-time communication solutions a reality. In addition, it will increase the maximum number of connected devices to one million per square kilometer. Also, 5G offers greater energy efficiency, which is why it plays a fundamental role in the expansion of the "Internet of Things" (IoT). Finally, it is worth mentioning that 5G will also allow us to accelerate broadband access in rural areas.

On the other hand, in July, **Claro Brazil** became the pioneer company in launching and deploying the 5G Network in the cities of Rio de Janeiro and São Paulo, to later cover other cities in the country. The 5G service implemented is a type of transition technology between the fourth and fifth generation of mobile telephony, with international characteristics known as Dynamic Spectrum Sharing (DSS) that allows 5G to be activated on the frequencies already used for 4G, 3G and 2G.

ACQUISITION OF GRUPO OI

In Brazil, the biding offer submitted by **Claro** along with Telefónica Brasil and TIM, to acquire the mobile business owned by Grupo Oi, was approved.

Claro would pay 22% of the total price and in return it would receive 32% of the subscriber base of the mobile business owned by Grupo Oi and approximately 4.7 thousand mobile access sites (32% of the mobile business sites owned by Grupo Oi). Additionally, we entered into long-term contracts with Grupo Oi where the latter would provide them with data transmission services.

The closing of the acquisition is subject to certain customary conditions for this type of transaction, including obtaining authorizations from the regulators. The closing of the transaction is expected to occur during 2021.

This transaction would create additional value for **Claro**, its shareholders and clients, through growth, generation of operating efficiencies and improvements in service quality. In addition, it would contribute to the development and competitiveness of the Brazilian telecommunications sector.

SALE OF TRACFONE WIRELESS

Additionally, we signed an agreement with Verizon Communications for the sale of 100% of our subsidiary **TracFone Wireless**, the largest virtual operator of prepaid mobile services in the United States, which serves 21 million subscribers. The closing of this acquisition is subject to certain customary conditions for this type of operation, including obtaining the required government authorizations. The parties estimate that the closing of the transaction will occur during 2021.

TELMEX FUNCTIONAL SEPARATION

To date, we have complied with all the stages of the functional separation plan for **Telmex** and **Telnor**, of which the following are the most relevant: The establishment of two new subsidiaries *Red Nacional Última Milla* "National Last Mile Network" and *Red Última Milla del Noroeste* "Northwest Last Mile Network". Both companies have their own corporate governance with independent employees and headquarters, as well as the resources, systems and procedures necessary to fulfill their obligations. Both companies will have their own brands, independent of those of Teléfonos de México. The terms of service and prices offered by both companies will be subject to regulation by the authorities.

MAIN BRANDS AND BUSINESSES IN THE COUNTRIES WHERE WE OPERATE

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

Legend:
- ★ Main Brands
- ⚛ Main Businesses
- 👤 Number of Accesses (in thousands)
- % Percentage of Operation (millions of accesses)
- 👥 Population covered (millions of people)
- 📱 Mobile penetration percentage

- 🔵 Wireless voice, data and value added services[1]
- 🟢 Fixed voice broadband, data and IT services[2]
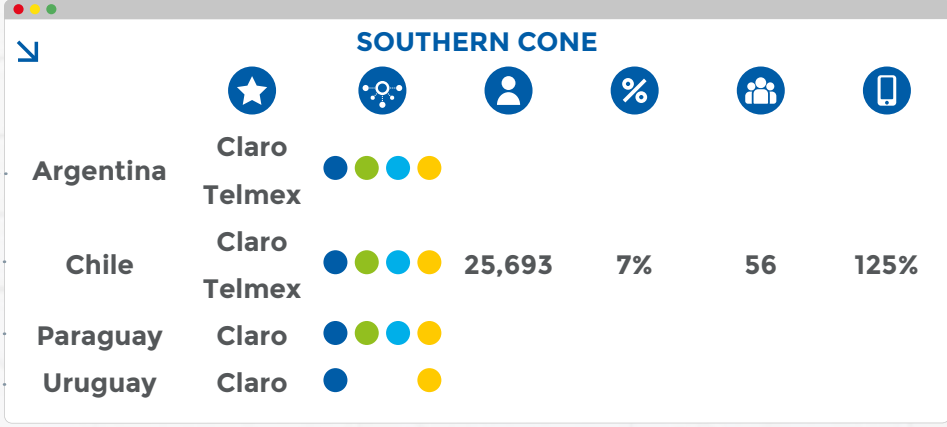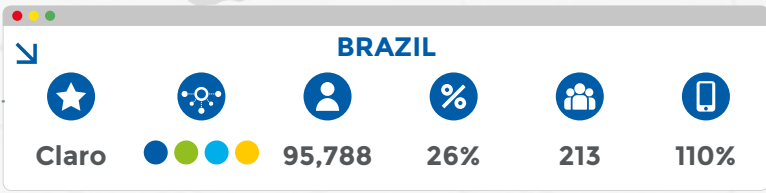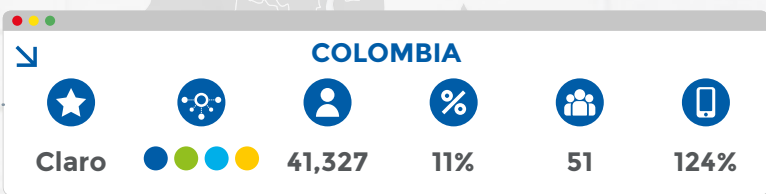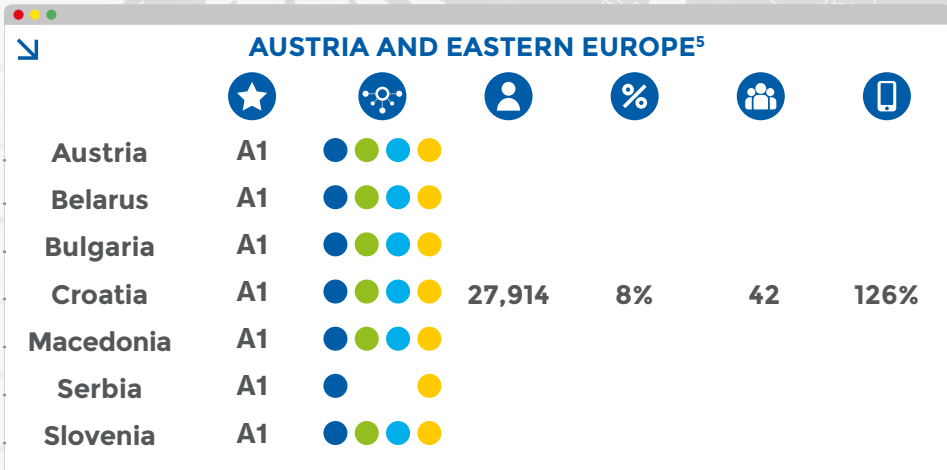- 🔵 Pay TV
- 🟡 OTT services[3]

TOTAL

👤 368,237   % 100%

UNITED STATES

Main Brands	Main Businesses	Number of Accesses	Percentage of Operation	Population covered	Mobile penetration
TracFone / Claro Enterprise Solutions	🔵	20,682	6%	329	129%

MEXICO (Corporate Headquarters)

Main Brands	Main Businesses	Number of Accesses	Percentage of Operation	Population covered	Mobile penetration
Telcel / Telmex Infinitum	🔵🔵🟢🟡[4]	99,714	27%	126	99%

CENTRAL AMERICA AND CARIBBEAN

	Main Brands	Main Businesses	Number of Accesses	Percentage of Operation	Population covered	Mobile penetration
Guatemala	Claro	🔵🟢🔵🟡				
El Salvador	Claro	🔵🟢🔵🟡				
Honduras	Claro	🔵🟢🔵🟡				
Nicaragua	Claro	🔵🟢🔵🟡				
Costa Rica	Claro	🔵🟢🔵🟡	28,272	8%	62	102%
Panama	Claro	🔵🟢🔵🟡				
Dominican Republic	Claro	🔵🟢🔵🟡				
Puerto Rico	Claro	🔵🟢🔵🟡				

AUSTRIA AND EASTERN EUROPE[5]

	Main Brands	Main Businesses	Number of Accesses	Percentage of Operation	Population covered	Mobile penetration
Austria	A1	🔵🟢🔵🟡				
Belarus	A1	🔵🟢🔵🟡				
Bulgaria	A1	🔵🟢🔵🟡				
Croatia	A1	🔵🟢🔵🟡	27,914	8%	42	126%
Macedonia	A1	🔵🟢🔵🟡				
Serbia	A1	🔵🟡				
Slovenia	A1	🔵🔵🟡				

COLOMBIA

	Main Brands	Main Businesses	Number of Accesses	Percentage of Operation	Population covered	Mobile penetration
	Claro	🔵🟢🔵🟡	41,327	11%	51	124%

BRAZIL

	Main Brands	Main Businesses	Number of Accesses	Percentage of Operation	Population covered	Mobile penetration
	Claro	🔵🟢🔵🟡	95,788	26%	213	110%

SOUTHERN CONE

	Main Brands	Main Businesses	Number of Accesses	Percentage of Operation	Population covered	Mobile penetration
Argentina	Claro / Telmex	🔵🟢🟡				
Chile	Claro / Telmex	🔵🔵🟢🟡	25,693	7%	56	125%
Paraguay	Claro	🔵🟢🔵🟡				
Uruguay	Claro	🔵🟡				

ECUADOR

	Main Brands	Main Businesses	Number of Accesses	Percentage of Operation	Population covered	Mobile penetration
	Claro	🔵🔵🟢🟡	8,349	3%	18	88%

PERU

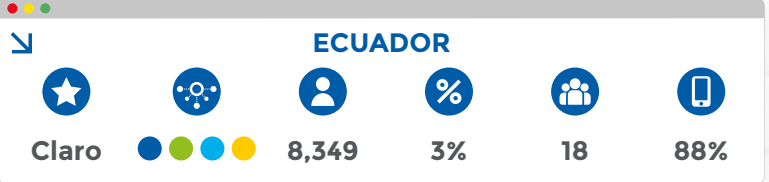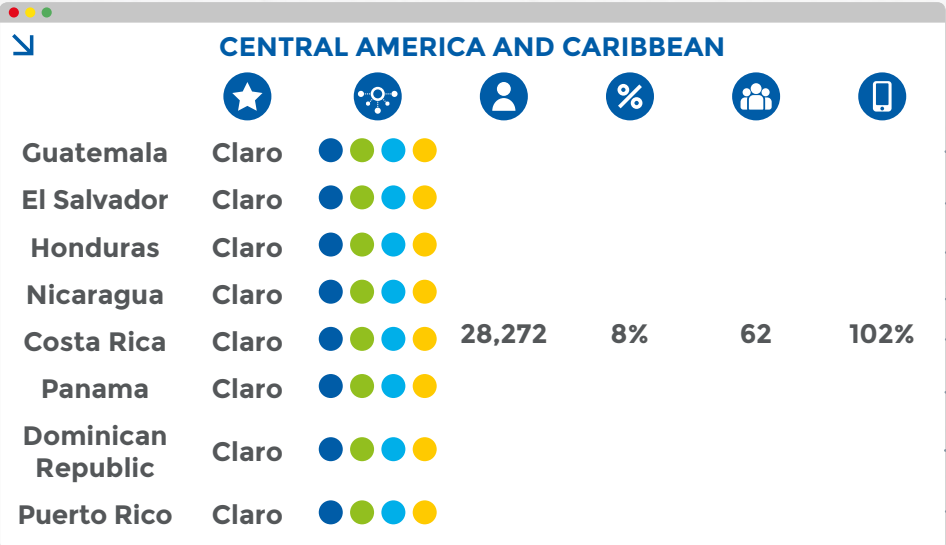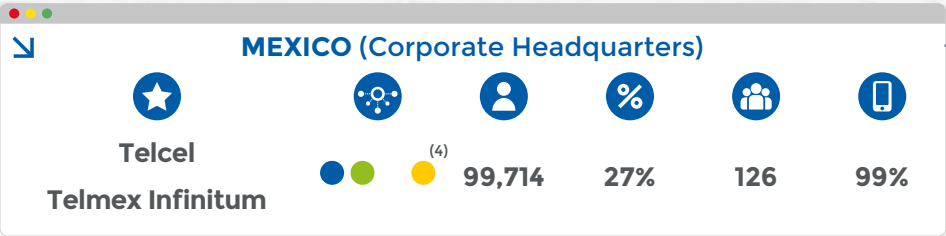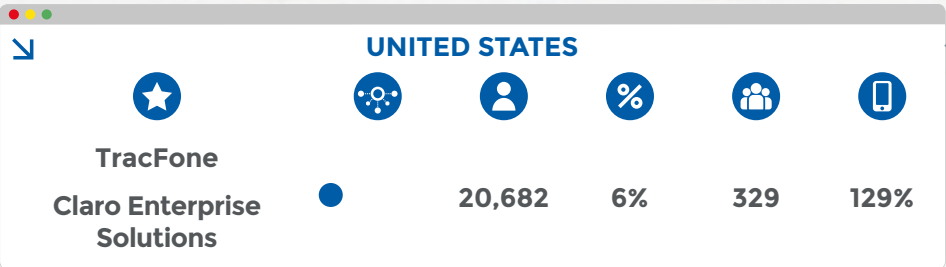|	Main Brands	Main Businesses	Number of Accesses	Percentage of Operation	Population covered	Mobile penetration
	Claro	🔵🔵🔵🟡	12,687	4%	33	120%

(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, domestic and international long-distance.
(3) Includes Claro Video and Claro Música.
(4) Services provided by non-concessionaire subsidiaries.
(5) We currently have a 51% stake in A1 Telekom Austria Group.

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MILLION ACCESSES

	2014	2015	2016	2017	2018	2019	2020
Mobile	289	286*	281	279	276	278	**287**
Fixed Lines, Broadband and Pay TV	78	81	83	83	84	81	**81**

As of 2015, we have a CHURN prepaid policy to automatically cancel lines that do not show activity during a specific period (established for each operation). Consequently, as of this year, we registered a decrease in the number of accesses of mobile services.
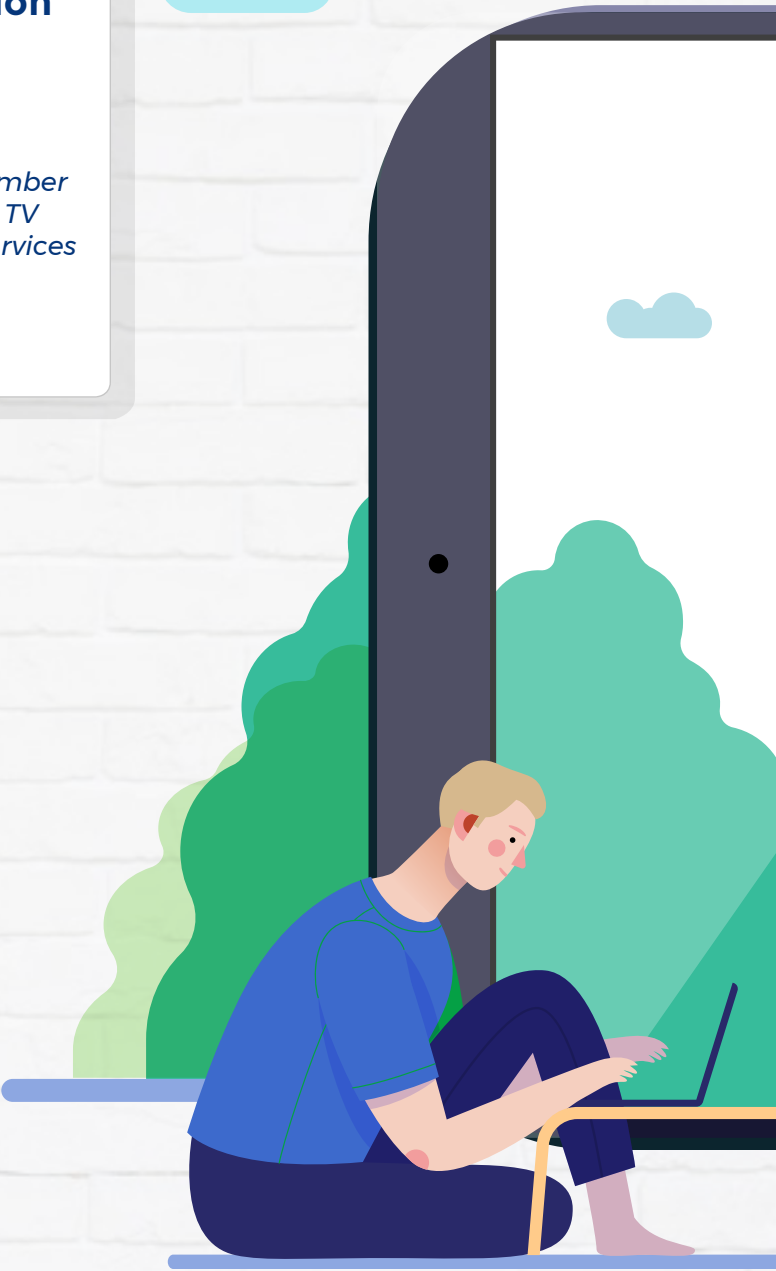
As of December 31st, 2020, América Móvil had

368 million accesses,

287 million mobile subscribers (voice and data), and 81 million revenue generating units (RGUs[1]).

[1] RGUs for fixed services comprise the number of fixed accounts for voice, data and pay TV services (which include the number of services of both types of pay television, as well as certain other digital services).

INFRASTRUCTURE

(203-1)

At América Móvil, we constantly strive to expand and improve our infrastructure by incorporating state-of-the-art technology to offer our clients the best connectivity solutions available today.

Our efforts have been focused on building the best fiber optic network in Latin America in order to carry data and long-distance services from Argentina to the southern border of the United States[1] and back. América Móvil has capacity in more than 189 thousand km of submarine cables, including the submarine cable AMX-1 with an extension of 17,500 km that connects the United States with Central and South America through 11 landing points and provides international connectivity to all our subsidiaries in these geographic areas. The transmission capacity of the submarine cable is 90 Tbit/second.

At its maximum capacity, the cable simultaneously processes more than 1.4 billion calls, transmits 11 million HD channels, and downloads 22 million songs per second.

Committed to the continuous growth of our infrastructure to promote communication services in the Latin American Pacific, we are working in collaboration with Telxius in the construction of a new submarine cable. The new system will have a maximum capacity of 108 Tbit/second, with six pairs of fiber and the lowest latency from Guatemala to Chile. We expect the submarine cable to be ready for operation at the beginning of the third quarter of 2021. We also have more than 1 million, 81 thousand kilometers of terrestrial fiber optic cable and our network passes through approximately 81 million homes.

In addition, we have 268,734 base stations with 2G, 3G, 4G or 4.5G technologies (of which approximately 69% have 3G, 4G and 4.5G capacity) throughout Latin America and Europe.

As of December 31st, 2020, we invested

129.6

billion pesos,
which allowed us to increase our network, expand our capacity and update our systems to operate with the most modern technology.
Through our convergent platforms, we offer high-quality voice, video and data products.

Pto. San José
Guatemala

Pto. Salinas
Ecuador

Lurín
Peru

Arica
Chile

Valparaíso
Chile

[1] *América Móvil does not have a mobile telecommunications network or mobile spectrum concessions in the United States. Instead, we buy airtime through agreements with mobile service providers and we resell airtime to our clients.*
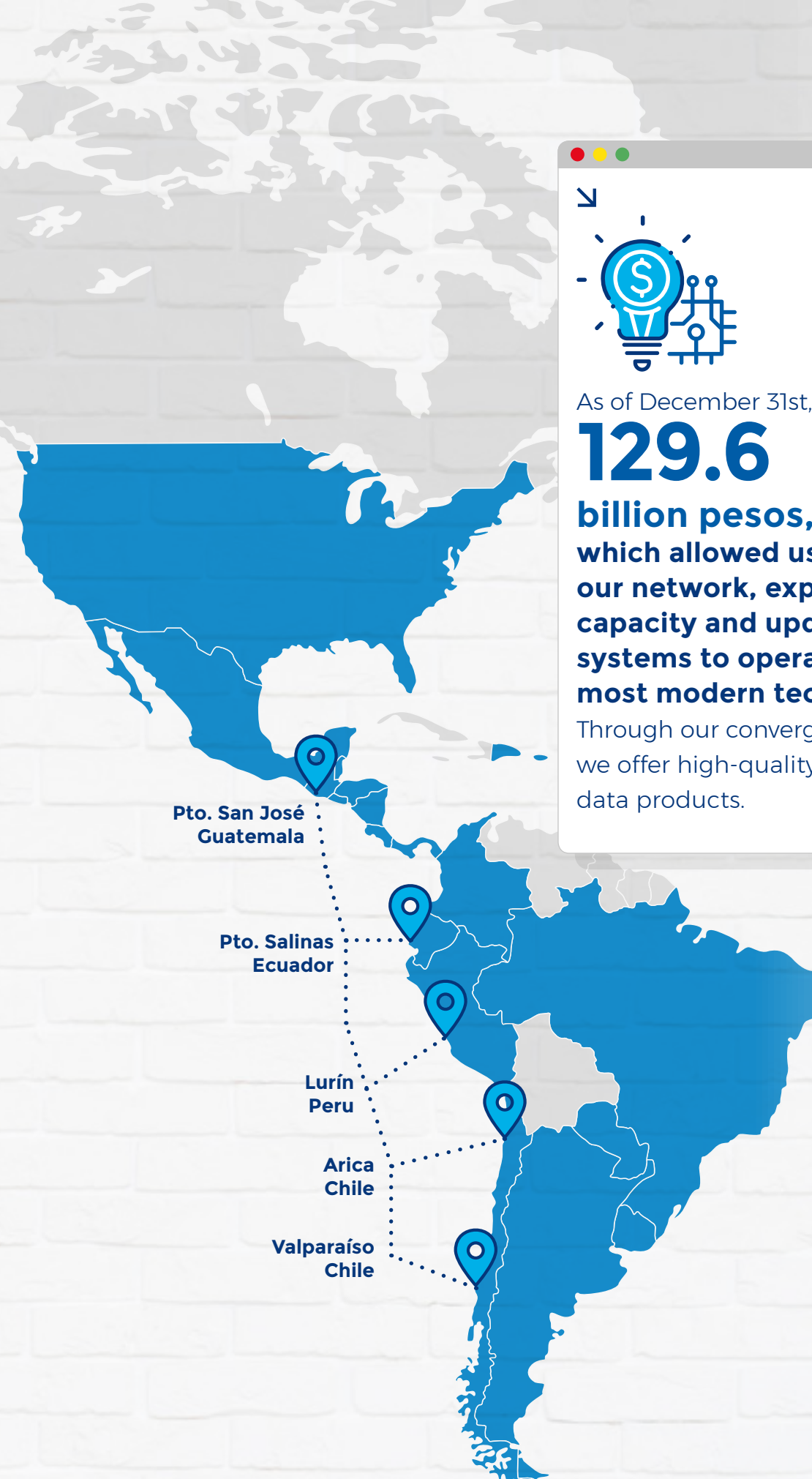
The Company continues to make significant investments to expand the capacity and scope of its networks to meet the needs of each individual market. The following table shows the percentage of the population covered by the Company's networks in the different countries in which it operates, as of December 31st, 2020.

GENERATION TECHNOLOGY[1]

(% of covered population)	GSM	UMTS*	LTE
Argentina	99%	99%	98%
Austria	100%	97%	98%
Belarus	100%	100%	-
Brazil	94%	95%	87%
Bulgaria	100%	100%	99%
Chile	97%	97%	98%
Colombia	91%	80%	72%
Costa Rica	85%	79%	75%
Croatia	99%	99%	99%
Dominican Republic	100%	99%	97%
Ecuador	96%	80%	76%
El Salvador	91%	81%	66%
Guatemala	89%	88%	82%
Honduras	89%	82%	58%
Macedonia	100%	100%	99%
Mexico	94%	95%	91%
Nicaragua	76%	72%	55%
Panama	82%	88%	82%
Paraguay	76%	74%	70%
Peru	88%	84%	83%
Puerto Rico	82%	97%	98%
Serbia	99%	98%	98%
Slovenia	100%	100%	99%
Uruguay	96%	91%	82%

For its acronym in English, the Universal Mobile Telecommunications System.

[1] As of December 31st, 2020, our 5G network covered the following percentages of population in the places indicated: 22.7% in Austria, 16.4% in Brazil and 10% in Puerto Rico.

Additionally, we continue to expand our coverage and improve the quality and speed of our network, with a series of microcells and indoor solutions. We have 31 data centers in 11 countries, 19 in Latin America and 12 in Europe to manage a series of cloud solutions, for example, Infrastructure as a Service ("IAAS"), Software as a Service ("SAAS"), security solutions and unified communications.

Our satellite network, operated by Star One, comprises the largest satellite network in Latin America, covering Mexico, the United States, Central and South America. We use these satellites as a source of capacity for the Pay TV service with Claro TV direct-to-home (DTH) technology in Brazil, as well as to provide other DTH services, link their cellular networks, transmit video signals and provide services for corporate. networks.

We also continue to work on enabling our Virtual Network features with the goal of replacing the existing physical infrastructure to improve overall performance, as well as our availability, flexibility, and scalability, while allowing us to reduce costs, energy, and allocate resources from network on demand. With all these improvements and efforts, we now have a redundant and resilient network with enough capacity to meet any sudden increase in demand.

To learn more about the reliability and availability of our networks, click here.

ECONOMIC PERFORMANCE

(201-1)

América Móvil continues to advance in the massive implementation Network Function Virtualization for all the features of our network in all operations, allowing the dynamic management of resources and efficiencies through the consolidation of functions, as well as significant cost reductions, both in CAPEX and OPEX.

At this time, the project is **77% complete** compared with what was estimated in 2020.

	2019 million pesos (MXN)	2020 million pesos (MXN)	2020 million dollars (USD)
Generated Economic Value	1,007,348	**1,016,887**	**50,975**
Distributed Economic Value	937,034	**965,860**	**48,416**
Retained Economic Value*	70,313	**51,027**	**2,559**

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

PERCENAGE OF REVENUES PER SERVICE[1]:
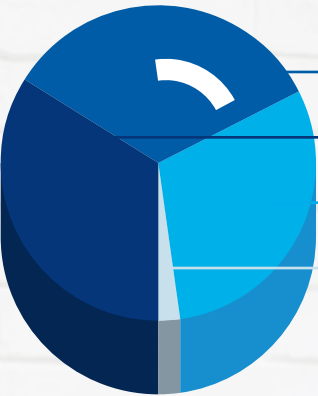
33.9% Fixed Packages[2]
33.7% Mobile Prepaid
30.2% Mobile Postpaid
2.2% Fixed Voice

[1] Does NOT include revenues from other telecommunications companies such as interconnection and roaming.
[2] Includes fixed broadband, Pay TV and fixed voice in double and triple play packages.

DATA CENTERS:

	2018	2019	2020
Argentina	1	1	2
Brazil	4	4	9
Chile	1	1	4
Colombia	2	3	3
Ecuador	1	1	2
Mexico	2	4	16
Peru	2	2	2
Dominican Republic	2	2	2
Puerto Rico	4	4	2
Austria	4	4	4
Bulgaria	6	6	6
Belarus	2	2	2
Total	**27**	**30**	**54**

(102-7,102-45)
Note: For more information on our financial performance, click here.

TAX PRINCIPLES

OUR TAX PAYMENTS ARE MADE IN THE COUNTRIES WHERE WE GENERATE OUR INCOME.

We make full disclosure of this in the Country by Country report that we present to the Mexican tax authorities. This report is based on the OECD principles. Mexico is part of the OECD and Mexican tax authorities *(Sistema de Administración Tributaria "SAT")* have incorporated the OECD principles to improve transparency and governance and since January 1st, 2016, require all MNE resident in Mexico to provide a comprehensive report citing all legal entities owned by América Móvil, foreign and domestic, taxes paid by them and the number of their employees, amongst other data. The afore-mentioned report is presented on an annual basis to the SAT in Mexico and is available for information exchange with other tax authorities through exchange agreements.

WE REFRAIN FROM USING TAX HAVENS FOR FISCAL PLANNING PURPOSES.

WE HAVE PROCEDURES TO GUARANTEE THE COMPLIANCE OF OUR FISCAL DUTIES TO MINIMIZE ANY TAX-RELATED RISKS.

In 2019 the International Financial Reporting Standards Committee Rule 23 came into effect in Mexico. It requires all legal entities owned by América Móvil to list any potential tax contingencies. Such document is revised jointly with our external auditors. The Chief Financial Officer is responsible for notifying the Board of Directors, specifically the Audit Committee, of any tax risks that the Company and/or the external auditors deem necessary.

WE HAVE AN ADEQUATE TRANSFER PRICING POLICY BASED ON MARKET PRICES AND ARM'S LENGTH PRINCIPLE BASED ON THEIR ECONOMIC VALUE AND CONTRIBUTION.

We follow local and international laws as well as the principles outlined by the OECD on its Base Erosion and Profit Shifting framework.

We report taxes paid in our public fillings in accordance with IFRS 3 and IAS 12 on the note 13 of our 20-F report.

EFFECTIVE TAX RATE AND TAX PAYMENTS

EFFECTIVE TAX RATE.

In 2020, América Móvil accrued MXP 16,366 million in corporate income taxes on a consolidated basis. This amount corresponds to an effective tax rate of 24.3% on our worldwide earnings. In 2019, AMX accrued corporate taxes amounted to MXP 51,033 million which represented an effective tax rate of 42.1%. The decrease in the effective tax rate was due to the recognition of tax losses from prior years in some countries and to the impact of a lower inflation rate given the inflationary adjustments applicable on our financial assets and liabilities under Mexican Tax Law.

TAX CONTRIBUTION.

América Móvil also pays and collects various taxes from governments through its transactions with suppliers and customers, as well as through our own operations around the world.

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TAXES PAID BY COUNTRY 2019[1]

Country	2019 Revenues (MXP)	Accounting Profits (Losses) before income tax for the fiscal year	2019 Paid taxes (MXP)	2019 Accrued Tax (MXP)	Number of Employees
Argentina	48,170,198,434	4,111,782,681	724,636,430	729,344,635	3,805
Austria	34,818,458,974	11,455,841,375	169,341	169,341	7,997
Belarus	4,600,902,225	1,029,638,069	216,685,491	216,685,491	2,412
Brasil	184,988,875,523	16,520,624,085	569,730,221	569,730,221	36,290
Bulgaria	5,363,833,980	466,904,170	201,258	201,258	3,620
Chile	35,703,081,096	2,478,686,617	229,381,083	229,381,083	3,486
Colombia	76,273,104,373	12,617,406,329	1,412,060,791	1,412,060,791	9,534
Costa Rica*	4,836,408,217	-837,774,526	-	-	769
Croatia	4,816,946,110	417,273,631	95,394,783	98,127,938	1,908
Dominican Republic	19,419,183,165	6,279,636,545	1,595,541,928	1,595,541,928	8,321
Ecuador	25,205,021,544	4,173,497,626	1,529,090,061	1,529,090,061	3,116
El Salvador	9,028,569,567	1,916,502,223	583,482,902	583,482,902	2,093
Guatemala	21,256,217,750	3,026,025,740	923,860,833	923,860,833	3,979
Honduras	5,158,516,926	-618,992,661	54,236,853	54,236,853	1,014
Macedonia	1,368,556,226	134,042,366	18,407,660	18,407,660	768
Mexico	664,982,201,530	227,520,970,675	31,092,220,241	31,092,220,241	89,539
Nicaragua	4,063,765,401	1,065,507,099	527,527,191	527,527,191	1,969
Panama*	3,753,070,393	-827,276,511	-	-	548
Paraguay	3,783,447,162	-302,947,334	58,405	58,405	466
Peru	51,091,257,606	757,670,628	417,253,550	417,253,550	4,093
Puerto Rico*	19,342,793,430	-5,183,538,448	-	-	3,030
Serbia*	3,148,828,207	284,462,389	-	-	1,127
Slovenia	2,322,591,689	836,122,472	5,405,770	5,405,770	513
United States of North America	165,892,388,689	2,784,817,926	1,592,506,433	1,592,506,433	859
Uruguay*	1,953,336,364	-155,296,336	-	-	268
Taxes Accrued in Operations	**1,401,341,554,581**	**289,951,586,830**	**41,587,851,225**	**41,595,292,585**	**191,523**
Other Countries	**24,012,572,047**	**17,617,193,638**	**2,524,971,691**	**2,524,973,040**	**0**
Total	**1,425,354,126,628**	**307,568,780,468**	**44,112,822,916**	**44,120,265,625**	**191,523**

To learn more about our Tax Policy, click here.

*In case of loss, we do not report taxes.
Note: Information on resident entities by country and economic activity in Appendix I.
[1] The table shows the taxes paid by country in 2020 compared to 2019.

OUR MISSION

To bring closer as many people as possible every day in each of the countries where we operate in order to generate a positive impact in their lives.

OUR VISION

To continue being an agent of change by providing connectivity and state-of the art technology services in all the countries in which we operate; maintaining our leadership in the telecommunications industry and reaffirming our commitment to our clients, employees, business partners and shareholders.

OUR STRATEGY

To offer our customers innovative products and services of the highest quality and technology, investing in our networks to increase their capacity and coverage while incorporating new technologies that allow us to be more efficient, take care of our environment and improve the experience of our clients.

OUR VALUES AND PRINCIPLES

(102-16)

Our values and principles of business ethics are the qualities that distinguish and guide us. We put them into practice daily as the fundamental stem of our excellence, productivity and leadership culture.

HONESTY

We are committed to the highest ethical standards. We must always act with honesty and integrity. Conducting ourselves with integrity builds security and trust among ourselves and in the relationships with our clients, suppliers, and other business partners. It also fosters respect for our organization and enables us to be successful.

HUMAN DEVELOPMENT

We are convinced of the unlimited potential of people in their personal and professional growth. That is why we respect and promote human rights in all our activities.

RESPECT

We value all our employees, clients, suppliers, and other business partners. We respect human rights and treat everyone equally. We do not tolerate any form of discrimination and we are open to different cultures, customs and beliefs, as these enhance our corporate community.

CORPORATE CREATIVITY

We believe in corporate creativity as a means to provide society with enough tools to address the problems that affect the countries where we have presence, as well as promote it in our daily activities.

PRODUCTIVITY

We are committed to the quality and optimization of our production processes by controlling our costs and expenses by following the highest standards in the industry.

OPTIMISM AND A POSITIVE ATTITUDE

We are convinced that a positive and optimistic attitude in the face of adversity is key to solving problems.

LEGAL COMPLIANCE

Our activity is governed by the applicable regulations in all the countries where we operate. We comply with all applicable laws and regulations in each of our markets. We aspire to be recognized as a company that always operates within a legal framework. We comply with our internal policies.

AUSTERITY

We foster our Company's assets as if they were our own. They are the product of our work and they are intended to benefit our customers and our society.

SUSTAINABILITY

Our commitment is to be an agent of change that promotes inclusion, economic development and well-being in the countries in which we operate. Additionally, we are always finding ways to balance the economic, social and environmental aspects of our operations. That is why we seek to comply with the best domestic and international practices in the matter.

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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 the level of our customers' recommendation.

- **Maintain our churn rate[2].** We seek to retain our customers' loyalty by monitoring our churn rate where we can determine the percentage of customers who cancel our services.

- **Improve the quality level of of our services.** We constantly invest in network infrastructure improving the mobile communication and browsing experience, seeking to solve any customer/user concern at the first contact.

GROWTH

- **Increase our subscriber base.** We believe that offering high quality products and services will allow us to increase our customer base.

- **Meet the budget of service revenues.** We are constantly working on identifying new business opportunities that improve customer service in order to meet our revenue budget.

LEADERSHIP

- **Increase market share.** Promoting teamwork in all divisions is key to maintaining and increasing the market leadership that has identified us.

- **Implement our digital transformation strategy.** Accelerating business innovation through a technological platform that supports the standardization of processes, as well as improving their efficiency and quality allows us to adapt and anticipate the challenges of a constantly changing market.

PROFITABILITY

- **Increase EBITDA.** Managing resources efficiently allows us to achieve projected results year over 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 cancel our service during a specific period compared with the number of subscribers at the beginning of the period.*

Updating
SUSTAINABILITY

Sustainability at América Móvil is led by the Board of Directors and is one of the highest priorities for the company. By incorporating sustainability into strategic decision making in our daily operations, we are confident that we can maintain our leadership in the market.

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

Since then, we made significant efforts to implement our Sustainability Strategy and achieve a set of objectives that will help us contribute to economic, social and cultural development in the communities where we are present.

The strategy consists of four pillars:

- **Development,** given that the products and services offered by América Móvil can be a relevant catalyst for personal growth and a promoter of economic activity in the communities where we operate.

- **Safety,** because América Móvil's products and services, as well as the projects in which it participates, help to improve the safety of people and communities, either directly or indirectly.

- **Quality of Life,** considering that the products and services offered by América Móvil help people to enjoy more free time, improve their health and well-being, and stay more connected with their loved ones.

- **Principles, Values and Ethics Management,** as they ensure that the company has a significant reputation, which we seek to extend throughout our value chain.

To develop América Móvil's Sustainability Strategy, we follow several guidelines and methodologies, such as **ISO 26000, SA8000, IPCPS, GRI Standards and the Ten Principles of the United Nations Global Compact,** among others.
(102-12)

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.
- Base station security.

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 and development of digital skills.
- Bridging the digital divide.
- Financial services.
- Promoting entrepreneurship.
- Developing small suppliers.
- Volunteering.
- Local jobs.
- Connecting projects for vulnerable communities.

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.
- Reducing emissions through connectivity and smart solutions.
- Conservation programs.
- Innovation.

Claro música

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MATERIALITY

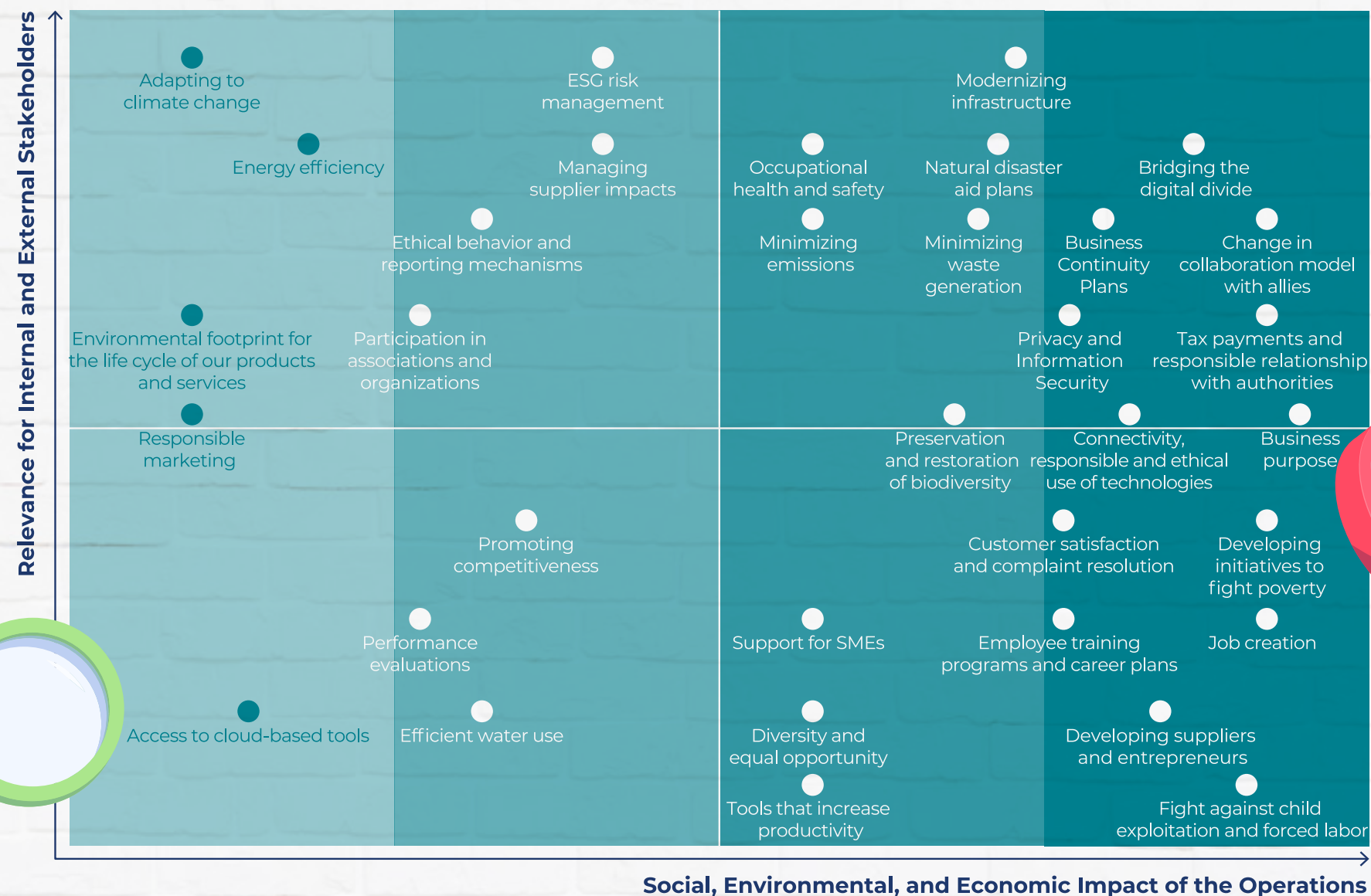*(102-21, 102-29, 102-31, 102-47)*

We carry out materiality studies when necessary or within a maximum of 3 years. The last materiality analysis was carried out in 2017. We postponed the 2020 assessment due to the significant changes caused by the Covid-19 pandemic in all aspects of daily life.

We consider the prioritization of post-pandemic issues require extensive evaluation that reflects the new concerns and priorities of our main stakeholders in the countries where we operate. Since it is not yet certain what this new normal will look like, we decided to postpone the materiality assessment for at least one more year.

However, we worked with the rest of the industry and NGOs in identifying new priorities on material issues and found the following:

- **Four issues increased in relevance:** The digital divide; health and safety of employees and contractors; protection of biodiversity; and mitigation of climate change.

- **Five new issues arised:** Changes in the collaboration model with partners; business purpose; business continuity plans; tax payments and responsible relationship with authorities; and support for small and medium-sized businesses.

The following graph reflects the result of our materiality assessment including these variations:

Relevance for Internal and External Stakeholders

Adapting to climate change
ESG risk management
Modernizing infrastructure
Energy efficiency
Managing supplier impacts
Occupational health and safety
Natural disaster aid plans
Bridging the digital divide
Ethical behavior and reporting mechanisms
Minimizing emissions
Minimizing waste generation
Business Continuity Plans
Change in collaboration model with allies
Environmental footprint for the life cycle of our products and services
Participation in associations and organizations
Privacy and Information Security
Tax payments and responsible relationship with authorities
Responsible marketing
Preservation and restoration of biodiversity
Connectivity, responsible and ethical use of technologies
Business purpose
Promoting competitiveness
Customer satisfaction and complaint resolution
Developing initiatives to fight poverty
Performance evaluations
Support for SMEs
Employee training programs and career plans
Job creation
Access to cloud-based tools
Efficient water use
Diversity and equal opportunity
Developing suppliers and entrepreneurs
Tools that increase productivity
Fight against child exploitation and forced labor

Social, Environmental, and Economic Impact of the Operations

RISK MANAGEMENT

(102-15, 201-2)

América Móvil has an Integrity and Compliance Program which is developed and supervised by the Compliance Office. The activities that are carried out are: identification, prevention and mitigation of operational and legal risks in order to guarantee the Company's long-term reputation and generate greater certainty to its value chain. Additionally, it establishes proper and effective control, surveillance and audit systems, which constantly examine compliance with integrity standards throughout the organization.
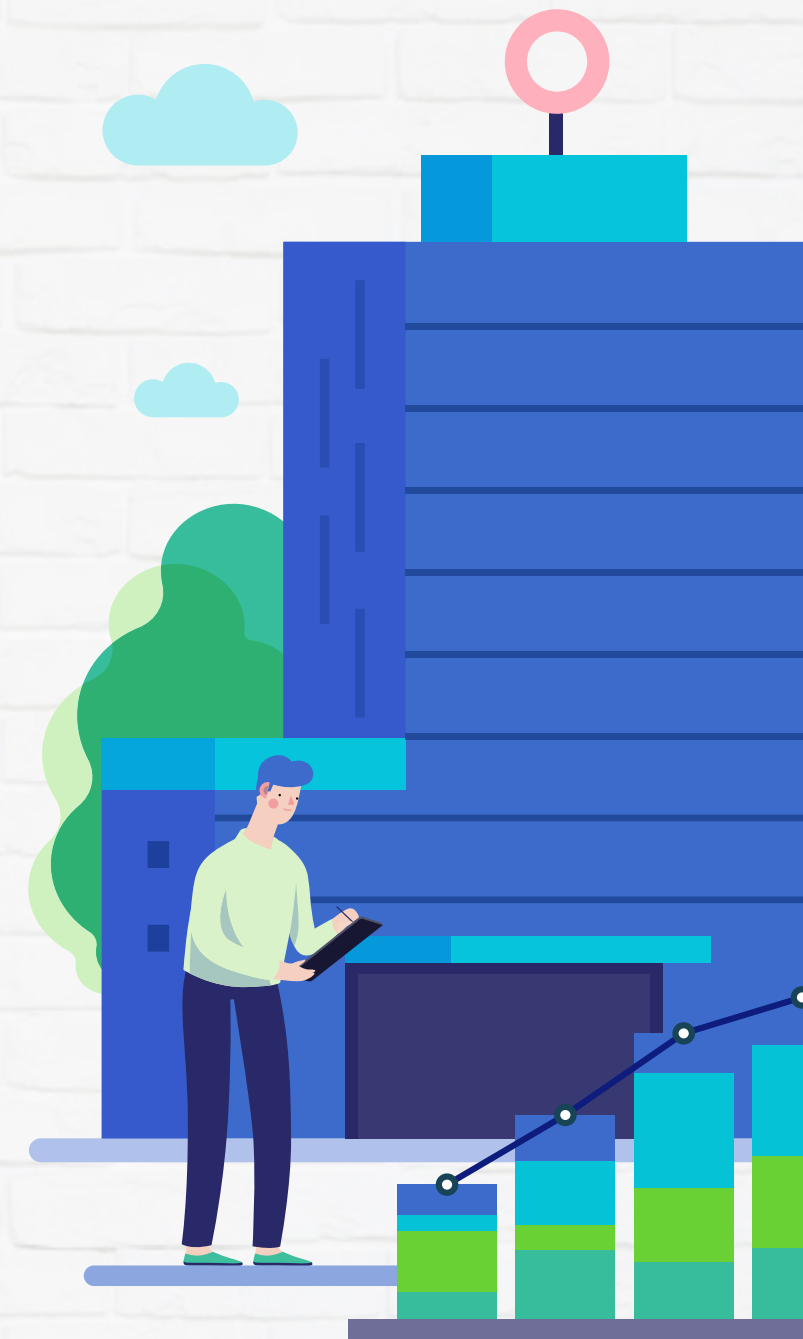
Early risk detection and management contribute to resilience and business development in all regions. Risk management includes the timely detection, impact assessment and mitigation of these risks, as well as establishment of contingency plans. Once potential risks have been identified, we set measures through internal and external mechanisms to manage and reduce them.

Additionally, we have incorporated a due diligence protocol for third parties into our Integrity and Compliance Program. As of 2021, this protocol is part of our operating procedures in order to have an evaluation and control of suppliers, the suppliers of our suppliers, distributors and commercial partners, in order to guarantee proper risk management regarding third parties that affect our value chain.

América Móvil's Sustainability and Compliance teams report to Senior Management on a quarterly basis, as well as to the Board's Audit and Corporate Practices Committee, which is the highest governance body that oversees risk management within the Group. In addition, extraordinary meetings are held as needed.

During the last three years, we have carried out the largest risk mapping exercise, through which we seek to identify potential risks for our operations, including those related to corruption, money laundering, personal data and information security, cybersecurity, human rights , macroeconomic, regulatory, environmental, market, labor, climate change, physical and social, among others. This process is first carried out at the corporate level and subsequently the evaluation methodology is implemented in all our subsidiaries.

The following is a list of the most relevant identified, risks and are in no particular order.

NATURAL DISASTERS, EXTREME WEATHER AND OTHER CATASTROPHIC EVENTS SUCH AS WAR, TERRORISM, OTHER ACTS OF VIOLENCE OR ILLNESS

Our operations could experience damages as a result of unexpected events such as wars, acts of terrorism, conflicts at the international, domestic or regional level (including labor conflicts), embargoes, problems related to public health (including contamination, adulteration or food or water shortages, the outbrake of diseases caused by the above or the spread of diseases or pandemics including COVID-19, ebola, avian influenza, H1N1 influenza or Middle East respiratory syndrome and natural disasters (including earthquakes, tsunamis, hurricanes or other adverse climate or environmental conditions) in the countries where we are present. These events could affect our ability to perform our tasks and could affect our ability to continue operating without interruption, which in turn could have an adverse impact on our activities and results of operations.

IMPACT OF THE COVID-19 PANDEMIC ON THE GLOBAL ECONOMY AND OUR OPERATIONS

The COVID-19 pandemic has and continues to have a strong impact on the business sector and the economic environments in which companies operate globally. The governments of the countries in which we operate have adopted aggressive measures to reduce the spread of COVID-19, including mandatory quarantines and lockdowns, travel restrictions and the close of public and private businesses and institutions. In addition, governments have imposed a wide range of consumer protection measures, which limit the way in which certain companies, including those in the telecommunications sector, can operate and interact with customers. The virus continues to spread and has caused adverse effects at the social level and in the markets around the world. The consequences of the pandemic and its effects on economies worldwide could have a strong negative impact on our operations.

Among them are:

- In 2020, the economic slowdown had an adverse impact on the ability of our clients to pay their bills;

- We have been forced to modify or restrict many of our operations, including the provision of customer service and repairs, the maintenance of our networks, the operation of points of sale and the execution of investment projects; and we have experienced impacts on our value chain, all of which could affect our costs; and,

- We have implemented policies, including home office for employees, social distancing measures to provide flexibility for business continuity, as well as taking care of the health and safety of employees, customers and clients.

The extent to which the operational and financial performance of the Company will be affected by COVID-19 will depend on the duration and scope of the pandemic, as well as the availability of vaccines and their effectiveness, which are highly uncertain and impossible to predict. If the COVID-19 pandemic continues, its impact on our operations, users and suppliers, as well as on the financial markets, could adversely and significantly affect the results of the operation or our financial condition.

INCREASE IN HUMANITARIAN DEMANDS

There is a growing consumer demand for telecommunications companies to open voice, data and SMS communications for all people in affected areas in cases of emergency or humanitarian crisis. In addition, the authorities, aid institutions and NGOs are asking for information and greater collaboration in order to have a more effective response to the emergency. We have strengthened our current protocols to improve our response in the event of a humanitarian crisis, so that we can quickly put our infrastructure to serve society and the authorities.

In addition, our contingency plans include collaboration with the authorities to share information that allows proper and efficient logistics for the recovery of the affected areas.

EXPECTATIONS OF OUR STAKEHOLDERS REGARDING ESG PRACTICES

Investors and other stakeholders are increasingly aware of the environmental, social and corporate governance practices of companies in all industries. If we are unable to adapt to or meet the changing expectations of these groups, or if these groups perceive that we have not responded adequately to the growing concern about environmental, social and corporate governance practices (regardless of whether or not there is a legal obligation to do so), our reputation could be damaged and our activities, our financial condition or the price of our shares could be significantly affected. If we fail to meet the expectations of our several stakeholders, respond appropriately to them, or achieve significant sustainability goals, the trust in our brands could decrease and our activities or our ability to access financing sources of could be affected.

Therefore, the Sustainability Strategy is led by the Executive Sustainability Committee which has standardized and aligned best practices and criteria to improve our reports.

STRONG COMPETITION IN THE TELECOMMUNICATIONS SECTOR

We are currently facing strong competition and it is expected that this will increase in the future as a result of the appearance new operators, the development of new technologies, products and services and convergence. In addition, the telecommunications sector is expected to consolidate in response to the need for operators to reduce costs and obtain additional radio spectrum. This trend could result in the surge of larger operators with greater financial, technical, promotional and other resources competing with us.

Among others, our competitors could:

- grant higher subsidies for the purchase of mobile phones;
- pay higher commissions to their distributors;
- offer airtime or other services (such as Internet access) for free;
- offer services at lower prices through double-play, triple-play, quadruple-play service packages and other similar pricing strategies;
- expand their networks with higher speeds; or
- develop and deploy new and better technologies and more speed, including 5G LTE technology.
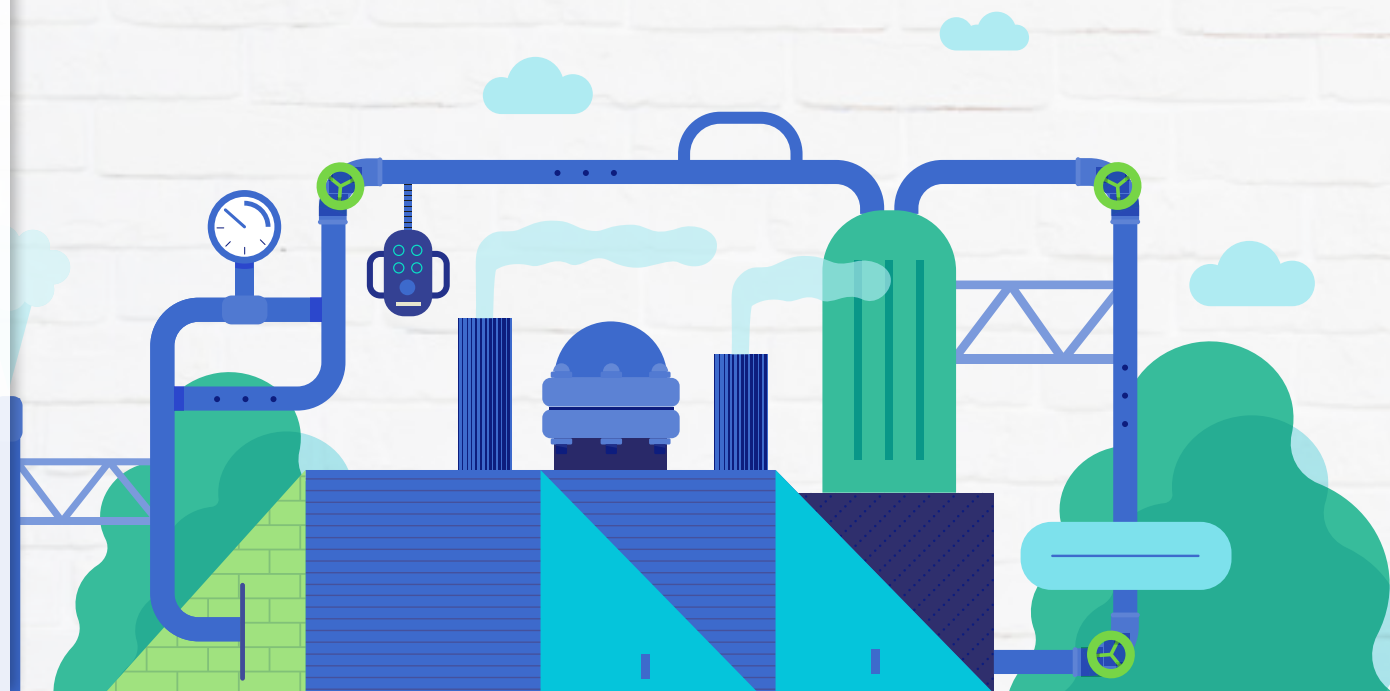
Competition could lead us to increase our advertising and promotional expenses, as well as reduce the prices of our services and mobile devices. This could cause a decrease in our operating margins, generate a greater number of options for users and increase the migration of clients between different competitors, which in turn could make it difficult for us to retain our current clients or attract new ones. The costs related to attracting new clients could also continue to increase, which could cause a decrease in our profitability even as the number of clients continues to grow.

Our ability to compete successfully will depend on our level of coverage; the quality of our network and our services, our rates; the quality of our customer service; the implementation of effective marketing initiatives; the success in the sale of the double-play, triple-play and quadruple-play service packages. Also, it will depend on ourability to predict and react to the different factors that affect competition in the telecommunications sector, including the availability of new services and technologies, changes in consumer preferences, demographic trends, economic conditions and the price discount strategies of our competitors.

If we are unable to attract new clients, increase the levels of use of our services and introduce new services to counteract any price reduction and respond to competition, our revenues and profitability could decrease.

América Móvil's priority has always been cost reduction and operational efficiencies, as well as continued investment in infrastructure and capacity in order to ensure our leadership in the market, driven by high-quality services, solutions, and competitive prices. In addition, we continue to work to improve our customers' experience to maintain and increase brand preference.

OBJECTIVES AND SERVICE QUALITY STANDARDS

The terms of the concessions of our subsidiaries establish certain objectives in terms of service quality, including, for example, minimum percentages of completed calls, maximum percentages of circuit occupancy, availability of operators and response to repair requests. In the past, failure to meet service quality obligations has led to significant fines from regulatory authorities. That is why at América Móvil we constantly invest in the modernization of our networks and the expansion of their capacity in order to provide our clients with the best possible quality of service. However, our ability to meet the applicable quality of service requirements in the future could be affected by factors beyond our control and therefore, we cannot guarantee that we will be able to meet these requirements.

CHANGES IN THE REGULATORY ENVIRONMENT

Our operations are subject to considerable government regulation and may be adversely affected by legislative and regulatory reforms, as well as changes in regulatory policies. Concession titles and construction, operation, sale, resale and interconnection contracts required by telecommunications systems in Latin America and other countries are regulated in different ways by government or regulatory authorities. Any of the authorities that have jurisdiction over the Company's operations could adopt or declare new provisions or reforms or adopt measures that could adversely affect us. Both, the regulation of rates that operators can charge for their services, as well as the environmental regulation (including those related to renewable energy sources and climate change), could have a significant adverse effect on our profit margins.

However, the issuance of unfavorable determinations for our subsidiaries could lead to significant restrictions on these operations. Also, we could be subject to additional regulatory restrictions and increased scrutiny for providing integrated services.

If in the future our activities are subject to specific measures as a result of the regulations applicable to the dominant operators, including measures regarding rates, quality of service or information, the flexibility so that we can adopt competitive market policies will probably be affected. The enactment of any new legal framework could have a significant adverse effect on our operations.

REGULATION ON NET NEUTRALITY

We support the principle of open Internet in the sense that clients can access services, applications and content in a non-discriminatory manner. For such access to be updated with quality and diversity, the possibility of traffic management and network administration is necessary.

The risk of strict regulation, which does not allow operators to manage the necessary network resources for efficient operation, would impact quality and slow down innovation and the provision of new services and applications.

On the other hand, the opportunity to have a flexible regulation based on general principles, in the matter of net neutrality grants the necessary legal certainty to promote investment in sufficient infrastructure to continue facing the challenges involved by the exponential growth of data carried by telecommunications networks, with services and applications such as 5G, Internet of Things and others that will require a solid, robust and resilient infrastructure.

We highlight the urgent need to continue to have the commercial freedom that allows operators to enter into different types of agreements with content and application providers, in order to offer various commercial offers for different types of users. If operators have this possibility, it will benefit the end user to have the freedom to choose the offers and modalities that best fit their needs. Transparency in these offers is essential for clients to have enough decision-making elements.

In addition, changes in government administration could lead to new regulation and the adoption of policies that could affect our operations, including regulation and tax policies as well as competition policies applicable to communications services. We cannot predict how the modification of existing measures or the imposition of new regulatory measures will affect the results of operations. Similarly, in other countries we could face policies such as the existence of preferences so that the ownership of concessions and assets related to the provision of communications services remains in the hands of domestic and not foreign investors, or in the hands of the government, and not from the private sector, which could prevent us from continuing to develop our activities or harm their development, generating loss of revenues and forcing capital investments, which could have a significant adverse effect on our activities and results of operations.

REGULATION ON DOMINANT OPERATORS

The authorities that regulate us are entilted to impose specific measures, among others, in terms of rates (including termination and interconnection rates), quality of service, access to active or passive infrastructure and provision of information to any operator that in the opinion of such authorities exercises substantial power in a relevant market. Thus, we cannot predict the measures that the authorities would adopt if they were to determine that América Móvil exercises substantial power in the markets of the countries in which it operates.

SANCTIONING PROCESSES ON ZERO RATING

Zero-Rating, understood as the practice of providing Internet access without additional cost or debit of the quota of data included to the user in their rate plan or package, under certain conditions, is a practice commonly carried out by the industry in general. In this sense, we recognize in Zero-Rating a window of opportunity to contribute to the development and bridging the digital divide, with programs focused on providing education, health and training.

However, given the origin of this practice, our operations are not exempt from possible claims by competitors or other commercial agents that could allege unfavorable conditions in the competition process.

In order to avoid this type of effects, we conduct ourselves within a framework of transparency, fairness and non-discriminatory treatment, we make available to third parties interested in sponsoring traffic generated to their Internet pages or through their mobile applications, the same commercial conditions, and it has been ensured that users have fair access to the Internet, content and applications.

PAID PEERING & FREE PEERING

We carry out the exchange of Internet traffic efficiently and in accordance with high domestic and international performance standards to provide our clients with the best capacity, speed and availability at all times.

To achieve this, we permanently establish and maintain agreements for the direct (peering) or indirect (transit) exchange of Internet traffic with various Internet Service Providers (or ISPs).

ADDITIONAL RADIO SPECTRUM CAPACITY AND NETWORK UPGRADES

Radio spectrum use concessions are essential for the Company's growth and for the operation and deployment of our networks, including networks with new generation technologies such as 5G LTE to offer better data services and value-added services. We acquire most of our concessions for the use of the radioelectric spectrum through public auctions held by the governments of the countries where we operate.

In most of these countries, participation in radio spectrum auctions requires prior government authorization and we may be subject to maximum limits on the amount of spectrum we can acquire. Among other things, the inability to acquire additional radio spectrum could cause a decrease in the quality of the Company's network and services, limit our ability to meet user needs, and consequently affect our ability to compete successfully.

If we are not able to acquire additional capacity in the radioelectric spectrum, we could increase the density of our network through the construction of new radio bases and switching centers. However, these measures are extremely expensive, may be subject to restrictions and authorizations in terms of local regulation and would not fully solve the needs of the Company. América Móvil participates in industry associations that promote spectrum allocation in order to improve the quality of services that the telecommunications industry can provide.

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CONCESSIONS AND LICENSES FOR FIXED PERIODS

Our concessions and licenses have established expiration periods, which typically range from 5 to 20 years, and are generally subject to renewal upon payment of applicable fees, but there is no guarantee that the Company will obtain the necessary extensions. The loss or failure to extend any concession could have a significant adverse effect on our activities and results of operations. Our ability to obtain the extension of the concessions, as well as the terms of such extensions, depend on many factors that are beyond our control, including the prevailing regulatory and political environment at the corresponding time. Generally, the amount to be paid for rights is established at the time of granting the respective extension. The granting of a certain extension may be subject to the condition that we bind ourselves to new and more stringent terms and requirements of service. In some countries and under certain circumstances (especially regarding fixed services), we may be forced to transfer to the government certain assets related to the exploitation of its concessions, but the method of calculating the applicable consideration varies in each jurisdiction. There is no certainty as to whether the governments of most of the countries in which we operate would enforce this obligation, or how they would interpret the practice of the corresponding dispositions.

In addition, the regulatory authorities of the different countries where we operate are empowered to revoke or seize concessions in certain cases. For example, in accordance with the Federal Telecommunications and Broadcasting Law, the Mexican government can seize the networks and facilities of the Company and use the personnel who serve its networks in case of non-compliance with the obligations established in its concession titles or in case of natural disasters, war, serious disturbance of public order or when an imminent danger to national security, internal peace of the country or the economy is foreseen, or to guarantee continuity in the provision of services.

CHANGES IN THE TELECOMMUNICATIONS SECTOR

The telecommunications sector continues to undergo major changes due to the development of new technologies that offer users a wide range of options to meet their communications needs. These changes include, among others, regulatory reforms, the evolution of industry standards, the constant improvement of the capacity and quality of digital technology, the reduction of the development cycles of new products, the evolution of clean technologies and renewable energy, and the variation of the needs and preferences of the end users.

Both, the pace and level of growth of demand by users and the extent to which the prices of airtime, broadband services, Pay TV services and line fees will continue to decline, are uncertain. As the Company's growth is increasingly dependent on the revenues generated by our data services, it is important that we maintain a competitive position when it comes to providing high-quality broadband and Internet access services. If we fail to keep up with technological advances, either in a timely manner or at an acceptable cost, we could lose clients to our competitors.

In general terms, the development of new services in the sector requires the Company to anticipate and respond to the diverse and changing demands of our users. In addition, it requires us to make significant capital investments - including maintenance and modernization of our networks on a continuous basis - to expand their coverage, increase their capacity to absorb the growth in demand for broadband services and adapt to new technologies. We may not be able to accurately predict technology trends or the success of new services in the market. In addition, the introduction of new services may be subject to legal or regulatory restrictions. If such services fail to gain market acceptance, or if the costs associated with their implementation and introduction increase significantly, our ability to retain and attract users could be adversely affected. The foregoing is applicable to many of the services we provide, including services that use wire and wireless technologies.

CORRUPTION, BRIBERY AND MONEY LAUNDERING

We operate in several countries and are subject to complex regulatory frameworks whose application is increasingly strict. Our corporate governance practices and the processes we use to ensure compliance with the legal provisions to which we are subject, may be insufficient to prevent the violation of applicable laws, regulations and accounting or corporate governance standards. The Company could be affected by violations of our code of ethics, our policies to prevent corruption and our protocols of business conduct, as well as by fraudulent conduct and corrupt or dishonest practices on the part of our employees, contractors or other representatives. Failure to comply with applicable laws and regulatory measures could damage our reputation, expose us to significant fines or penalties, and adversely affect our operations and our ability to enter financial markets.

We have governance and compliance processes to prevent violations of legal, accounting or corporate governance rules and regulations. However, through our Integrity and Compliance Program, we implement measures to better mitigate these impacts. In order to effectively control corruption, América Móvil has implemented preventive measures such as the development of anti-corruption policies, anti-corruption clauses in all our contracts with third parties and due diligence processes for third parties, among other actions. We have also trained our employees on anti-corruption issues through a mandatory online course for all personnel in all our subsidiaries.
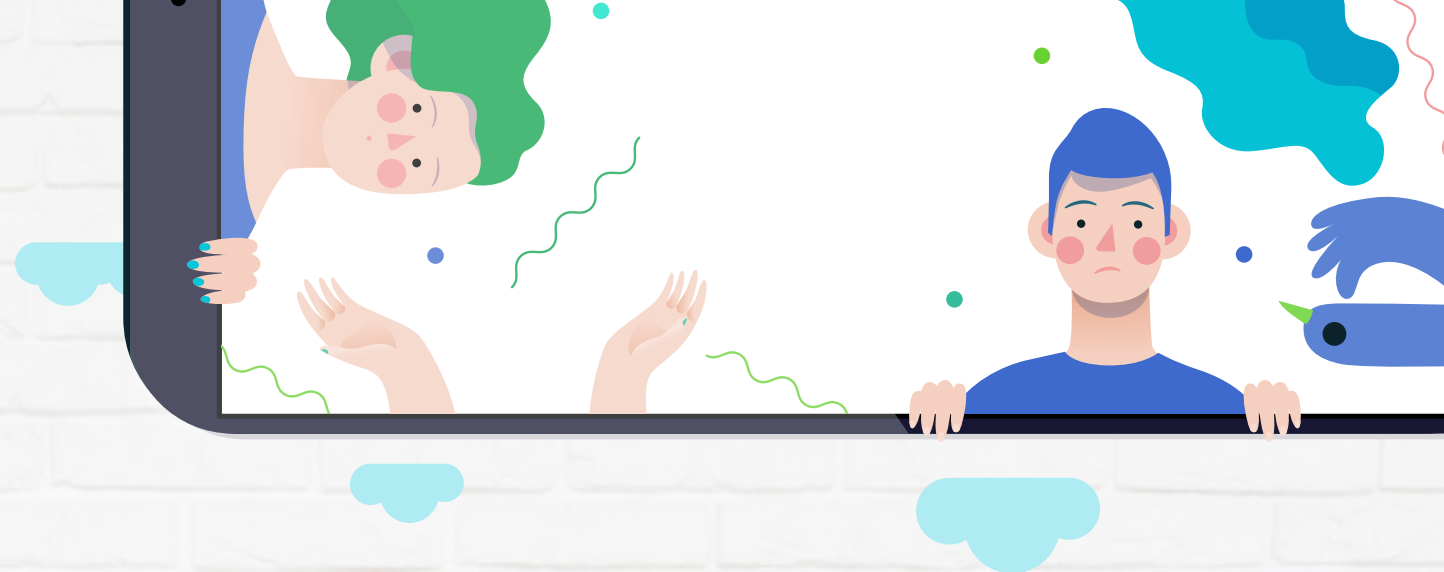
SERVICE INTERRUPTIONS AND SYSTEM FAILURES

We need to continue providing our clients with a continuous and reliable service through our network. The Company's network and infrastructure are exposed to various risks, including the following:

- Physical damage to access lines and fixed networks;
- Power interruptions or voltage variations;
- Natural disasters;
- Climate change;
- Malicious actions, such as theft or misuse of clients' data;
- Limitations on the use of our base stations;
- Defects in computer programs;
- Human errors; and,
- Other interferences beyond our control, including those generated as a result of civil unrest in the countries in which we operate.

For example, our satellite operations in Brazil could be affected if there is a delay in the launch of new satellites to replace those in use when they reach the end of their useful lives. Such delay could be attributable to delays in the construction of the satellites, the lack of availability of vehicles for their launch into orbit and / or their failed launch. In the past, our operations have been affected by natural disasters such as hurricanes and earthquakes. We have taken several measures to reduce these risks, but there is no guarantee that these measures will completely prevent systems failure. Failures in our systems could cause interruptions in services or decreases in capacity for users, any of which could have an adverse effect by causing an increase in expenses, expose us to legal responsibility, generate loss of current and potential clients, reduce the levels of traffic generated by users, decrease our revenues and damage our reputation, among other things.

américa móvil

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CYBERSECURITY INCIDENTS AND OTHER NETWORK BREACHES

In recent years, both cybersecurity incidents and tactics to breach critical systems of large companies in order to gain access to and exploit sensitive information have evolved and increased in sophistication and frequency. Although we use several measures to prevent, detect and mitigate these incidents, there is no guarantee that we will be able to adequately anticipate or prevent them. Cybercrime, including attempts to overload our servers with attacks to prevent legitimate users of a service from accessing it, theft, social engineering practices, phishing, ransomware, and other similar disruptions caused by accessing or attempting unauthorized access to their systems could result in the destruction, misuse or disclosure of personal data or other sensitive information.

The constant evolution of cybersecurity incidents makes their detection or pre-vention difficult, making our systems, those of our service providers and those of our clients vulnerable. The violation or damage of our systems could cause data loss, access problems to these systems and interruptions in their operations. If any of these events were to occur, the loss, unauthorized disclosure or lack of access to data and the impact of mobile or fixed networks could have an adverse effect on our activities and results of operations.

The costs related to a cybersecurity incident could include increased expenses for information and cybersecurity measures, damage to the Company's reputation or loss of customers and partners, which could cause financial losses due to the need to adopt redemial measures and face possible liabilities, including possible litigation and penalties. Any of these circumstances could have a significant adverse effect on our results of operations and the financial condition of the Company.

PROPER MANAGEMENT OF PERSONAL DATA

We process large amounts of personal data of our clients and employees and are subject to various regulatory requirements regarding compliance, security, privacy and quality in the management of this data. The lack of proper management of personal data could lead to improper handling of personal data, which in turn could lead to data loss, investigations or sanctions by regulatory authorities and create risks of cybersecurity. We are subject to regulation regarding the privacy of personal data in all the countries in which we operate; and compliance with applicable regulations could expose us to higher costs and limit our ability to transmit data between certain jurisdictions, which could adversely affect our operations.

Therefore, in recent years, the Company has strengthened its data governance through privacy policies and processes, including the implementation of training and certifications in order to prevent such violations and comply with the highest international standards in order to drive everyone towards that standard.

EMPLOYEE DEVELOPMENT AND RETENTION

A total of 64% of our employees are affiliated with unions with which we enter collective agreements that govern wages, benefits and working conditions. We use actuarial methodologies and assumptions such as the discount rate, the salary increases rate and mortality rate, among others, to calculate and value our obligations for employee benefits, including retirement benefits. Periodically, we evaluate both our methodologies and actuarial assumptions, as well as the valuation of the assets related to these benefits, with the help of specialists.

Our strategy for attracting talent and development aims to attract the best and most diverse talent possible; otherwise, we may suffer a severe loss of competitiveness. Our diverse culture plays an important role in the development of this strategy.

HIGHLY QUALIFIED EMPLOYEES

The job market in the telecommunications sector is highly competitive, especially for highly trained employees and managemnt. We believe that our future success will largely depend on our ability to hire, motivate, develop and retain highly talented employees for all areas of the company, including the CEO and other members of the management team. If we are unable to hire or replace this type of employees with highly skilled and experienced successors, we could face difficulties in executing our strategic plans. If the Company's key personnel are separated from the company, our activities could be adversely affected. We could be forced to incur significant costs to identify and hire employees to replace those who leave the company and we could suffer a great loss of experience and talent. In such a case, the Company could be unable to achieve the objectives of the business plan, which in turn could have an adverse impact on our growth in revenues and profitability.

KEY PLAYERS IN THE VALUE CHAIN

We rely on several key suppliers to provide us with mobile phones, network equipment or services, which we need to expand and operate our business. If these suppliers do not provide us with equipment or services in a timely manner, we could experience service interruptions, which could have an adverse effect on our revenues and results of operations. Furthermore, this could translate into non-compliance with the conditions stated in our concession titles.

Actions taken by government or regulatory authorities regarding certain suppliers could affect the Company. For example, the governments of the United States and Canada, among others, are currently conducting a regulatory review of certain international providers of network equipment and technologies to assess potential risks. We cannot predict the results of such assessments, including the possible imposition of any restrictions on our main suppliers, and consequently, we could not predict how such restrictions would affect our operations.

In order to be able to identify third-party risks within the value chain, we map the critical parts of the business into the following categories: main business partners, non-replaceable business partners, critical component business partners, as well as business partners with environmental risks, human rights, money laundering and/or corruption. In addition, through our Integrity and Compliance Program, we have developed a Due Diligence Protocol with Third Parties focused on strengthening risk management in our value chain.

HEALTH RISK CONCERNS

The use of portable communication devices has been said to carry health risks - including the risk of developing cancer - due to the radio frequencies they emit. In the United States, several mobile telecommunications companies have been subject to lawsuits based on allegations that the use of mobile phones has had a variety of adverse health effects; and our subsidiaries may be involved in similar litigation in the future. In addition, government authorities could increase the level of regulation applicable to electromagnetic emissions generated by portable communication devices and radio bases, which could have an adverse effect on the activities, operating results and financial situation of the Company. Studies and research in this regard are continious and there is no guarantee that it will not be revealed that there is indeed a relationship between radio frequency emissions and certain diseases. Any study that reveals negative results in this regard could adversely affect the use of wireless technologies and, therefore, the future financial performance of the Company.

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

ECONOMIC, POLITICAL AND SOCIAL CONDITIONS

Our financial performance can be significantly affected by the economic, political and social situation of the markets where we operate. In the past, many countries in Latin America and the Caribbean have experienced major economic, political and social crises that could be repeated in the future. We cannot predict whether changes in administration will lead to government policy reforms and, if applicable, that such reforms will affect our operations.

The economic, political and social factors that could affect the Company's performance include:

- the strong influence of the government on the economy of each country;
- significant fluctuations in economic growth;
- high levels of inflation, or hyperinflation;
- currency fluctuations;
- the imposition of exchange controls or restrictions for the transfer of resources abroad;
- increases in interest rates at local level;
- price controls;
- changes in government policies in economic, fiscal, labor or other matters;
- the establishment of trade barriers;
- changes in laws or regulations; and,
- political, social and economic instability in general, as well as civil unrest.

The existence of unfavorable economic, political and social conditions in Latin America, the United States, the Caribbean or Europe could inhibit the demand for telecommunications services, cause uncertainty regarding the environment in which we operate, affect our ability to obtain the extension of our services, concessions and authorizations or to maintain or increase our profitability or market share or affect our efforts to make acquisitions in the future, all of which could have a material adverse effect on the Company. In addition, perceptions of risk in the countries in which we operate could adversely affect the trading prices of our shares and ADSs and restrict our access to international financial markets.

We cannot predict the policy changes that new administrations would adopt, nor the impact of the changes on our operations.

CHANGES IN FISCAL REGIME

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

América Móvil complies with all applicable tax laws and regulations in the countries where we operate. América Móvil does not use structures aimed at tax evasion.

UNEXPECTED CHANGES IN GREENHOUSE GAS (GHG) EMISSION LIMITS

Imposing GHG emission limits or taxes on our own operations or on critical suppliers can be a problem due to the amount of investment, the need and complexity of training, the lack of new technologies and the difficulty of reporting, since each country has its own metrics and methodologies. Currently, we are developing programs and projects to reduce fuel consumption, mainly connecting remote base stations to the electricity grid, among other projects.

We have been collaborating with other industry members within the GSMA *(Groupe Speciale Mobile Association)*, to encourage telecommunications industry providers to set ambitious emission reduction targets.

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RISKS AND OPPORTUNITIES RELATED TO CLIMATE CHANGE

América Móvil takes climate change very seriously, therefore, beyond identifying risks, we make commitments to address them appropriately in order to minimize the severity and probability of their occurrence.

Following are the recommendations of the "Task Force on Climate-related Financial Disclosures" (TCFD), where we have identified several risks related to climate change, including those generated by the transition to low-carbon economies, as well as risks related to physical impacts to the Company's infrastructure. The Audit and Corporate Practices Committee of the Board of Directors is supported by the Executive Sustainability Committee and the recently created Emissions and Energy Task Force led by the Chief Wireless Operation Officer of Mobile Operations at a global level to identify, evaluate and monitor risks and opportunities associated with climate change, as well as the definition and implementation of the Company's decarbonization strategy.

RISKS RELATED TO CLIMATE CHANGE

Risk	Short-Term Management	Long-Term Implications
Carbon Tax	Carbon taxes have already been implemented in some regions where we operate. There are several scenarios that predict that carbon restrictions and/or taxes could increase in different regions or countries. We are monitoring in the regions where we operate the possibility of imposing new taxes or increasing the current ones and we take provisions so that we can mitigate the economic impact as much as possible.	América Móvil successfully presented its emission reduction target to the Science Based Targets Initiative (SBTi) organization in 2020. Meeting this science-based target, where we will emit 52% less in 2030 than in 2019, is one of the main tools for mitigating this risk.
Regulation of existing products and services	The implementation of more restrictive regulations on existing goods and services could have a significant economic impact for the Company, especially if this is unexpected or if there is little transition time. Like the risk above, we are constantly monitoring possible changes in regulations to be prepared and constantly monitoring possible changes in regulations to be prepared as much as possible.	We expect more strict regulation in terms of efficiency and intensity in the use of resources, as well as the management of the life cycle of the products. We work hand in hand with the industry, value chain, our peers and organizations to address these issues in order to provide solutions above the expectations of stakeholders and anticipating possible regulations.
Increased cost of raw materials	The implementation of more restrictive regulations on existing goods and services could have a significant economic impact for the Company, especially if this is unforeseen or if there is little transition time. We are constantly monitoring possible changes in regulations to be prepared as much as possible.	We are working across the industry to cover these potential regulatory reforms. Most of the fuel we consume is used in remote base stations that cannot be connected to the electricity grid. In the near future, we strive to have two options to provide power to these base stations: 1) that the expansion of the electrical network reaches those sites or 2) that we can generate energy from renewable sources that are cost-effective and reliable for these sites. Regarding a possible increase in the price of raw materials of devices, this could reduce the purchasing power of our consumers in some of the regions where we operate. We will continue to work along with our value chain to promote a circular economy and in particular by promoting the recycling and reuse of discarded electronic device materials.
Change in consumer preferences	We expect our stakeholders to pay more attention to the social and environmental impacts of the products and services they provide. At América Móvil we are constantly updating our materiality analysis seeking to maintain the preference of our users, by meeting stakeholders' expectations.	Climate change could increase the social and environmental expectations of our stakeholders. The Company's sustainability strategy towards 2030 addresses these concerns so that we can turn that risk into an opportunity.

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RISKS RELATED TO CLIMATE CHANGE

Risk	Short-Term Management	Long-Term Implications
Increase in the frequency and intensity of tropical cyclones	High-speed winds physically affect the infrastructure of transmission towers, customer service centers, telephone exchanges, and other buildings. Damages can include tower collapses, antenna damage, and tides causing local flooding. In addition, thunderstorms could affect radio frequency communication and increase the need for emergency plants and, consequently, fuel. They can also affect cables and links. On the other hand, hurricanes can cause power or supply shortages and can affect access to facilities. During the last years we have been developing: • A contingency plan that contemplates a preventive stage before the impact of the meteorological phenomenon and describes the process of 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 in accordance with the redesigned guidelines.	Beyond our contingency plans, we are working on a vulnerability assessment on physical events of climate change in the regions where we operate. This will help us identify the operations that are prone to extreme weather events, so that we can generate a mitigation and impact plan at the asset level.
Increase in average temperature	The increase in average temerature of the planet could have consequences for the Company's operations: 1) for the regular operation of our equipment, and 2) for our workforce. Both could have a financial impact on our operations.	Our facilities may require more air conditioning in certain regions, both to keep our equipment below its maximum operating temperature, and to ensure the well-being of our employees and customers, which would result in higher costs in air conditioning equipment, maintenance and operation. Also, drastic increases in the average temperature in some of our regions could limit the working hours for those employees in the field, considering the impact of heat waves, increase in average temperatures, UV exposure and other similar conditions, in the planning of external plant maintenance work.

OPPORTUNITIES RELATED TO CLIMATE CHANGE

Increased reuse and recycling. We are proud to be an important player in the recovery of the products we sell, fostering a circular economy in collaboration with the value chain. For this reason, we develop communication and outreach campaigns every year to promote a culture of recycling electronic waste. We are confident that this culture continues to grow so that we can continue to capitalize on these practices in terms of reputation. Similarly, equipment that is still in good condition is fixed and donated to low-income organizations or individuals in order to bridge the digital divide.

Use of energy sources with lower emission factors. One on the sources of America Móvil's emissions come from the consumption of electricity (Scope 2 emissions). The appearance of energy sources with lower emission factors represents a great financial, reputational and resilience opportunity for the Company. Renewable energy sources have proven to be cleaner, less expensive and more reliable. In addition, they represent an opportunity to address the problem of supplying power to base stations in remote areas through micro-generation and on-site generation.
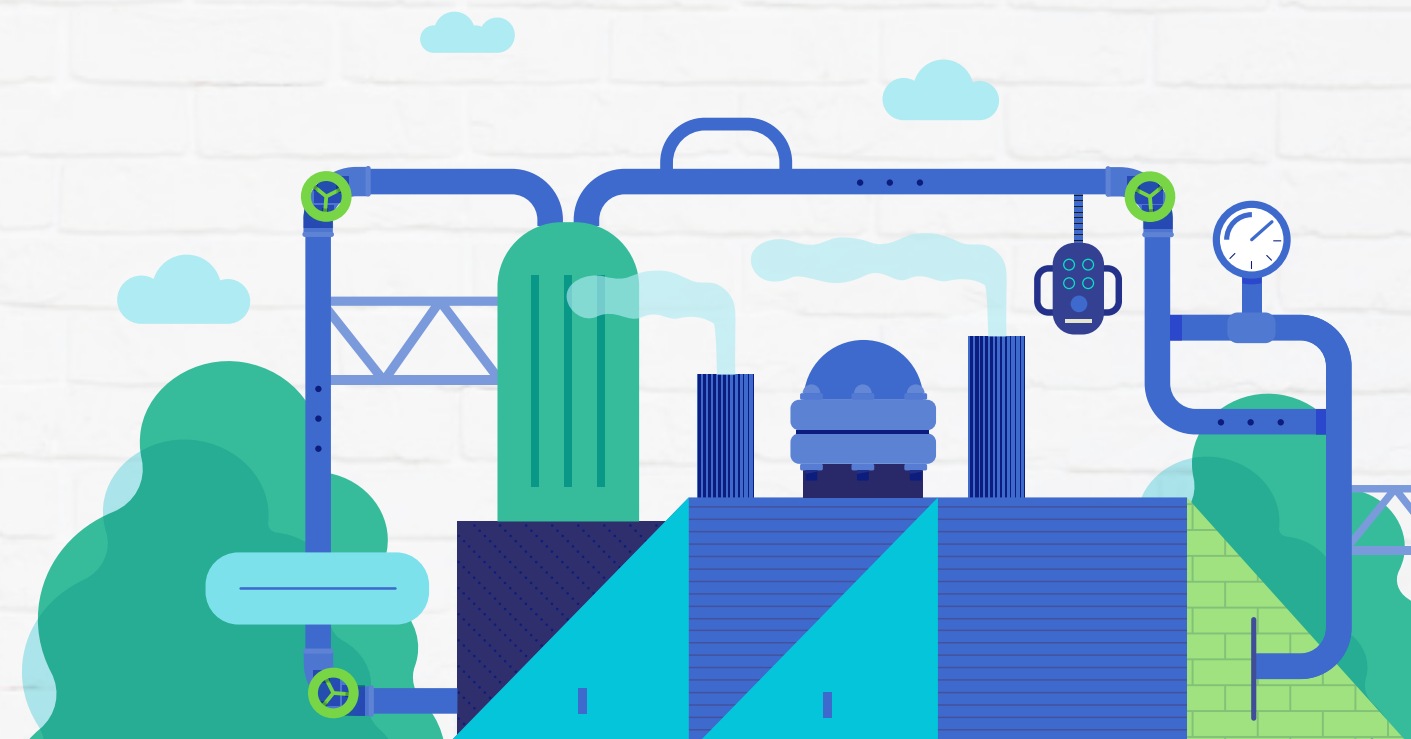
Incentives to support Public Policy. There are several organizations or governments that offer incentives for companies to migrate to cleaner energy production systems and/or suppliers. We expect that these types of incentives will continue to grow and capitalize on the opportunity to lower emissions while increasing our network coverage in remote locations and migrating to new energy-saving technologies.

Use of new technologies. Given the nature of the Company's operations, América Móvil always uses state-of-the-art technology. We constantly modernize our networks to incorporate new generation equipment that is more efficient and respectful with the environment.

Development and / or expansion of low emission products and services. This could represent one of the biggest opportunities for the Company, as recently high-tech products and services rely more on connectivity and the Internet as their platform. The telecommunications industry plays a fundamental role in fighting climate change, as it enables other industries to meet their reduction targets through connectivity solutions. América Móvil is already capitalizing on this opportunity through two strategies: 1) providing connection with fast and reliable coverage as well as greater reach within our markets; and 2) our Customer Relations and Value-Added Services areas that develop B2B solutions.

Access to better capital conditions. The number of institutional investors that are focusing on investing in environmentally responsible companies and projects continues to increase every year. Reflecting consistency with our actions and commitments in favor of the environment, we are able to access capital with preferential conditions.

EXECUTIVE COMMITTEE OF CORPORATE SUSTAINABILITY AND SUSTAINABILITY MANAGEMENT
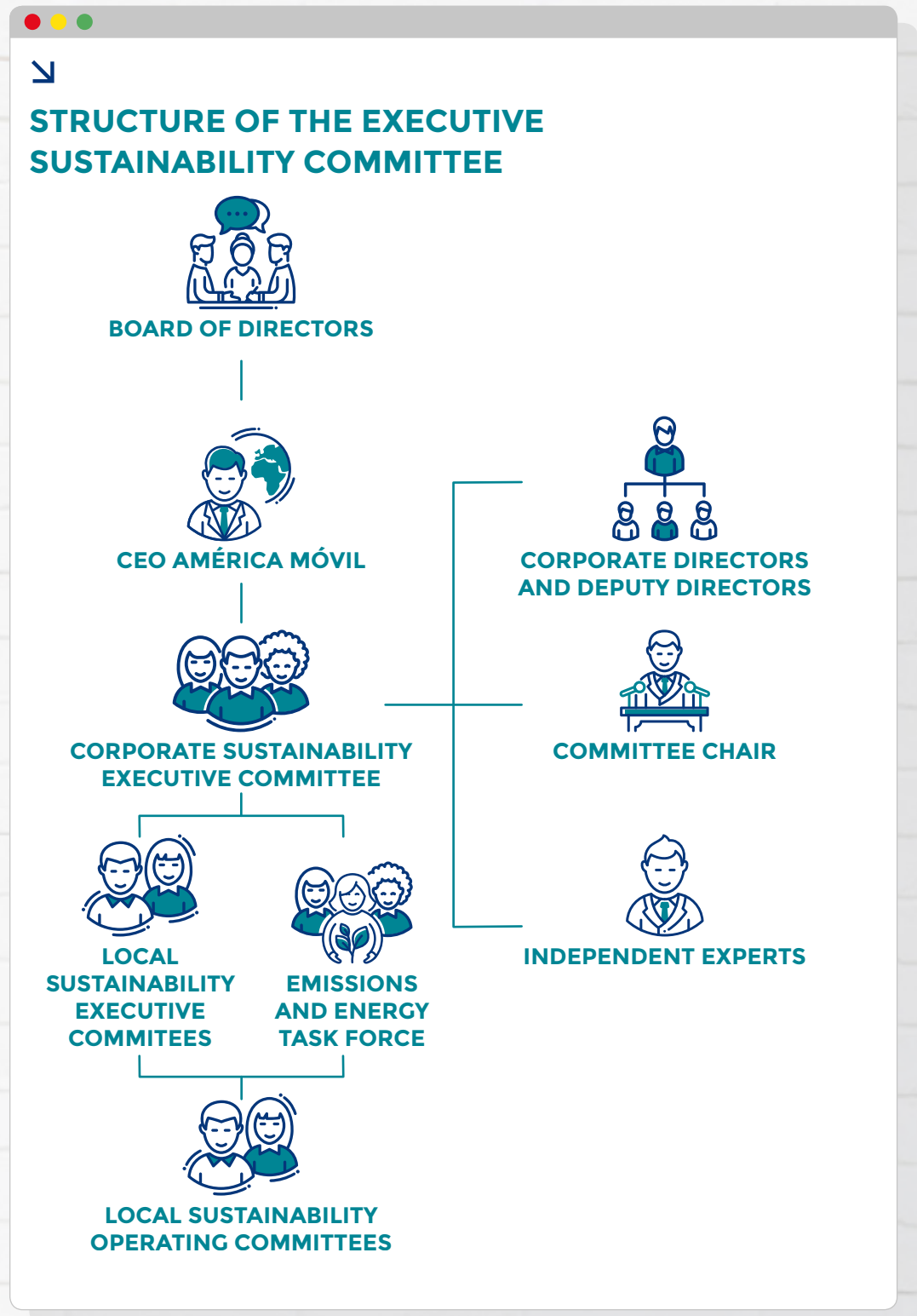
(102-18, 102-19, 102-20, 102-26, 102-32)

In 2018, the Board of Directors created the Corporate Sustainability Executive Committee, comprised by directors of different areas. The main reason for creating this Committee was to develop, implement and ensure the alignment of our operations towards the "Smart Sustainability" strategy.

The objective of the Committee is to define the necessary strategies to take the Company's sustainability performance to the next level and to supervise its execution. The Committee periodically reports to the Chief Executive Officer and the Board of Directors of the Company.

This year, the Chief Wireless Operations Officer joined the Sustainability Committee in response to the need to design and manage the strategy to meet our commitments on climate change. Additionally, the Executive Sustainability Committee created the Energy and Emissions Task Force as a governance and alignment body for this strategy.

During 2020, the Committee held four regular sessions, with an average attendance of 83%.

| ALIGNMENT TO THE UN SDGS | MATERIALITY ASSESSMENT | CREATE A CORPORATE SUSTAINABILITY EXECUTIVE COMMITTEE | UPDATE THE SUSTAINABILITY STRATEGY | CREATION OF THE EMISSIONS AND ENERGY TASK FORCE | MATERIALITY RE-PRIORITIZATION | ESTABLISHMENT OF 2030/2050 GOALS |

STRUCTURE OF THE EXECUTIVE SUSTAINABILITY COMMITTEE

BOARD OF DIRECTORS

CEO AMÉRICA MÓVIL

CORPORATE SUSTAINABILITY EXECUTIVE COMMITTEE

CORPORATE DIRECTORS AND DEPUTY DIRECTORS

COMMITTEE CHAIR

INDEPENDENT EXPERTS

LOCAL SUSTAINABILITY EXECUTIVE COMMITEES

EMISSIONS AND ENERGY TASK FORCE

LOCAL SUSTAINABILITY OPERATING COMMITTEES

Among some of the responsibilities of the Committee, we can mention the following:

- Identify and update the materiality of the Company, whenever necessary.
- Establish long-term objectives and short-term goals for priority issues and seek alignment and/or contribution with major international agreements, such as the UN SDGs, for example.
- Design mechanisms to translate strategies into actions throughout operations and assign people to manage the objectives and supervise their fulfillment.
- Support the Local Sustainability Committees to guarantee the governance of sustainability initiatives.

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

- **Mauro Félix Accurso** - ICT Expert for Latin America (external)
- **Gustavo Adolfo Alanís** - CEO of the Mexican Center for Environmental Law (external)
- **Ángel Javier Alexander Flores** - Human Resources Director of Telcel and América Móvil
- **Ángel Alija Guerrero** – Chief Wireless Operations Officer
- **Alejandro Cantú Jiménez** - Legal and Regulatory Affairs Director
- **Roxana Alexandra Flores Alexanderson** - Sustainability Manager
- **Paula María García Sabido** –Public Affairs and Sustainability Manager - (Commitee Chair)
- **Daniela Lecuona Torras** - Deputy Director of Investor Relations
- **José Francisco Pulido Fregoso** - Deputy Director of International Human Resources
- **Daniel Alejandro Tapia Mejía** - Compliance Officer
- **Marcela Florina Velasco Cámara** - Director of Corporate Marketing

The Committee includes the following positions and their respective responsibilities:

In order to include the opinions of experts outside of our operation, **TWO INDEPENDENT DIRECTORS PARTICIPATE IN THE COMMITTEE.**

CHAIR OF THE COMMITTEE

- Observe and ensure that the Committee fulfills its responsibilities.
- Coordinate the assignment of responsibilities for each objective to the members of the Committee.

COMMITTEE SECRETARY

- Prepare the agenda and the minutes of the ordinary and extraordinary meetings of the Committee.
- Summon the directors to the Committee sessions, including external and/or independent members.
- Work as a liaison between the Committee and external and/or independent guests.

OBJECTIVES SUPERVISOR

- Responsible for meeting one or more objectives.
- Coordinate the development of work plans to achieve the goals under their responsibility.
- Present progress reports on objectives to the Committee and other audiences.

BUSINESS REPRESENTATIVE: DIRECTOR OR DEPUTY DIRECTOR OF BUSINESS OR AREA

- Responsible for providing strategic guidelines based on agreements reached for each country/operation. If necessary, it can call a meeting of the Committee, including all parties involved in the Company, division or country in order to discuss and address specific issues.

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2020 SUSTAINABILITY GOALS

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

Topic	Sustainability Goals 2020[1]	Year-end 2020
CLEAN ENERGY	1. Use 50% of clean energy sources and commit to optimize operations to minimize energy consumption[2].	The objective was achieved by **54%**.
HUMAN CAPITAL	2. Evaluate more than 80% of our employees.	**94%[3]** evaluated.
	3. Improve the score of the work environment survey from 78% to 80%.	Score of **82.63** with a coverage of **93.26%**.
EDUCATION	4. Increase by 20% the number of users in the different educational platforms of the Group, maintaining the average of 2.5 courses per user.	**56%** growth and 4.46 courses per user.
CUSTOMER SERVICE	5. Increase the NPS by 1% in each country where we operate.	The objective of **1%** was achieved vs. the previous year, with a global NPS of 41.
VALUE CHAIN	6. Align 35% of our suppliers with our Business Integrity Policy.	Achieved with **62%**.
	7. Evaluate 100% of our Tier1[4] suppliers in terms of sustainability.	Advance of **79%**.
	8. Offer training to 30% of our local suppliers.	Achieved with **51%**.
HEALTH AND SAFETY	9. Achieve zero fatalities.	The objective was not achieved[5].

[1] *2020 Sustainability Goals compared with 2018.*
[2] *Considers renewable energy from the grid.*
[3] *The figure excludes BBC Brasil, Nextel Brasil and Telmex.*
[4] *Tier 1 suppliers, are the ones whose purchase orders exceeded USD 50M in 2018.*
[5] *There were four fatalities: one in Claro Guatemala, one in Claro Colombia, one in Claro Peru and one in Telmex.*

RELATIONSHIP WITH STAKEHOLDERS

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

We have identified nine América Móvil stakeholders with whom we maintain constant communication. In order to guarantee such communication, we have established several contact channels.

In 2020 we developed and published a Protocol of Guidelines for Relations with Audiences of Interest to align the activities of our subsidiaries, thus reducing risks and strengthening our social license to operate.

These guidelines are a tool that allows those responsible for the institutional relations and connecting functions of América Móvil and its subsidiaries, to know, plan, implement and evaluate the policies and procedures locally regarding managing, coordinating, supervising and/or advise about the relationship with América Móvil and its subsidiaries.

The objective of the institutional relationship of América Móvil and its subsidiaries is to establish and ensure constructive relationships in the long-term with key players to fulfill the company's objectives, the promotion of sustainability in the activities they carry out and the quality of the services we provide to our clients.

All activities carried out to achieve this objective are governed by the current regulations in each country where they are implemented, as well as by América Móvil's code of ethics.

In 2020 we conducted training with employees who have institutional relations functions or who, due to their work, have constant contact with any of the stakeholders to reinforce the guidelines and share best practices. **This training was attended by around**

140 employees

from all our subsidiaries.

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Stakeholder	CLIENTS	MEDIA	INVESTORS	SUPPLIERS	EMPLOYEES	RETAILERS	PARTICIPATION IN INDUSTRY ASSOCIATIONS	AUTHORITIES	COMMUNITY
Channels of Communication	• Social media • Market research • Attention in store • Telephone support / Call Center • Internet portal • Chat / Chatbot • Apps in mobile devices • Self Service Modules • Suggestions mailbox • Email • Blogs • Whistleblower portal • Sustainability Report	• Corporate Communicatons • Telephone support • Email • Press room • Events • Virtual and in-person meetings • Whistleblower portal • Sustainability Report	• Events and presentations • Quarterly results conferences • Financial and operating reports • Internet website • Email • Telephone support • Virtual and in-person meetings • Whistleblower portal • Sustainability Report	• Telephone support • Events • Virtual and in-person meetings • Whistleblower portal • Sustainability Report • Commercial Integrity Policy • Partner training portal	• Email • Telephone support • Virtual and in-person meetings • Internal magazine • Manuals and training • Internal Communications and Intranet • Work Environment Survey • Performance feedback • Unions • Whistleblower portal • Sustainability Report	• Events • Virtual and in-person meetings • Email • Telephone support • Specialized journals • Manuals and training • Advertising • Satisfaction surveys • Whistleblower portal • Commercial Integrity Policy • Sustainability Report	• Virtual and in-person meetings • Special events • Information shared by the sector • Whistleblower portal • Sustainability Report	• Alliances • Agreements • Virtual and in-person meetings • Information requirements • Audits • Telephone support • Email • Whistleblower portal • Sustainability report	• Corporate citizenship programs and events • Virtual and in-person meetings • Telephone support • Email • Whistleblower portal • Sustainability Report
Frequency	Continuous / Annual	Continuous / Quarterly / Annual	Continuous / Quarterly / Annual	Continuous / Annual	Continuous / Monthly / Annual	Continuous / Monthly / Annual	Monthly / Annual	Monthly / Annual / Unexpected inspections	Continuous / Monthly / Annual
Main expectations	• Great customer experience / service quality • Follow up of complaints and/or suggestions • Coverage and connectivity • Competitive prices • Resolution of doubts • Acquiring new packages or services	• Transparency and accountability • Timely information • Advertising sales	• Transparency and accountability • Timely information • Cost effectiveness	• Transparency and accountability • Health and safety • Timely payment • Vendor development	• Respect for human and labor rights • Health and safety • Growth and development • Salaries and benefits • Training and growth • Transparency and accountability • Information	• Commercial benefits • Training and growth • Transparency and accountability • Timely payment • Health and safety	• Transparency and accountability • Timely information • Sharing of best practices	• Coverage and connectivity • Support and collaboration during disasters • Compliance with laws and regulations • Tax and contributions management • Investment and job creation	• Coverage and connectivity • Investment in social and economic development programs • Good neighbor • Caring for the environment and biodiversity

RELATIONSHIP WITH ASSOCIATIONS AND ORGANIZATIONS

(102-12)

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

In 2020, we ratified our adherence to strategic global initiatives, such as:

- United Nations Sustainable Development Goals
- Principles of the United Nations Global Compact
- UN Women Empowerment Principles
- United Nations Business Ambition for 1.5 ° C
- The GSMA "Climate Action" initiative
- The GSMA Sustainability Working Group
- GSMA "We Care" Program

CONTRIBUTION TO THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (SDGs)

The United Nations 2030 Agenda for Sustainable Development has 17 goals in order to align countries and companies towards a common goal.

Being one of the most important telecommunications companies in the world, and aware of the importance of our contribution, at América Móvil we take specific measures that have a positive impact on eleven of these objectives.

Additionally, we participate in working groups that promote the 2030 agenda at the local level, such as "Quality Education" and the "Diversity and Inclusion" working groups, both sponsored by the Business Coordinating Council *(Consejo Coordinador Empresarial)* along with with the Global Compact Network in Mexico.

MEASURING THE IMPACT OF THE SDGs

The purpose of América Móvil is to be able to quantitatively measure the contribution of its programs and strategies to specific objectives of the SDG goals in 2030. In order to achieve this, we have developed a strategy that has been developed since 2018 and was restructured due to the pandemic. This strategy consists of different phases, as shown below:

PHASE 1
Align the Materiality of América Móvil with the Sustainable Development Goals

PHASE 2
Identify programs within America Móvil's material topics that contribute to the SDGs

PHASE 3
Compare these programs with specific objectives of the SDGs

PHASE 4
Create 2030 targets to contribute to the goals of the SDGs
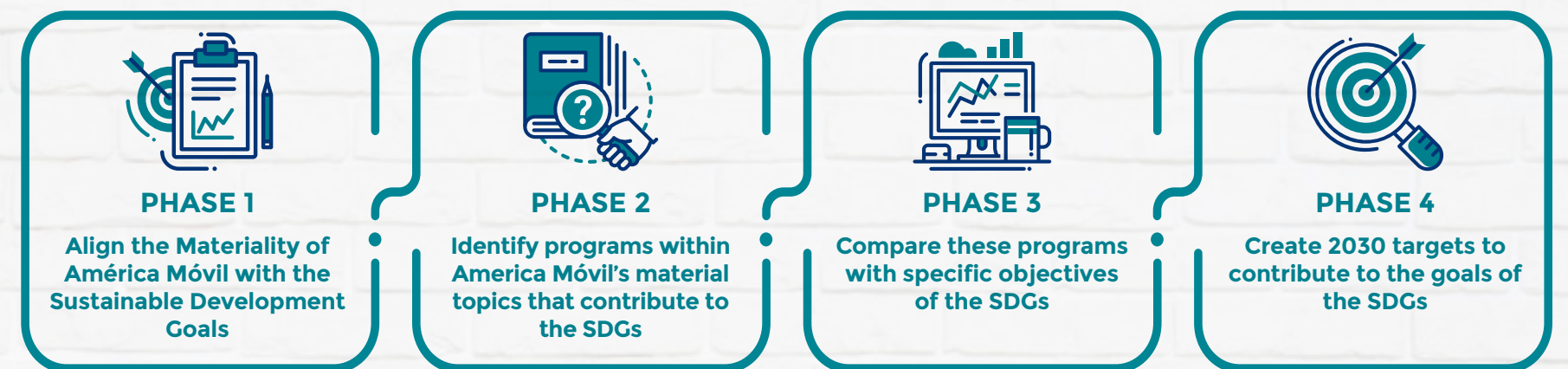
The Sustainability Committee has already managed to successfully conclude the first two phases of this strategy, and was able to find the relationship table of América Móvil's programs with the SDGs shown in the table below. However, and as previously mentioned, the pandemic demands a new materiality analysis for the company, which will propose a restructuring or possible reprioritization of this same table. Therefore, it is necessary to conclude the materiality analysis in order to continue with the development of this strategy to contribute to the SDGs.

américa móvil

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SDG	América Móvil programs	Sustainable Development Goals Indicator
4 QUALITY EDUCATION	• Aprende.org, page 107, 109 • Khan Academy in Spanish, page 108 • PruébaT, page 108, 111 • Capacítate para el Empleo, page 108, 110 • Internet for All Project, page 105, 106	4.1.1 Proportion of boys, girls and teenagers who, a) in the second and third grades, b) at the end of elementary education and c) at the end of lower middle school education, have reached at least a minimum level of proficiency in i) reading and ii) mathematics, broken down by gender. 4.3.1 Participation rate of youth and adults in academic and non-academic education and training in the last 12 months, broken down by gender. 4.4.1 Proportion of youth and adults with information and communication technology (ICT) skills, broken down by type of technical skills. 4.5.1 Parity indexes (female/male, rural/urban, bottom/top wealth quintiles and others, such as disability status, indigenous peoples and conflict-affected, as data become available) for all education indicators on this list that can be broken down.
5 GENDER EQUALITY	• Code of Ethics and Diversity and Inclusion Policy, page 44, 57 • Aprende.org, page 107, 109 • Labor Equality Distinction, page 60 • Digital Divide Projects, page 104-109	5.5.2 Proportion of women in management positions. 5.b.1 Proportion of people who own a mobile phone, broken down by gender.
8 DECENT WORK AND ECONOMIC GROWTH	• Labor benefits, page 66 • Health and Safety, page 72	8.5.1 Average hourly earnings of employees, broken down by gender, occupation, age and people with disabilities. 8.8.1 Fatal and non-fatal occupational injury frequency rates, broken down by gender and immigration status.
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	• Digitization of customer service channels, page 84-87 • Research and development, page 111-113 • Infrastructure, page 10, 11 • Solutions for reducing emissions and consumption of energy and fuels, page 35, 116-122	9.4.1 CO_2 emissions per unit of added value. 9.c.1 Proportion of the population with mobile network coverage, broken down by technology.
10 REDUCED INEQUALITIES	• Code of Ethics, page 51, 52 • Diversity and Inclusion Policy, page 57 • Whistleblower Portal, page 52, 54, 55	10.3.1 Proportion of the population that declares that they have felt personally discriminated against or harassed in the last 12 months for reasons of discrimination prohibited by international human rights law.
11 SUSTAINABLE CITIES AND COMMUNITIES	• Environmental Policy, page 59, 117 • Waste management, page 123-125	11.6.1 Proportion of urban solid waste collected periodically and with an adequate final discharge compared with the total urban solid waste generated, broken down by city.
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	• Recycling and reuse of mobile devices and accessories, page 35, 123-125	12.5.1 Domestic recycling rate, in tons of recycled material.
13 CLIMATE ACTION	• UN Pledge to Limit Climate Change to 1.5°C, page 35, 117 • Climate change strategy, page 35, 36, 116 • Commitment to move towards being carbon neutral by 2050, page 45, 117 • Response to natural disasters and humanitarian crises, page 23, 24, 96, 98	13.2.2 Year over year greenhouse gas measurements.
15 LIFE ON LAND	• Conservation of biodiversity with the WWF - Telmex Telcel Foundation Alliance: Jaguar, Sea of Cortez and Monarch Butterfly Conservation, page 126-128	15.2.1 Progress in sustainable forest management. 15.a.1.b Financing through economic instruments relevant to diversity.

PRINCIPLES OF THE UNITED NATIONS GLOBAL COMPACT

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

Principle

Our Initiative

1. COMPANIES MUST SUPPORT AND RESPECT THE PROTECTION OF INTERNATIONALLY PROCLAIMED HUMAN RIGHTS.

América Móvil's Human Rights Policy is aligned with the United Nations Universal Declaration of Human Rights, the Declaration on fundamental principles and rights at work proclaimed by the International Labor Organization (ILO) and the Guiding Principles on the Business and Human Rights established by the United Nations. Furthermore, we recognize that as a telecommunications service provider with operations in 25 countries we can be a constructive influence on human rights in the countries where we operate, so we constantly seek ways to protect human rights in a consistent manner with our internal policies and the applicable legislation.

Principle

Our Initiative

2. BUSINESSES MUST ENSURE THAT THEY ARE NOT COMPLICIT IN HUMAN RIGHTS ABUSES.

Through América Móvil's Commercial Integrity Policy, we evaluate our suppliers, retailers and contractors, promoting alignment with respect for human rights throughout our value chain.
We also include a sustainability clause in the contracts, which establishes the following:
The supplier guarantees that the materials and/or products that have been used directly or indirectly by subcontractors throughout the value chain have a legal and sustainable origin.
The supplier ensures that the minerals used in its products do not come from conflict zones or adjacent areas and, therefore, its purchase does not finance armed conflicts or human rights violations.
América Móvil may require proof of the above at any time and the supplier must be able to demonstrate that the origin of its products excludes "conflict zones".
The supplier ensures that it does not violate any human rights and has policies and mechanisms 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 impact on human rights related to its activities, products or services.

Principle

Our Initiative

3. COMPANIES MUST DEFEND FREEDOM OF ASSOCIATION AND THE EFFECTIVE RECOGNITION OF THE RIGHT TO COLLECTIVE NEGOTIATION.

América Móvil has a section in both, our Code of Ethics and our Human Rights Policy in which it is specified that it does not interfere when its employees exercise their freedom of association and collective negotiation.
This principle is also stipulated in América Móvil's Commercial Integrity Policy that applies to our business partners.

Principle

Our Initiative

4. BUSINESSES SHOULD ADVOCATE FOR THE ELIMINATION OF ALL FORMS OF FORCED AND COMPULSORY LABOR.

América Móvil has a section in both, our Code of Ethics and our Human Rights Policy in which it specifies our commitment to fight and prevent all forms of forced and compulsory labor.
This principle is also stipulated in América Móvil's Commercial Integrity Policy that applies to our business partners.

Principle

Our Initiative

5. BUSINESSES MUST ADVOCATE FOR THE EFFECTIVE ABOLITION OF CHILD LABOR.

América Móvil has a section in both, our Code of Ethics and in our Human Rights Policy in which we oppose child exploitation and take preventive measures.
This principle is also stipulated in América Móvil's Commercial Integrity Policy that applies to our business partners.

Principle

Our Initiative

6. BUSINESSES SHOULD ADVOCATE FOR THE ELIMINATION OF DISCRIMINATION REGARDING 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; as well as equal opportunities for all people, both at the beginning of their careers and when developing within the Company.

Principle

Our Initiative

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

We developed América Móvil's Environmental Policy to ensure that we carry out our operations and decision-making processes with the highest sense of responsibility and care for the environment. In addition, the Policy will be applicable to all our employees, suppliers and contractors.

Principle

Our Initiative

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

América Móvil has a Commercial Integrity Policy addressed to all our partners: suppliers, retailers, clients, contractors, consultants, agents and anyone related to América Móvil or our subsidiaries worldwide.
We also include a sustainability clause in the contracts that establishes the following: The supplier guarantees that it complies with all environmental laws and regulations applicable to its operations. In addition, the supplier ensures that it has a waste management plan to prevent and treat those that it generates.

Principle

Our Initiative

9. COMPANIES SHOULD PROMOTE THE DEVELOPMENT AND DISSEMINATION OF ENVIRONMENTALLY FRIENDLY TECHNOLOGIES.

América Móvil's efforts in the Ninth Principle are reflected through our several energy efficiency programs, as well as through our circular economy programs, which seek to reduce the amount of electronic waste by reusing the parts and components of the electronic devices that can still be used, and properly disposing of those that cannot be recycled.

Principle

Our Initiative

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

We have an Anti-Corruption 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. In order to ensure understanding of this policy and what is expected of employees, suppliers, distributors and contractors, we developed training on Anti-Corruption along with the *Centro de Investigación y Docencia Económicas (CIDE)* and *Transparencia Mexicana*.

In pursuit of this commitment, we collaborate with the GSMA in the development of a sector document that applies to our industry: Guide for information and communications technology (ICT) companies, which establish science-based Targets (SBTs).

Recognizing the urgency of taking action on the matter, América Móvil joined the global movement of leading companies, aligning their businesses with the most ambitious objective of the Paris Agreement to limit the increase in global temperature to 1.5°C above the pre-industrial levels, with the following commitments:

- A science-based target consisting of reducing 52% of our scope 1 and 2 emissions, as well as 13.5% of our scope 3 emissions by 2030 (vs 2019) in line with a 1.5°C de-carbonization pathway.

- The commitment to become carbon neutral, establishing a public goal of reaching net emissions equivalent to zero no later than 2050, in accordance with our provisional quantitative objectives and in line with the criteria and recommendations of the SBTi.

UNITED NATIONS BUSINESS AMBITION FOR 1.5°C - SCIENCE BASED TARGETS AND COMMITMENTS INITIATIVE

In line with our sustainability strategy and with the intention of continuing to add actions to reduce climate change, we continue to implement corporate initiatives to reduce our impact on the environment. Therefore, in August 2019, in collaboration with the UN and the GSMA, we decided to reinforce 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 a carbon neutral economy of the future.

GSMA AND THE WE CARE PROGRAM

América Móvil has actively participated in the We Care Program since 2012. This program is led by the GSMA, which represents the interests of mobile service operators around the world, including more than 750 operators and more than 400 companies in 219 countries.

The initiatives of the We Care program are aligned with the United Nations Sustainable Development Goals, allowing the mobile industry to become a catalyst to achieve these goals.

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

For more information on the GSMA "We Care" Program, click here.

Initiative	Description	Participating Subsidiaries
DIGITAL INCLUSION	Help connect people without access to Internet or mobile technology.	• Argentina • Brazil • Chile • Colombia • Costa Rica • Ecuador • Europe • Guatemala • Honduras • Mexico
CHILD PROTECTION	Find ways to protect children from online insecure content.	• Argentina • Colombia • Europe[1]
ENVIRONMENTAL CARE	Implement campaigns on how to ecologically dispose of mobile devices and recycle them, as well as carry out reforestation and environmental protection activities.	• 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	Improve access to information and coordinate aid to people affected by disasters or humanitarian crises.	• Colombia • Guatemala • Mexico • Peru • Honduras
FIGHT AGAINST DEVICE THEFT	Develop initiatives that help reduce the number of mobile devices that are stolen. The GSMA Blacklist is a centralized database of IMEIs of stolen terminals 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 mobile devices to their networks.	• Argentina • Brazil • Colombia • Costa Rica • Dominican Republic • El Salvador • Guatemala • Honduras • Mexico • Nicaragua • Panama
CONNECTED WOMEN	It aims to reduce the gender gap in mobile internet and financial services, in low- and middle-income countries, and seize important business and socio-economic opportunities. We now know that when women prosper, societies, businesses, and economies also do.	• Colombia • Chile • Dominican Republic • Mexico • Nicaragua • Serbia

[1] Austria, Croatia and Macedonia.

Connecting with
PRINCIPLES

At América Móvil, the basis of the excellent reputation we have with society and with our stakeholders is that our actions are based on principles that define us as a Company, as well as the way we conduct our business. Acting in accordance with the values of our Company is essential for the continuity of our operations and as part of a culture of ethics and integrity. The framework of the principles with which we operate has allowed us to be sustainable over time and in the future, it will help us to maintain the leadership position that we hold in the industry.

CORPORATE GOVERNANCE AND ETHICS MANAGEMENT

(102-5, 102-18, 102-19, 102-22, 102-23, 102-24, 102-25, 102-26)

Our corporate governance, ethics and integrity practices and ethics management are the pillars of our daily actions. We constantly work on strengthening and communicating these practices, as well as their standardization and understanding through our operations around the world, in order to consolidate ourselves as one of the most important telecommunications companies globally.

CORPORATE GOVERNANCE

At América Móvil we pay special attention to ensure the solidity of our corporate governance practices as we are convinced that they are the basis of our sustainable development. That is why we constantly update and improve our policies, while implementing new tools that allow us to manage them successfully. Also, we seek to adhere to the best international practices in corporate governance, which serve as a reference for our investors and the Board of Directors in their decision-making process.

América Móvil is a *Sociedad Anónima Bursátil de Capital Variable* established under Mexican law. Our shares are currently listed in Mexico, on the Mexican Stock Exchange (BMV: AMX) and in the United States, on the New York Stock Exchange (NYSE: AMX / AMOV).

According to the shareholding reports filed with the United States Securities and Exchange Commission (SEC), the following table shows the people who, as of March 31, 2021, owned more than 5.0% of the shares of any series of the Company's capital stock:

Shareholder	Shares Owned (millions)	Percentage of class[1]
AA Series:		
Family Trust [2]	10,894	52.9%
Inversora Carso [3]	4,381	21.3%
Carlos Slim Helú	1,879	9.1%
Series L:		
Inversora Carso [3]	6,020	13.2%
Family Trust [2]	5,998	13.2%
Carlos Slim Helú	3,072	6.8%
BlackRock, Inc. [4]	2,466	5.4%

[1] *Percentage figures are based on the number of shares outstanding as of March 31, 2021.*
[2] *The Family Trust is a Mexican trust that holds Series AA and Series L shares for the benefit of the Slim Family members. In addition to the shares held by the Family Trust, the members of the Slim Family, including Carlos Slim Helú, directly own a total of 3,558 million Series AA shares and 9,570 million Series L shares that represent 17.3% and 21.1%, respectively, of each series. According to the reports of beneficial ownership filed with the SEC, no member of the Slim Family, except Carlos Slim Helú, individually owns directly more than 5.0% of any series of the company's capital stock.*
[3] *Inversora Carso's participation includes the shares belonging to its subsidiaries. According to the shareholding reports filed with the SEC, Inversora Carso may be deemed to be controlled by the Slim Family.*
[4] *According to the beneficial ownership reports filed with the SEC.*

For more information about América Móvil and its main subsidiaries, as well as the Corporate Governance structure and how it works, please review our 2020 Annual Report on Form 20-F, available here.

At América Móvil, our corporate governance policies are supervised by the Board of Directors. In this manner, we ensure that the business is governed by our principles of ethics and transparency, while the decision-making process is based on our mission, vision, values and philosophy. We adhere to all governance principles, including the Board of Directors, our employees and all parties related to América Móvil, integrated in the following documents:

- The América Móvil, S.A.B. de C.V. Bylaws;
- Our Code of Ethics;
- Our Corporate Governance Policies;
- Our Control Policies Applicable to Transactions Involving América Móvil's Shares and other Securities issued by AMX;
- 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*), and,
- Applicable laws and regulations in every country where we operate.

At América Móvil, the Shareholders' Meeting is our highest governing body. We hold ordinary and extraordinary meetings and in order to ensure the attendance of members, summons are sent at least 15 days in advance. Extraordinary meetings are held to address specific issues such as reform of the Company's Bylaws, mergers and divestitures, transform the Company's legal structure and cancellation of the registration of its shares in the Mexican Stock Exchange or in any other Stock Exchange. All other matters must be addressed during ordinary shareholders' meetings.

The Ordinary Meeting must be held at least once a year to discuss i) the approval of the financial statements of the previous year; (ii) appoint directors, determine their remuneration 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 amount that the Company will assign to the share buyback program; and v) determine the way in which the Company's income will be allocated. Furthermore, any transaction that involves 20% or more of the Company's consolidated assets must be approved by Shareholders' (including Series L).

The Board of Directors is comprised of 13 directors selected by the holders of Series AA and Series A shares as a group and two directors selected by the holders of Series L shares. Carlos Slim Domit is the Chairman of the Board and Patrick Slim Domit is the Vice President; neither of them holds a management position in the Company.

The Board of Directors met 7 times in 2020, with an average attendance of 96%. Attendance at the last meeting of the year, during which the effectiveness of the Board was evaluated was 100%. To function properly, two auxiliary committees support the Board: The Executive Committee and the Audit and Corporate Practices Committee. In 2020, the Audit and Corporate Practices Committee met 6 times and had an average attendance rate of 96%.

For more detailed information on the members of the Board of Directors, see our 2020 Annual Report on Form 20-F available here.

Our Bylaws, Code of Ethics, Policies and Protocols are available here.

EXECUTIVE COMMITTEE

It is currently comprised of Carlos Slim Domit, Patrick Slim Domit and Daniel Hajj Aboumrad. This body of the Board of Directors has the power to approve and offer opinions and options to the Board of Directors on certain matters specified in the Company's Bylaws.

AUDIT AND CORPORATE PRACTICES COMMITTEE

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

Also, América Móvil is required to present annual reports on the main activities of the Board of Directors and the Audit and Corporate Practices Committee to the National Banking and Securities Commission and to the Mexican Stock Exchange, which publishes the reports on its Internet sites. Our Internal Audit area is responsible for carrying out three main types of audits:

(i) a Risk Management Audit that reviews several operational processes, as well as the integrity of our operations and how they are working (evaluates 100% of the operations at least once every two years);

(ii) an Audit of Anti-Corruption Risks, which guarantees that we are complying with the requirements of the Sarbanes-Oxley Law and ensures that our financial public information is accurate (carried out by a third party on an annual basis and covering 100% of the operations); and

(iii) Special Audits, whose objective is to offer support to different areas within the Company for reviews of a specific process or activity.

DIVERSITY POLICY FOR TOP MANAGEMENT AND FOR THE BOARD OF DIRECTORS

OBJECTIVE AND SCOPE

In accordance with the best corporate practices, at América Móvil we promote diversity and recognize the value of having different profiles occupying positions in all areas and levels of the organization, as well as in management.

GENERAL PRINCIPLES

Our organizational chart and management bodies are comprised of professionals from different fields, academic history, age and gender, who share a strong social commitment and at the same time reflect diversity in the opinions of our stakeholders regarding the services that the Company offers. The selection process for top management and board members of América Móvil is based on the merits of each candidate, considering the experience, independence and knowledge that will contribute to the Company's management in a precise and effective manner.

ETHICS, HUMAN RIGHTS AND COMPLIANCE MANAGEMENT

(102-16, 102-17, 205-2, 410-1)

In order to address the new challenges that the Company has identified, in 2019 we created the Compliance Office, comprised of a multidisciplinary team of professionals from different fields and areas of our organization, including legal, operations, auditing, information technology, among others to integrate a new strategic, independent and high-level area in charge of the Integrity and Compliance Program. Its main objective is to ensure regulatory compliance in all our operations and develop a more comprehensive risk management strategy. Also, at the beginning of 2021, senior management will designate the people who will serve as Compliance Officers in each of the countries where we operate, reporting to both, the CEO of each subsidiary and to the Compliance Officer of América Móvil.

Our Compliance Office reports to Senior Management and the Audit and Corporate Practices Committee of the Board of Directors and works on three main pillars: prevention, detection and mitigation of risks in all operations. This year the team focused on the creation of the **Integrity and Compliance Program** for the development of new policies, the dissemination of training courses, risk mapping and the strengthening of our Whistleblower Portal through a more timely and efficient response of the received complaints; as well as better practices in Privacy, Anti-Corruption, Money Laundering Prevention and Social Safety.

In accordance with América Móvil's Integrity and Compliance Program, we act based on our values as an essential part of our culture of ethics and integrity. Our Code of Ethics is the basis of the Integrity and Compliance Program, it governs our daily actions and is present in the decision-making process. It also establishes the following obligations for each América Móvil employee: read and adhere to the Code of Ethics, comply with its principles, behave in an ethical manner and report any illegal act or breach of the Integrity and Compliance Program through the Whistleblower Portal[1], without fear of reprisal. In our Whistleblower Portal, third parties and other business partners can also submit their complaints.

Considering training as a fundamental element of the Integrity and Compliance Program, during 2019 and 2020 we provided our employees and our value chain, through the online education platform *Capacítate Carso / Capacítate Aliados*, the online courses "Code of Ethics" and "Effective Control of Corruption", which include practical cases related to these topics. To date, more than 99% of our employees (including part-time and contractors), have completed the "Code of Ethics" course[2] and more than 90% in "Effective Control of Corruption". This year, we will provide courses related to the Protection of Personal Data and Information Security, as well as Prevention of Money Laundering to our employees and allies.

Additionally, through the *Capacítate Aliados* platform we have trained 51% of our value chain[3].

In the case of **A1 Telekom Austria Group**, training sessions are held on a regular basis, for specific groups, in order to reinforce the concept of integrity in the corporate culture. The training features a hands-on approach and specific case studies to highlight compliance issues. As a result, 2,800 employees and managers participated in compliance training in 2020, most of which took place virtually given the COVID-19 pandemic. In addition, more than 24,200 compliance courses were completed online. To clarify questions, **A1 Telekom Austria Group** employees can receive assistance through the **"ask me"** help line, through which nearly 280 questions were answered during the year.
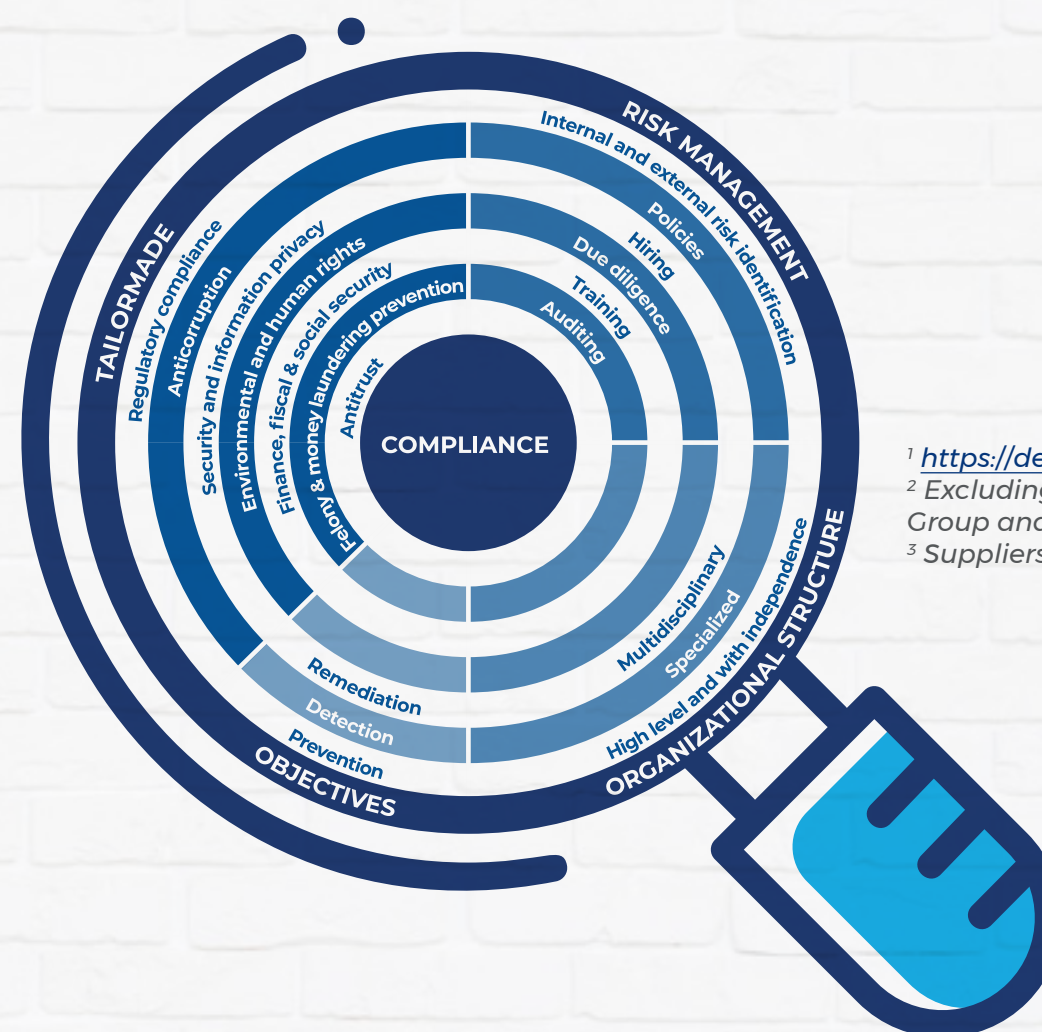
[1] https://denuncias.americamovil.com/
[2] Excluding Telmex, A1 Telekom Austria Group and TracFone.
[3] Suppliers and distributors.

Our Whistleblower Portal is a tool that allows us to consolidate all complaints in any of our operations. All complaints received on the América Móvil Whistleblower Portal are managed and investigated by the Compliance Office of América Móvil and each subsidiary, who, in turn, reports to a multidisciplinary group of Company officials that comprise the respective Ethics Committees.

In order to expedite the dissemination and management of the Integrity and Compliance Program, the "América Móvil Compliance Portal" will be launched in the second semester of 2021 which can be accessed by both employees and third parties that are part of our value chain.

AMÉRICA MÓVIL´S ETHICS COMMITTEE

The members of the Ethics Committee of América Móvil are:

- **Ángel Javier Alexander Flores,** Director of Human Resources of Telcel and América Móvil
- **Jorge Alberto Arteaga Castillo,** Deputy Director of Audit and Revenue Assurance of América Móvil (permanent guest)
- **Roxana Alexandra Flores Alexanderson,** América Móvil's Sustainability Manager
- **Aineth Hernández Justo,** Compliance Auditor for América Móvil (permanent guest)
- **Gabriel Juárez Lozano,** Deputy Director of Accounting and Comptroller of América Móvil
- **Fernando Ocampo Carapia,** Director of Finance and Administration of Telcel (Current Chairman of the Ethics Committee)
- **Carlota Peón Guerrero,** Compliance Manager of América Móvil
- **Flor Angélica Pérez Ledón,** Deputy Director of Personnel and General Services of Telcel
- **José Francisco Pulido Fregoso,** Deputy Director of International Human Resources of América Móvil
- **Daniel Alejandro Tapia Mejía,** Compliance Officer of América Móvil

The Ethics Committee, in effect since 2018, holds regular monthly sessions and makes quarterly reports to the Audit and Corporate Practices Committee. During 2020, the Committee held eight sessions with an average attendance of 85%.

The following are some of the main functions of the Corporate Ethics Committee:
- Review and modify the Code of Ethics.
- Review the reports of complaints submitted by all operations.
- Discuss recurring relevant issues on complaints and implement actions to address them.
- Follow up on the investigations of the complaints and apply the corresponding sanctions.
- Consult external specialists for certain investigations.
- Discuss situations and concerns regarding ethics, integrity, organizational behavior and culture, as well as provide recommendations on topics included in the Code of Ethics and compliance with internal policies and regulations.

SIGNIFICANT FINES REPORT[1] *(419-1)*

During 2020, **A1 Telekom Austria Group** paid a fine of 612 thousand euros (approximately 744 thousand dollars) based on accounting records from 2010 to 2015, due to identified omissions during an inspection of the federal tax authority, in the registration of names and documentation of users who received devices at no cost. Given that the omissions were generated by misunderstandings in the information security guidelines, the corresponding departments were instructed to ensure that the complete documentation required is filed, in order to be available and present it to the authorities if necessary. Additionally, we have implemented a random internal audit from the following years.

[1] A significant fine is one equal to or greater than $100,000 dollars.

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Claro Costa Rica obtained a fine of 2,014,055,410.00 colones (approximately 3.3 million dollars) by the Ministry of Finance of Costa Rica, on sales taxes not delivered to the treasury for sales of terminals with 100% subsidies in addition to incorrect referenced credit notes in the period 2010-2013[1]. In order to avoid this in the future, the Financial Management of **Claro Costa Rica** issued an internal procedure to be followed in sales with 100% subsidies. Regarding incorrect referenced credit notes, the new procedures recording electronic billing contribute to prevent mistakes between invoices and credit notes that had adjustments.

Claro Ecuador was subject of a charge for 429,302 dollars initiated by the Municipal Autonomous Government of Quevedo, for the payment of fees for radio base permits in the years 2013 and 2014. **Claro Ecuador** challenged the charge in court for not complying with the requirements established by law; however, the court declared the validity of the process.

Claro Perú paid a fine of 310,789 dollars to the regulator (OSIPTEL) for failing to comply with the regulatory procedure for the sale of prepaid lines through indirect channels of the operation, who did not request that the contracting party to show and provide a copy of their identification. Subsequently, the standard was modified and currently there is a new procedure that determined

the mandatory use of a biometric fingerprint for each sale and activation of mobile lines with an interconnected system to the national identification base (RENIEC). However, **Claro Peru's** Sales and Distribution area has been in constant communication with retailers in order to comply with current regulations.

In a resolution, the *Dirección Nacional de Protección al Consumidor* (Consumer Protection Authority) notified **Claro Honduras** the payment of a penalty of 4 million lempiras (approximately 170,418 dollars) for 13 accumulated processes between 2014 and 2019. Several actions have been adopted that have substantially reduced the imposition of sanctions by the DGPC, including the creation of complaint filtering units which has made it easier to conciliate 90% of the complaints filed with the consumer protection authority.

Telcel paid a fine of approximately $7,388,583 Mexican pesos, (approximately 369,429 dollars) by the *Institito Nacional de Transparencia, Acceso a la Información y Protección de Datos Personales* (INAI) (National Institute of Transparency, Access to Information and Protection of Personal Data) by charging the most frequent numbers of debtors without the consent of the owners or third parties, in violation of personal data regulations. As of 2013, this practice was suspended.

CONTRIBUTIONS

During the year, América Móvil's operations made contributions and expenses for lobbying, representation of interests or similar, as well as for commercial associations or tax-exempt groups.

It is important to specify that our Integrity and Compliance Program specifically prohibits spending on political contributions. We do not make monetary contributions to political campaigns or organizations, lobbyists, trade associations and other tax exempt groups with the intention of influencing campaigns or legislation.

However, we carry out annual payments, derived from our affiliation with business chambers such as ANATEL and GSMA; as well as other industrial chambers in which we participate in the countries in which we operate.

In the United States, our subsidiary carries out lobbying investments focused on promoting before the Federal Communications Commission in the United States, the adoption of rules to improve the "Federal Line Program", as well as to ensure that the imposition requirements and/or collection of federal and state taxes and fees consider the unique "no bill" disposition of prepaid wireless service and the free distribution of wireless Lifeline service. It is important to reiterate that these contributions were not intended to influence public policy.

TYPE OF CONTRIBUTION[2]	2020 (MXP)	2020 (USD)
Lobbying, representation of interests or similar[3]	$ 43,767,448	$ 2,194,000
Local, regional or domestic political campaigns / organizations / candidates	0	0
Business chambers or tax-exempt groups (for example, think tanks)	$ 96,306,160	$ 4,827,691
Others (for example, expenses related to electoral measures or referendums)	0	0
Total Contributions	**$140,073,607**	**$ 7,021,691**
% of total revenues	**0.01%**	**0.01%**

[1] *If the administrative process is concluded; the operation will present an ordinary lawsuit against the conclusive process.*
[2] *Does not include Telmex.*
[3] *The total corresponds to TracFone.*

WHISTLE-BLOWER PORTAL[1]

2020 is the third consecutive year in which we have a centralized Whistleblower Portal available to all our employees and business partners in our operations, as well as to all our global stakeholders, which allows us to better understand their concerns. The types of complaints that can be presented in our Whistleblower Portal are: fraud, generation of false or inappropriate information, use or disclosure of restricted or limited information, theft, use or inappropriate provision of resources, bribery, corruption, conflicts of interest, illegal bonus payments, extortion, money laundering, or other types of complaints such as damage to the integrity, health or safety of people, damage to people's dignity, unequal or discriminatory treatment, damage to freedom of expression, damage of personal data, breach of other human rights, generation of environmental damage, workplace or sexual harassment, among others.

All complaints are entered through América Móvil's Whistleblower Portal. The whistleblower can choose to remain anonymous. Each complaint generates a complaint number and a password, with which the whistleblower can check the status of its complaint at any time. Once the report is received, the corporate manager standardizes the information

and sends it to the country manager if it is considered that the information is subject to being assessed. Upon receiving the report, the country manager will present it to the local Ethics Committee and will support them in managing and monitoring the report until it is determined whether it is applicable or not.

If a member of the Local Ethics Committee or a senior executive officer is reported or if it is a complaint of sexual harassment, these complaints will be retained for attention and investigation by the Ethics Committee of América Móvil. In the event that any of the members of the Ethics Committee of América Móvil or the corporate administrator of the Portal is reported, the complaint will be redirected to the other members of the Ethics Committee who will be in charge of the corresponding investigation. The Ethics Committee will decide whether a complaint is applicable and, if so, will determine corrective measures.

Also, we have been carrying out campaigns at the corporate level and in the subsidiaries to inform employees about the Whistleblower Portal. At many of our operations, employees have received online training on the procedures and benefits of this reporting tool.

From January to December 2020, we received 7,429 complaints about our operations through the Portal, of which we accepted 2,521 for review given that the rest were regarding operational and/or customer service issues that were directed to the corresponding areas. Of the complaints that were issued: 844 of these were in violation of the Code of Ethics; 1,289 were considered inadmissible; and 388 were under review at the end of December 2020. The inadmissibility of some complaints was due to several reasons, among which we can mention duplication of complaints, complaints that are not related to the Company and complaints whose nature do not alter the **Integrity and Compliance Program**.

During 2020, a total of 61,587 hours was allocated for the investigation process of the complaints presented on the América Móvil Whistleblower Portal. The number of complaints received by country and information related to them is presented in detail below.

Country / Region[2]	Complaints Received	Complaints Deemed Valid	Hours dedicated to the investigation of these cases	Total people involved in the investigations
Mexico	429	148	5,179	24
Brazil	706	290	17,463	17
Colombia	423	119	21,905	15
Southern Cone	242	64	6,690	115
Andean Region	207	47	2,386	10
Central America	239	62	6,100	18
Caribbean	273	114	87	110
United States	1	0	442	4
Europe	1	0	1,335	29
TOTAL	**2,521**	**844**	**61,587**	**342**

[1] The América Móvil Whistle-blower Portal is available at: https://denuncias.americamovil.com
[2] It includes only the complaints received through América Móvil's Whistleblower Portal and excludes 262 complaints reported through the whistleblower portals of Telmex, TracFone, and Europe, of which 131 were accepted.

Of the total complaints, 3.6% refer to information privacy issues, 0.2% to freedom of expression, 8.3% to unequal or discriminatory treatment, 16.2% to workplace harassment and 1.8% to sexual harassment.

Corrective measures for those employees involved in complaints of violations of the América Móvil Code of Ethics include programs designed to improve conduct, training on ethical behavior and its monitoring by the subsidiaries' human resources area. In addition, disciplinary, administrative and legal sanctions are imposed, and controls are implemented in order to avoid further violations of the Integrity and Compliance Program. During 2020, 0.24% of the employees were given an administrative sanction and 0.14% received a high disciplinary measure, that could even lead to job termination.

Additionally, in 2020 we started a project along experts to strengthen the culture of diversity and inclusion, programs focused on guaranteeing a respectful, safe and healthy work environment, proper attention to possible cases of discrimination, as well as workplace and sexual harassment. To foster a culture of diversity and inclusion in 2021 we are developing a plan train our workforce.

Due to the success of the Whistleblower Portal, the investigation process and the resolution of cases, as well as a strong communication campaign, we expect that the number of complaints will continue to increase as we reinforce the culture of compliance within the Company.

AMERICA MÓVIL COMPLAINT PORTAL PROCESS

Report generated
Report received
Review by the Corporate Ethics Committee
Review by the Local Ethics Committee
Thorough Investigation
Closing

WHISTLEBLOWER

REPORT AND PASSWORD

CORPORATE MANAGER AND SUPERVISORS

CORPORATE COMMITTEE

Accepted by top management

LOCAL MANAGER AND SUPERVISORS

Accepted

Rejected

LOCAL COMMITTEE

Accepted

Rejected

Valid — Assign and implement corrective measures and update the system as a valid report — Notify the whistle-blower

Invalid — Update the system as an invalid report — Notify the whistle-blower

Invalid / Valid — Update the system as an invalid report — Notify the whistle-blower

*Prior to updating the complaint in the system, the Corporate Administrator supervises the investigation process of the Local Committee. Once the Corporate Administrator gives its approval regarding the decision and process of the Local Committee, we proceed with sending the update to the system.

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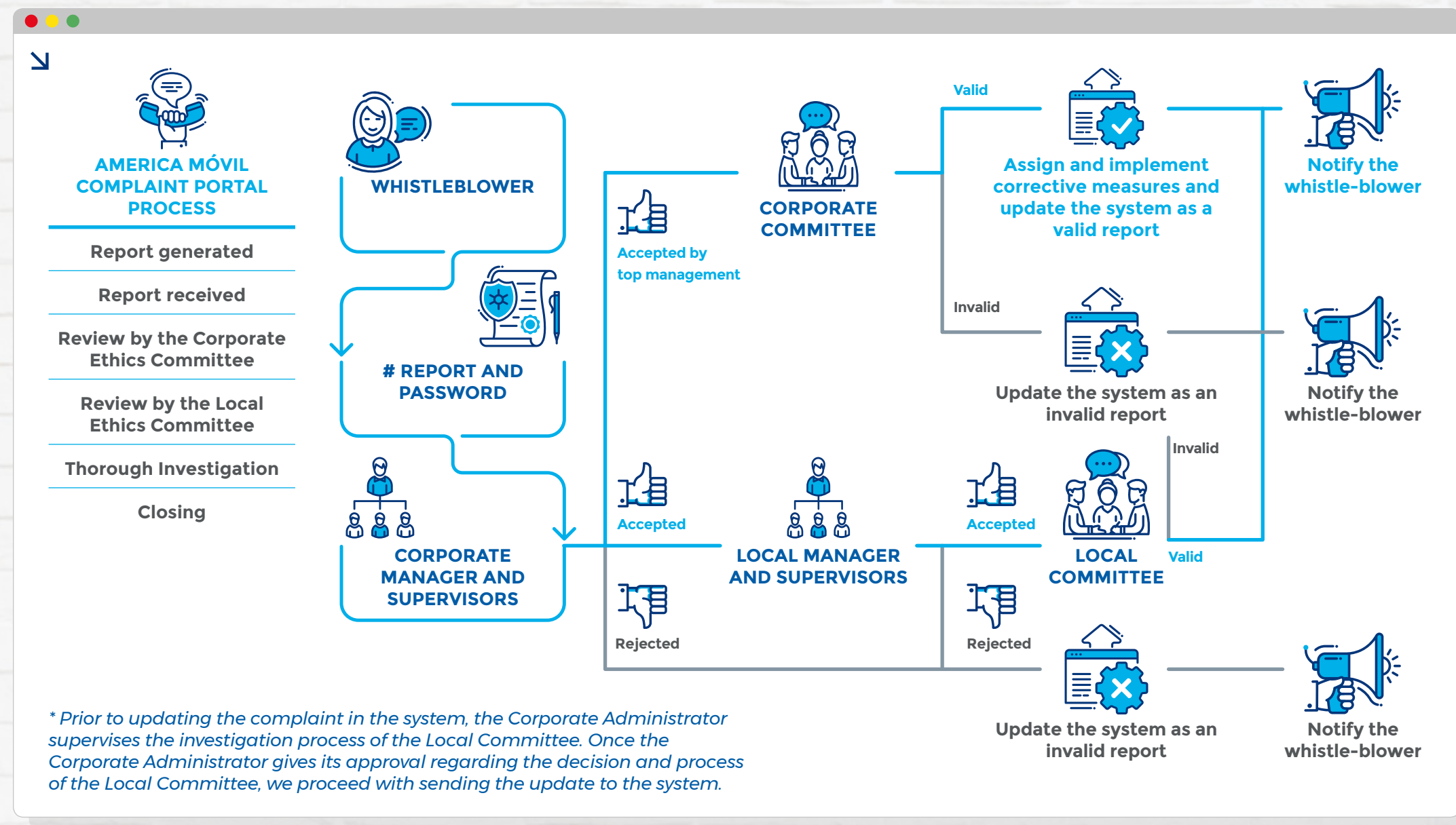SAFETY

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AMÉRICA MÓVIL POLICIES

(205-2)

At América Móvil we act in an ethical and responsible manner; we are certain that this is the correct practice to conduct our business. Our Integrity and Compliance Program and Corporate Governance Policy are the most important guidelines in areas such as business integrity, labor practices, health and safety, human rights, privacy and environmental management.

PROTOCOL FOR THE OPERATION OF ETHICS COMMITTEES AND COMPLAINTS MANAGEMENT

We developed a Protocol in order to standardize the general guidelines to which all América Móvil employees who are part of the Ethics Committees, Ethics Subcommittees and those who participate in the process of attention, investigation and resolution of complaints and incidents in our subsidiaries are subject to. Such guidelines address the operation of the Ethics Committees, as well as the attention, monitoring and investigation of possible violations of the Code of Ethics of América Móvil and/or policies of the subsidiaries; regardless of whether they are derived from a complaint received through the América Móvil Whistleblower Portal, or through the detection of incidents.

All activities carried out as an Investigation must comply with the principles of innocence, objectivity, impartiality, respect for human rights and good faith, both whistleblower and the accused. All complaints, investigations, proceedings and the information collected are confidential and no employee or third party can have access to it, unless they are a member of the Corporate Ethics Committee or of a subsidiary that is aware of the matter or that is formally defined as part of the specific procedure.

Therefore, the employees, or as the case may be, the team that is formed to listen to a complaint or an investigation must protect the anonymity of the people involved regardless of the request of any of them, not only limiting the identity of the person presenting the complaint, but also the detail of the information provided and collected in order to prevent the identification of those involved. It should be noted that all those involved have entered into a confidentiality agreement.

The Protocol also standardizes the investigation procedure, risk treatment and remediation plans, as well as provisions on supervision, verification of compliance with the protocol, response times, training and dissemination actions, cooperation and coordination guidelines and sanctions.

PRIVACY POLICY

América Móvil's **Privacy Policy** is designed to provide the structure and guidance required in order to incorporate appropriate privacy practices and standards into daily operations to build trust and offer transparency and protection to the people who trust us with their personal information.

Through this Policy, we establish the applicable principles and guidelines for employees and third parties in the proper use of personal information, as well as the physical, technical and administrative security measures that we must comply with. This allows us to diligently prove our responsibility for the several obligations set forth in the applicable regulations and ensure the reputation of the Company as an entity committed to privacy and protection of personal data. Also, this Policy establishes the applicable guidelines to the privacy of communications related to the provision of our services.

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HUMAN RIGHTS POLICY

For América Móvil, respect for human rights is fundamental as we are convinced of the role that companies can play to promote compliance with human rights in all our operations and throughout our value chain. This Policy must be well known and applied in all our operations. Our Human Rights Policy is based on the United Nations Universal Declaration of Human Rights, the Declaration of Fundamental Labor Rights of the International Labor Organization (ILO) and the Guiding Principles on Business and Human Rights of the United Nations. In addition, this policy is also aligned with the Company's Code of Ethics, as well as with the Ten Principles of the United Nations Global Compact.

INCLUSION AND DIVERSITY POLICY

At América Móvil we promote diversity and inclusion. Our Inclusion and Diversity Policy seeks to establish the principles, criteria and guidelines that ensure a culture of labor inclusion and diversity guaranteeing equal opportunities for all people, both for their income and for their continuity and development within the company.

ANTI-CORRUPTION POLICY

At América Móvil we recognize that we operate in high-risk regions for corruption. This year, the priority of our Integrity and Compliance Program was to strengthen our Anti-Corruption Policy and develop a series of complementary policies to effectively control corruption.

Our new Anti-Corruption Policy establishes the guidelines applicable to our employees and third parties in anti-corruption matters in order to have a proper and effective prevention system, control, surveillance and auditing, which allows the Company to guarantee that any activity carried out within the company or in its name, is based on our Code of Ethics, on the Policy and in compliance with the applicable laws in order to protect the Company, our employees, shareholders and business partners.

We consider acts of corruption all those illegal or unethical actions or omissions, such as: fraud, occupational fraud, conflict of interest, collusion, concealment, bribery, influence peddling and facilitation payments (among others); whether they are carried out by an employee or a third party regardless of whether they involve a public official or are carried out between individuals. All these activities are strictly prohibited regardless if a personal or a company benefit is obtained or not.

In order to enhance the provisions of the Anti-Corruption Policy, we have developed some additional policies that help us prevent corruption risks in some of the situations that we face in our operation, on a day-to-day basis:

- Interaction with public officials or government entities;
- Obtaining permits and licenses;
- Facilitation payments;
- Inspections or verifications of authorities;
- Public offerings, invitations or direct award of contracts;
- Gifts, entertainment and hospitality expenses;
- Free products;
- Sponsorships and donations;
- Conflicts of interest;
- Due diligence for hiring third parties;
- Due diligence for hiring employees;
- Hiring of public officials;
- Mergers and acquisitions;
- Utility vehicles; and,
- Appropriate accounting records.

In 2020, we designed in conjunction with CIDE and Transparency International, a course called "Effective Control of Corruption" that was provided to all our employees and third parties through our educational platform, *Capacítate Carso/ Capacítate Aliados*.

To date, **8 of our operations,** which comprise around 35% of our employees **hold the ISO-37001 certification in Anti-corruption.**

This course was launched in October 2020 and by the end of the year, we managed to train 770 business partners and 90% of our employees[2].

Additionally, we have incorporated an anti-corruption clause in all the contracts that we sign with third parties in all our operations; while our Purchasing Policy and the Third-Party Due Diligence Protocol helps us to strengthen this policy.

All our operations are audited every year by a third party in compliance with Sarbanes-Oxley regulations.

[1, 2] *Full time, part time employees and contactors.*

CONFLICT OF INTEREST POLICY

This Policy establishes the guidelines that all our employees must follow to identify, prevent and manage any conflict of interest that may arise in a transparent and ethical manner during the activities they carry out as part of their responsibilities. We consider conflicts of interest as a form of corruption. Therefore, it is essential to prevent and mitigate them to maintain integrity, transparency and sustainability in business, and it also allows us to foster trust between ourselves and the third parties with whom we interact.

GIFTS, ENTERTAINMENT AND HOSPITALITY POLICY

At América Móvil we are aware that giving or receiving gifts, entertainment or hospitality expenses is usually part of the construction of working relationships with Third Parties, including public officials and that, in many countries, they are considered as commonly accepted practices. However, through this Policy we communicate to all our employees and Third Parties, the principles and conditions under which we can give and/or receive gifts, entertainment and hospitality expenses with the purpose of avoiding actions that may constitute or be interpreted as acts of corruption and, consequently, legal and/or reputational risks for the Company.

DONATION POLICY

At América Móvil, we are committed to continue being catalysts for the development and improvement of the quality of life of the people and communities we serve and their environment. The Company's social efforts through the delivery of donations are intended for contributing to governments, civil foundations, educational and charitable institutions, cultural or sports organizations that share our values and principles. For this reason, we have created a Policy that establishes the principles and general guidelines for compliance to ensure the proper control, reception and management of the goods or services assigned as donations.

SPONSORSHIP POLICY

At América Móvil, we confirm our commitment to the values and principles of business ethics, as well as to the effective control of corruption and illegality, establishing the guidelines and procedures for the control of Sponsorships provided by América Móvil. Through this policy, we ensure that the resources are granted for the sole purpose of promoting the identity of the brand and are intended for representing the values and principles of the Company.

PURCHASING POLICY

The purpose of this Policy is to establish the guidelines for the selection and hiring of Third Parties to manage the Company's purchases and to define criteria in the reception of goods and/or services, to comply with the established standards by the Company. It is applicable to all areas in charge of Procurement of the Company or that request a purchase, including all employees responsible for the process and management of procurement with Third Parties.

DUE DILIGENCE PROTOCOL WITH THIRD PARTIES

We recognize that, in order to carry out our daily operations and activities we need to interact with several types Third Parties. This interaction can sometimes entail risks of various kinds (legal, reputational, tax, financial, etc.), derived from several factors that must be known, analyzed, classified and handled by the Company. For this reason, we are convinced to initiate and maintain commercial relationships only with Third Parties that share and implement in their operations and level of commercial execution, unrestricted compliance with the law and comply with the ethical principles that identify us.

This protocol allows us to protect the company, shareholders, employees and business partners by identifying and evaluating warning signs in the performance of suppliers, distributors or related Third Parties in general, prior to hiring or entering into any type of relationship, such as: history of links to acts of corruption, fraud, bribery, money laundering, malpractice, sanctions, litigation, and links to other illegal acts. In the same manner, we promote the creation and strengthening of commercial ties based on ethical principles, which can generate long-term mutual beneficial relationships.

Currently, in order to strengthen and simplify our management with third parties, we are in the process of including the issues addressed within our Commercial Integrity Policy into the Due Diligence Protocol.

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To learn more about our policies and protocols, click here or send an email to yocumplo@americamovil.com

MONEY LAUNDERING PREVENTION POLICY

At América Móvil it is a priority to avoid the illicit origin of resources of criminal activities from being hidden or disguised through any of the companies and that resources are destined to finance terrorism or that Third Parties are assisted to evade the legal consequences of their actions. For this reason, we developed a policy that establishes the guidelines applicable in this issue to have a proper and effective control, surveillance and audit system, which allows us to guarantee that the activities carried out in the Company or in its name are based on our Code of Ethics, our policies and in compliance with applicable laws. Also, ensure that the companies we do business with have not been linked to activities such as: human trafficking; drug trafficking; organized crime; corruption; illegal trafficking of human beings (migrants); smuggling of counterfeit goods and products; and tax crimes.

ENVIRONMENTAL POLICY

The objective of this Policy is to establish the guidelines applicable to our operations in environmental matters in order to have a regulatory framework that focuses the Company's daily efforts towards a common goal: conduct our decision-making processes and our daily operations with the highest sense of environmental responsibility and care for the environment.

América Móvil's subsidiaries are subject to several provisions on environmental matters in the different countries in which we operate. Regardless of strict compliance with local regulations, we seek to prevent environmental risks and standardize operating and decision-making criteria in accordance with the values and sustainability strategy of América Móvil through this Environmental Policy.

COMMERCIAL INTEGRITY POLICY

This policy seeks to ensure that our suppliers, clients, retailers, contractors, consultants, agents and those who have a commercial relationship with América Móvil and its subsidiaries around the world, comply with the Policies of América Móvil and conduct business with us in a responsible manner under the principles of integrity, honesty and transparency.

For this reason, in recent years we have asked all our business partners to answer our Evaluation Questionnaire and share with us the commitment to align our value chain with the Policies of América Móvil and under the highest international standards, including human rights, anti-corruption practices, labor rights, environmental protection, health and safety, conflicts of interest, among others.
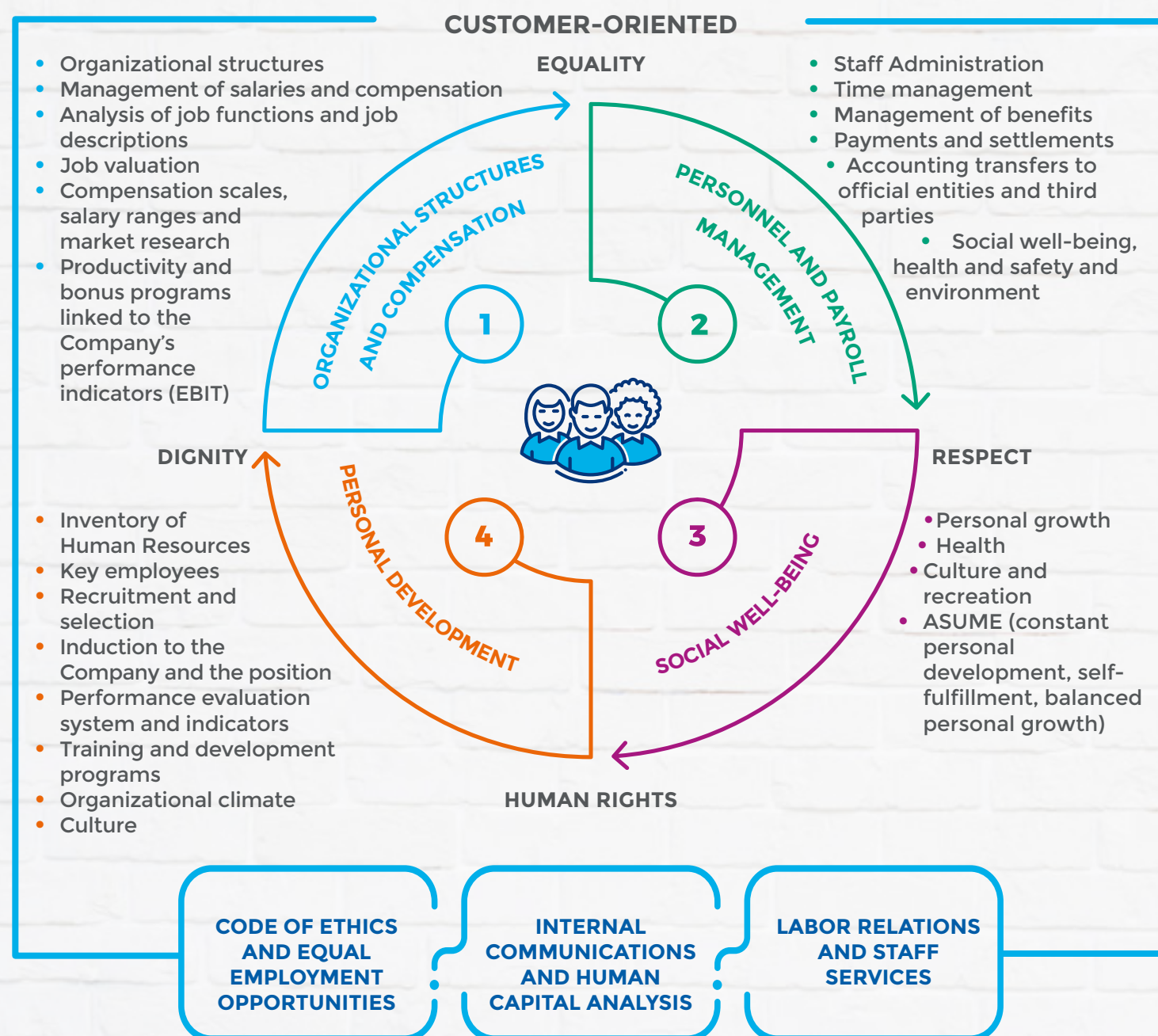
HUMAN CAPITAL MODEL

Our Human Capital Model focuses on business performance and a positive customer experience. We believe that one of the key strengths of our model is based on the independence that we provide to each of our subsidiaries to manage their own personnel within the general policies and guidelines of human resources in the Company's headquarters.

We prosper by recognizing that people are at the center of our strategy. We base our Model on the Code of Ethics and our Diversity and Inclusion Policy, as well as on proper internal communication, analysis of human capital and on the work of labor relations and staff services. The Model always considers dignity, equality, respect and human rights; and divides the key actions into four main areas:

1) ORGANIZATIONAL STRUCTURE AND COMPENSATIONS

We carry out periodical reviews of our job market value and job descriptions to align them with business requirements. In addition, we have productivity programs and bonuses for results considering the financial results of the companies in terms of earnings before income tax (EBIT).

2) PERSONNEL AND PAYROLL MANAGEMENT

The Corporate Human Resources Department oversees payroll and benefits management, health and safety indicators and establishes general guidelines regarding personnel management.

3) SOCIAL WELL-BEING

We promote the personal and social well-being of our employees contributing to their integrated development through several human development programs in the areas of Personal Growth, Health, Culture and Recreation. Additionally, we have "ASUME", a program that seeks to achieve the development of the individual by promoting balanced personal growth and its contribution to the social environment by working on people's: physical, emotional, social, economic, artistic, intellectual, moral and spiritual qualities.

4) PERSONNEL DEVELOPMENT

The Corporate Human Resources Department establishes guidelines and indicators for evaluations of the organizational climate, performance evaluation systems as well as training and development programs, along with inventories of human resources to detect talent.

We promote the personal and professional training of our employees according to the needs of the position. All promotions are based on merit.

CUSTOMER-ORIENTED

EQUALITY

ORGANIZATIONAL STRUCTURES AND COMPENSATION

- Organizational structures
- Management of salaries and compensation
- Analysis of job functions and job descriptions
- Job valuation
- Compensation scales, salary ranges and market research
- Productivity and bonus programs linked to the Company's performance indicators (EBIT)

1

PERSONNEL AND PAYROLL MANAGEMENT

- Staff Administration
- Time management
- Management of benefits
- Payments and settlements
- Accounting transfers to official entities and third parties
- Social well-being, health and safety and environment

2

DIGNITY

PERSONAL DEVELOPMENT

- Inventory of Human Resources
- Key employees
- Recruitment and selection
- Induction to the Company and the position
- Performance evaluation system and indicators
- Training and development programs
- Organizational climate
- Culture

4

3

SOCIAL WELL-BEING

RESPECT

- Personal growth
- Health
- Culture and recreation
- ASUME (constant personal development, self-fulfillment, balanced personal growth)

HUMAN RIGHTS

- CODE OF ETHICS AND EQUAL EMPLOYMENT OPPORTUNITIES
- INTERNAL COMMUNICATIONS AND HUMAN CAPITAL ANALYSIS
- LABOR RELATIONS AND STAFF SERVICES

TALENT DEVELOPMENT

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

At América Móvil we are convinced that the development of our employees constitutes one of the strategic pillars that drive our growth. Attracting and retaining great talents, we develop as a professional and committed team.

TALENT ATTRACTION AND RETENTION

As of December 31, 2020, América Móvil´s family includes:

186,851 employees,

of which 39%[1] are women and 61% are men,
99% are permanent positions and only 1% are temporary.
In addition, 21,987 employees of América Móvil work in companies other than telecommunications.

OUR EMPLOYEES IN 2020:

2013	173,174
2014	191,156
2015	195,475
2016	194,431
2017	191,851
2018	189,448
2019	191,523
2020	186,851 employees

[1] In 2019, 37% of employees were declared to be women. However, an adjustment was made to the BCC Brazil figures and the correct data for 2019 is 38.5%. In addition, this figure includes women in full and part-time positions with permanent and temporary positions.

PERCENTAGE OF EQUIVALENCE OF FULL TIME (FTEs[1])

1,037
1%
UNITED STATES

87,555
48%
MEXICO

9,936
5%
CENTRAL AMERICA

6,535
4%
ANDEAN REGION

10,825
6%
CARIBBEAN

9,085
5%
COLOMBIA

31,314
17%
BRAZIL

7,507
4%
SOUTHERN CONE

18,304
10%
EUROPE
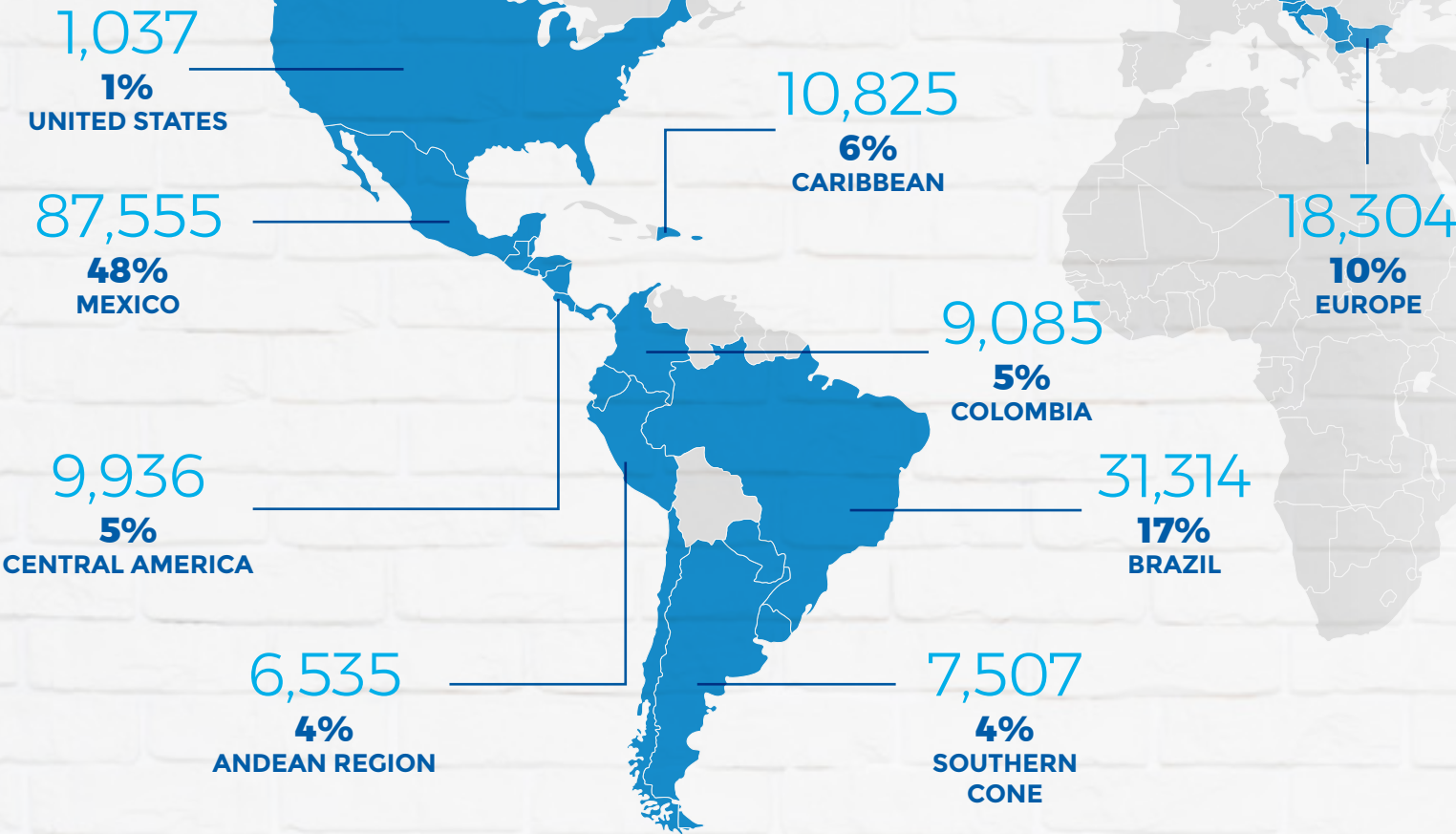
182,097
100%
TOTAL

FULL TIME EMPLOYEE EQUIVALENTS BY COUNTRY OR REGION AND GENDER BY TYPE OF CONTRACT (FTEs)

(405-1)

Country / Region	PERMANENT CONTRACT		TEMPORARY CONTRACT	
	Women	Men	Women	Men
Mexico	31,343	55,445	303	464
Brazil[2]	12,359	18,955	0	0
Colombia	3,901	5,184	0	0
Southern Cone	3,079	4,413	7	9
Andean Region	2,791	3,744	0	0
Central America	3,192	6,742	0	2
United States	448	585	4	1
Caribbean	3,965	6,062	344	455
Europe	6,807	10,559	567	371
Total	**67,883**	**111,687**	**1,225**	**1,302**

FULL TIME EMPLOYEE EQUIVALENTS (FTEs) BY AGE

(102-41)

Age	Percentage
Less than 30 years[3]	23%
Between 30 and 50 years	63%
More than 50 years	14%

Our employees have the right to freedom of association so they can choose to be members of a union or to participate in collective negotiations of contracts in accordance with applicable labor laws in all countries where we operate. At the end of 2020, 122,697 of our employees were unionized, that is, **64% of our workforce are covered under a collective negotiation scheme.**

[1] *Full Time Equivalents (FTEs).*
[2] *In 2019, a total of 11,086 FTE women were reported, but due to an adjustment by BCC Brazil, the correct number of employees is 13,253.*
[3] *Includes people that are already 30 years old.*

EMPLOYEE'S OCCUPYING PERMANENT POSITIONS BREAKDOWN BY GENDER AND JOB TITLE IN FULL TIME EQUIVALENT EMPLOYEE (FTEs)

Position	Women	Men	Total
Entry level[1]	3,671	3,448	7,119
Employees with staff	46,164	80,827	126,991
Employees without staff	4,673	9,766	14,439
Second Level managers	1,137	2,679	3,816
First level managers	259	989	1,248
Executives	97	391	488
Total	56,001	98,100	154,101

For América Móvil it is important to maintain a low employee turnover, however, given that it was an atypical year due to the health contingency, the turnover rate this year is significantly lower than the ones we presented in the last three years. In 2020 our turnover rate was 6.1% and 4.7% in the case of voluntary turnover.

Historical turnover rate[2]	2017	2018	2019	2020[3]
Turnover rate	11.93	12.90	12.90	6.11
Voluntary turnover rate	5.36	5.83	4.88	4.70

TURNOVER RATE BY GENDER AND AGE 2020[4]

Age	Women	Men
Less than 21 years	25.74	29.29
Between 21 and 30 years	10.52	12.08
Between 31 and 40 years	5.21	6.13
Between 40 and 50 years	3.58	3.74
More than 50 years	3.43	3.75
Total	5.94	6.20

VOLUNTARY TURNOVER BY GENDER AND AGE 2020[5]

Age	Women	Men
Less than 21 years	290.59	422.22
Between 21 and 30 years	20.94	21.67
Between 31 and 40 years	6.24	6.37
Between 40 and 50 years	4.78	5.84
More than 50 years	78.95	49.09
Total	4.39	4.03

[1] Employees who are in the 5% lowest salary.
[2] This figure excludes our Call Centers.
[3] This figure excludes our Call Centers and only considers full-time employees with a permanent position.
[4 y 5] The figures exclude our Call Centers and only consider full-time employees with a permanent position.

NUMBER OF POSITIONS COVERED BY EXTERNAL CANDIDATES[1] (401-1)

PERCENTAGE COVERED BY INTERNAL CANDIDATES[2]

Position	Women	Men	Women	Men
Entry level	1,367	2,410	62%	38%
Staff without command	2,389	3,788	38%	62%
Staff with command	138	579	33%	67%
Second level managers	111	178	26%	74%
First level managers	114	242	44%	56%
Executive level	16	33	40%	60%

During 2020 in América Móvil there were **17,124[3]** open permanent full-time positions, of which **27% were filled by internal candidates.**

AVERAGE COST OF EMPLOYMENT OF NEW CANDIDATES[4]
(FIGURES IN MXN)

Position	Women	Men
Entry level	2,919	5,146
Staff without command	5,101	8,088
Staff with command	295	1,236
Second level managers	237	330
First level managers	243	517
Executive level	34	70

The average cost of new employment was 24,267 Mexican pesos during 2020.

In América Móvil, the employment cost is fixed. Considering that 2020 was an atypical year in which we suspended hiring since the second quarter due to the sanitary emergency, the relative cost of hiring per candidate increased.

[1] Figures include only permanent full-time positions and exclude data from Europe.
[2] Percentages include only permanent full-time positions and exclude data for Europe.
[3] The figure includes only full-time positions with a permanent position.
[4] Figures include only permanent full-time positions and exclude data from Europe.
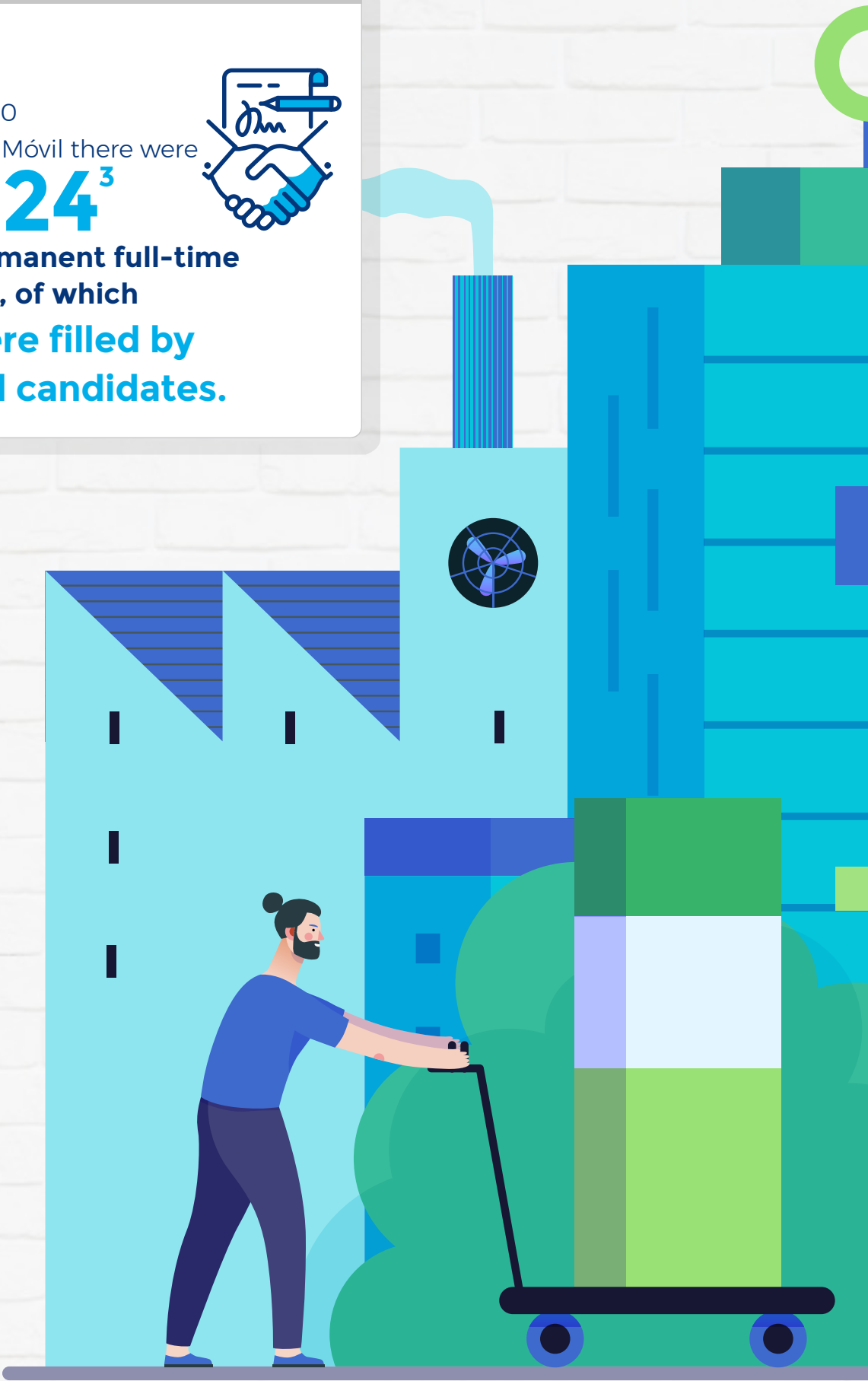
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DIVERSITY

(405-1)

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

América Móvil recognizes talent regardless of gender.

To date, we have

31[1]% women

in management positions and 46%[2] in management positions with a commercial role.

Level	Percentage of women[3]
Women in the work force	37%
Women in all management including junior, middle, senior, and executive positions	31%
Women in first level management or junior positions	31%
Women in executive positions	21%
Women in management positions with a commercial role[4]	46%
Women in engineering, IT and operating positions	16%

In 2020, 2,523[5] América Móvil employees have a disability that represents 1.5% of our workforce.

Type of Disability	Percentage per type of disability[6]
Motor	59%
Auditive	7%
Visual	15%
Intellectual	2%
Visceral	13%
Multiple	4%

[1] Includes levels of assistant-management, management, deputy-management and executives.
[2] The figure includes Claro Brazil, BCC, Claro Chile, Claro Peru, Claro Ecuador, Claro Colombia, Claro Costa Rica, Claro Nicaragua, Claro Honduras, Claro El Salvador, Claro Guatemala, Global Hitss, Telcel, and Telmex which represent 77% of full-time employees with a permanent position.
[3] The figures change vs 2019 because in 2020 the Telmex figures are being included. The figures only include full-time employees with a permanent position. Figures exclude information from Europe.
[4] Includes entry-level positions, staff with or without command, first and second management level, and executive level.
[5] The figure does not include information for Austria, Belarus, Croatia, Macedonia, and Serbia.
[6] Austria, Belarus, Croatia, Macedonia, and Serbia are not included in the figures.
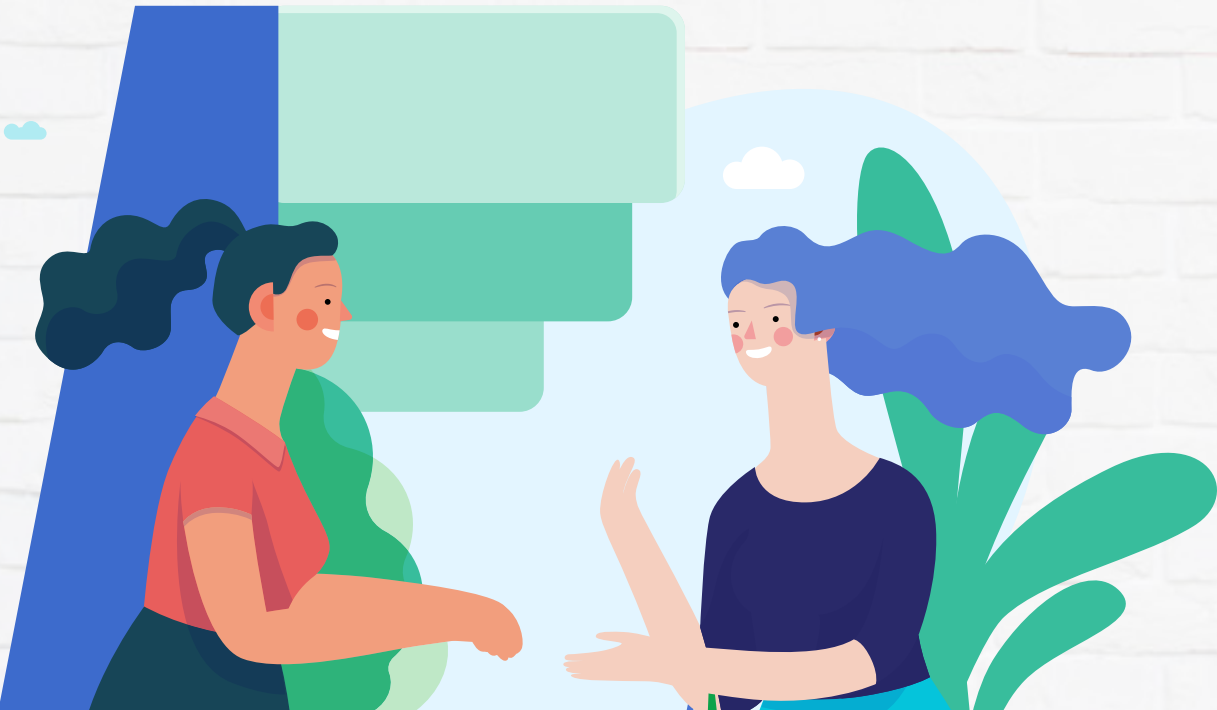
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LABOR BENEFITS

(102-35, 102-36, 401-2, 405-2)

All our employees, without exception, receive a fair salary and benefits as stipulated by applicable laws in the countries where they work. Also, we offer additional benefits in some of our operations, such as: life insurance, private medical expenses insurance, temporary or permanent disability insurance, dental insurance, parental leave, financial assistance for the purchase of school supplies, preferential prices to acquire our devices, transportation service to and from our work centers, financial assistance to cover funeral expenses, and paid leave in the event of decease of a family member.

We also comply with to the provisions of applicable laws regarding the termination of employees, whether due to dismissal, retirement or voluntary resignation. It is important to note that in the countries and regions where we operate[1], the compensation offered to both men and women (unionized or not) is the same, reflecting our culture of gender equality.

América Móvil has Compensation Policies aligned to the strategy, organizational culture and objectives of each company, seeking to compensate each employee in a balanced manner according to their performance and contribution to each company, with equitable salaries internally and competitive in the market in the countries where we operate. We have tools that allow to manage salaries in a structured manner with several compensation plans, financial incentives and talent retention.

The policies promote equality, respect diversity, the work profiles, and recognize the capacity and potential of each of the employees ensuring that the positions are filled with the most competent personnel with equal opportunities and without discrimination of any kind.

Level	Difference between men and women (%)[2]
Average gender pay gap	86.52%
Median gender pay gap	86.64%
Average bond gap	100.00%
Bonus median	87.40%

Additionally, many of our operations have an internal policy of maternity and/or paternity leave, such as: **Claro Colombia** that offers a birth voucher and allows new mothers to have a one-hour break to breastfeed until the baby turns 6 months old. **Claro Argentina** offers a gradual return to activities after maternity leave, however, as a result of the COVID-19 emergency, the program has been paused. In **Claro Brazil**, in accordance with the internal maternity policy, 60 additional days are offered to those established by law. In addition, in the operations of Chile, Croatia, and Peru, a birth bonus is granted to women. On the other hand, in the operations of Argentina, Chile, and the Dominican Republic, they offer additional days for paternity leave and **Claro Brazil** stands out, which grants 15 additional days of paternity leave. In Chile, Croatia, and Peru, a bond is granted to parents when their child is born.

In América Móvil,
the retention rate after maternity and paternity leave is
89%
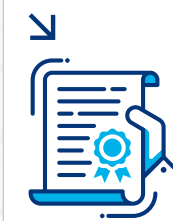
In 2020, **A1 Croatia** received the "Mamforce" standard certificate for quality and parenting support, confirming the operation's commitment to implement gender-conscious and family-responsible human resource management for continuous professional development regardless of parenting and gender. Additionally, the operation was a **"Certified Employer Partner"** for its excellent human resource management.

[1] This analysis excludes Europe and TracFone.
[2] The figure does not include Telmex, AMCO, Global Hitss, Claro Enterprise Solutions, Claro Puerto Rico, A1 Austria, A1 Belarus, A1 Macedonia, TracFone and our Call Centers.

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PERFORMANCE EVALUATIONS

(404-3)

Every year we conduct performance evaluations across the organization to identify areas in which our employees can demonstrate their skills and detect specific talents. Evaluations are carried out at all levels within the Company and analyze performance in abilities such as establishing productive relationships in the workplace, focus on customer service, leadership of work teams, service vocation development of talent and communication skills, among others.

For the performance evaluation, the manager-employee feedback process is carried out on the aspects of the fulfillment of the established objectives, as well as the level of development of abilities that the employee demonstrates for the best performance of its position. Additionally, we establish the performance, professional and personal growth for each employee. This allows us to measure individual contribution to achieving the Company's strategic objectives.

The 2020 objective of our **"Smart Sustainability"** Strategy sets the goal of evaluating more than 80% of our employees.

At the end of 2020 we not only achieved the goal, but we **surpassed it with**

94%[1]

of our employees evaluated.

2020 FULL-TIME EMPLOYEES WITH A PERMANENT POSITION WHO RECEIVED PERFORMANCE EVALUATIONS BY REGION AND GENDER

Country/ Region	Women	Men	% of employees
Mexico[2]	15,957	23,989	98%
Brazil[3]	6,809	14,584	84%
Colombia	3,530	4,866	92%
Southern Cone	2,888	4,351	100%
Andean Region	2,626	3,549	96%
Central America	3,120	6,636	98%
United States	448	579	100%
Caribbean	3,066	5,231	87%
Europe	6,464	10,435	100%
Total	**44,908**	**74,220**	**94%**

WORK ENVIRONMENT

At América Móvil we conduct annual work environment surveys to understand the perception that our employees have of the Company, and identify how each of the areas in our subsidiaries is working regarding several labor issues, such as respect within work teams or satisfaction with employee benefits, among others. Similarly, the survey allows us to have a specific idea of what our improvement objectives should be and, based on them, design specific action plans for each area that includes those elements where opportunities for improvement are detected or when necessary, allows us to identify best practices.

We have carried out the work environment survey for 10 years in all our operations. One of the 2020 goals of our **"Smart Sustainability"** strategy was to improve the result of our work environment survey of current satisfaction from 78% to 80% and increase the level of participation from 87% to 89%.

In 2020, more than 90% of our employees in the group participated in the work environment survey, with a score of 82.63%. We continue to strengthen our efforts to communicate and involve our employees in the process of evaluating our work environment in order to achieve our 2020 goal.

Work environment survey[4]	2016	2017	2018	2019	2020	2020 Goal
Work environment survey score	78.60%	82.50%	75.60%	83.30%	82.63%	**80%** Survey Score
Percentage of total employees	18.8	22.7	54.2	73.7	93.26	**89%** of Employee Coverage

[1] The figure excludes BBC Brazil, Nextel Brazil, and Telmex.
[2] Telmex is not included in the figures.
[3] BBC Brazil and Nextel Brazil are not included in the figure.
[4] These figures do not include A1 Telekom Austria Group, TracFone and Telmex.

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TRAINING

(404-1, 404-2)

At América Móvil we make a constant effort to promote the development of our employees. A key component of this effort is offering ongoing training, both online and in person in all areas and at all levels.

One of the objectives of these training courses is to update our employees on the new telecommunications solutions that we offer to our clients in response to the new era of the digital world in which we live today.

We offer mandatory training courses throughout América Móvil that provide employees with the basic skills they need to carry out their daily or basic compliance activities. This type of training includes basic courses in occupational health and safety, information security and information technologies in the workplace, diversity, code of ethics, among others. In the same manner, we offer non-mandatory courses to improve skills in employees, including leadership courses, project management (agile methodologies), to name a few.

In 2020, we had the participation of 1,425,259[1] employees in training courses, of which 67% participated in non-mandatory courses that helped not only to improve the professional performance of employees, but also to adapt to the new normal. At the end of the year, a total of 13,393,458[2] hours of mandatory and non-mandatory training were given. In this manner, 88 average hours of training were provided per full-time equivalent employee. In this sense, we invested more than 340 million MXN (17 million USD) in both types of pieces of training, representing an average per-full time equivalent employee of 2,227 MXN (112 USD).

AVERAGE HOURS OF TRAINING BY GENDER BY EMPLOYEE POSITION FULL-TIME EQUIVALENTS (FTEs)[3]

Position	MANDATORY TRAINING		NON-MANDATORY TRAINING	
	Women	Men	Women	Men
Entry level/without command	64	64	495	300
Staff without command	18	18	62	48
Staff with command	20	20	43	40
Second level managers	17	18	25	31
First level managers	39	21	18	12
Executive level	12	8	19	9
Total	**21**	**20**	**88**	**55**

AVERAGE HOURS OF TRAINING BY GENDER AND AGE OF EMPLOYEES FULL-TIME EQUIVALENTS (FTEs)[4]

Age	MANDATORY TRAINING		NON-MANDATORY TRAINING	
	Women	Men	Women	Men
Less than 21 years	121	107	60	48
Between 21 and 31 years	32	28	70	46
Between 31 and 40 years	19	19	117	69
between 41 and 50 years	16	17	77	60
More than 50 years	13	13	31	26
Total	**21**	**20**	**88**	**55**

[1, 2] *Does not include information from Nextel Brazil, and Europe.*

[3, 4] *Only full-time employees with a permanent position are considered and excludes information from Europe, and Nextel Brazil.*

AVERAGE HOURS OF MANDATORY AND NON-MANDATORY TRAINING BY REGION AND GENDER 2020

Country / Region	Women	Men
Mexico	145	90
Brazil[1]	25	17
Colombia	102	105
Southern Cone	57	63
Andean Region	57	43
Central America	101	70
Caribbean	125	114
United States	28	29
Total	**110**	**75**

AVERAGE INVESTMENT OF MANDATORY AND NON-MANDATORY TRAINING BY REGION AND GENDER 2020

Country / Region	USD		MXN	
	Women	Men	Women	Men
Mexico	95	109	1,895	2,174
Brazil[2]	137	131	2,733	2,613
Colombia	149	117	2,972	2,334
Southern Cone	113	216	2,254	4,309
Andean Region	16	27	319	539
Central America	37	35	738	698
Caribbean	109	92	2,174	1,835
United States	1,025	1,013	20,447	20,208
Total	**107**	**114**	**2,135**	**2,274**

AVERAGE INVESTMENT IN TRAINING BY GENDER AND POSITION OF FULL-TIME EQUIVALENT EMPLOYEES (FTEs)[3]

Position	MANDATORY TRAINING				NON-MANDATORY TRAINING			
	USD		MXN		USD		MXN	
	Women	Men	Women	Men	Women	Men	Women	Men
Entry level	21	31	419	618	19	41	379	818
Staff without command	31	35	618	698	65	70	1,297	1,396
Staff with command	50	37	997	738	171	121	3,411	2,414
Second level managers	81	71	1,616	1,416	163	179	3,252	3,571
First level managers	151	81	3,012	1,616	146	70	2,913	1,396
Executive level	287	82	5,725	1,636	109	79	2,174	1,576
Total	**34**	**37**	**678**	**738**	**73**	**77**	**1,456**	**1,536**

[1, 2] *The figure does not include Nextel Brazil.*
[3] *Only full-time employees with a permanent position are considered and excludes information from Europe and Nextel Brazil.*

Our operations carry out their own training needs detection (TND) process so that the training and development programs in which our employees participate and address specific needs in each operation. The following are some of the training programs implemented in the Company:

- Programs for the development of management skills, including training of high-performance teams, project management and coaching programs.
- Technological training.
- Development of management skills.
- Human development programs, such as communication, negotiation, and interpersonal skills workshops.
- Development of skills such as creativity and innovation, as well as agile methodologies.

The following are some of our best practices in talent development:

In **Claro Peru**, the **"Experts Program"** that is based on the 70.20.10 social learning methodology seeks to connect an employee who wants to learn a specific topic with a leader that is willing to share their experience and knowledge to create personalized learning spaces and achieving an impact on the personal and professional development of employees.

To improve the learning of employees **Claro Peru** renewed the monthly catalog of courses through different Schools:

- **School of Innovation and Technology** promotes innovation to solve real problems through agile, creative and collaborative processes. Also, it promotes the learning of new trends and tools in technology and telecommunications.

- **School of Management and Clients** provides knowledge for the specialized development of their functions and create memorable experiences for clients.

- **School of Personal and Team Leadership** strengthens the necessary skills to lead themselves and the team focusing on the management and development of employees.

In 2015, **Claro Guatemala** founded the **Claro University** to support employees to continue a career at the university level. In 2020, a total of 20 students completed a master's degree in Business Administration with a specialty in Project Management and 93 employees completed a bachelor's degree in Business Administration with a specialty in Telecommunications.

The Digital One Core Transformation Project of the Technology Department is a corporate project that has been carried out since 2019 in **Claro Chile** in alliance with Ericsson. During 2020, the training of 83 employees continued, taking 5 courses (2 in classroom and 3 online), equivalent to 116 course hours and 2,118 man-hours of training. The next stage of this project corresponds to the practical training that will be carried out during 2021.

Also, **Claro Chile** made several changes and improvements to the **Corporate Academy** to motivate and encourage its employees to take courses as part of their personal and professional development. In this sense, during 2020 16 courses were designed and developed with a participation of 7,228 total accesses.

In response to the pandemic, **Telcel** established the **Distance Training Program** on the **Capacítate CARSO** platform, so that all company personnel could be trained in subjects that could contribute to the enhancement of labor skills, knowledge that fosters personal development, compliance with organizational goals and the possibility of temporarily filling other positions during the pandemic. During 2020 employees took 344,274 courses.
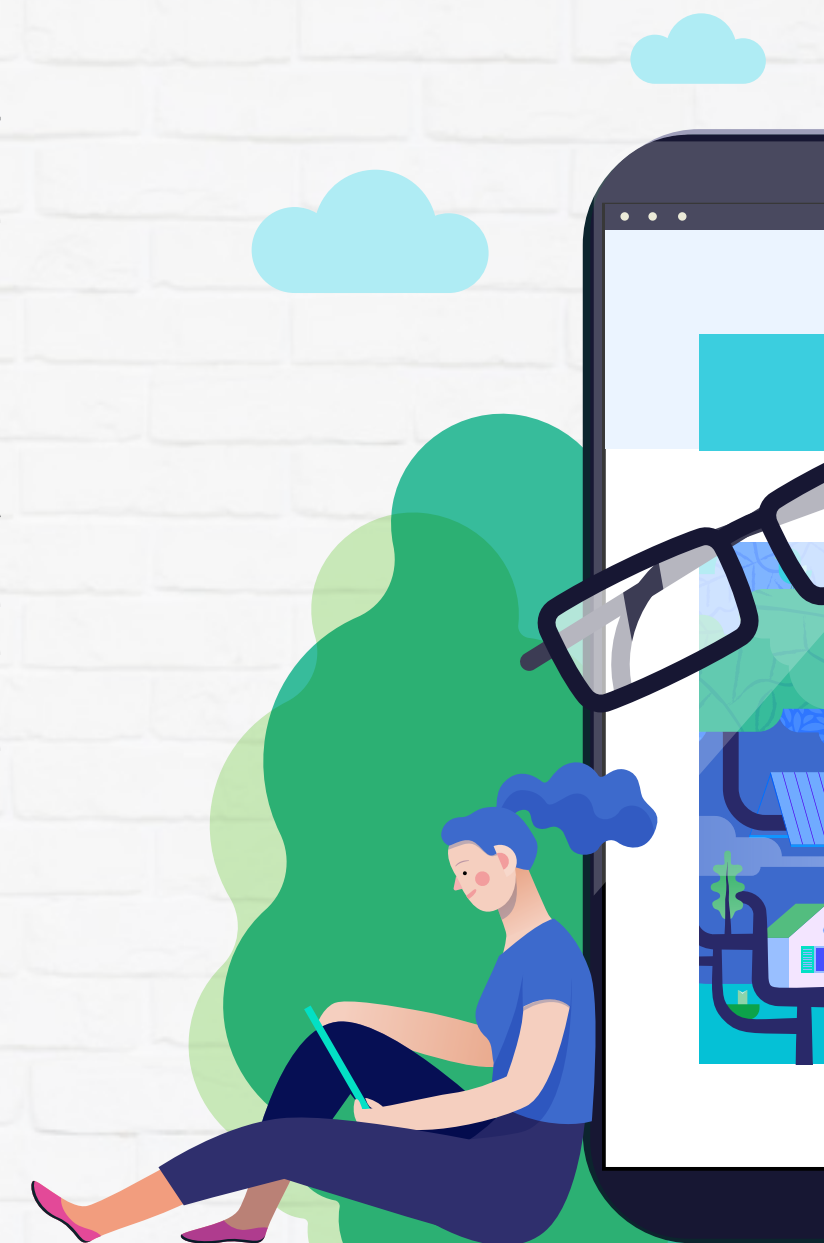
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The program was continuously monitored by senior management and was disseminated to all employees through the internal communications area. The content of the program is detailed below.

PROGRAM	OBJECTIVE	DIRECTED TO	COURSES
Transversal Skills	Development of knowledge and skills in common issues, aligned with Telcel's expertise.	All personnel.	Professional relationships, Process improvement, Safety and hygiene in the work environment, Digital organization, New work normality, etc.
Specific Skills	Development of skills to improve the performance of specific functions and increase productivity in a proper and safe environment.	Specific job levels up to managers and Brigadier members.	Business Resilience, Work Discipline, Presentation Skills, Executive Reporting, Assurance and compliance with general prevention measures.
Management Skills	Provide employees with command skills for the proper management of resources.	Supervisors and non-unionized personnel.	Feedback at work, How to give instructions, Managing job meetings, Leadership.
Customer service and related areas	Development of skills to improve the quality of customer care and service.	Customer Service, Cashiers and Technical Service.	Telcel Personalized Customer Service Advisor, Floor Salesperson, Telcel Cashier, Attention and ervice protocols, Grammar and writing skills, etc.
Introduction for technical areas	Knowledge development for the management of platforms and systems directed towards digital transformation.	Technical and IT areas.	Digital transformation and technological evolution, Impact of new telecommunications technologies, Specific courses by area.
Training and development	Proper management of learning resources, environments and systems.	Training areas and ASUME coordinators.	Adult learning, ASUME Coordinator, Digital Learning Coordinator, Digital Content Developer, etc.

Additionally, **Telcel** continued to offer courses to maintain the development of a culture that integrates Digital Transformation. These were:

1. Digital Transformation and Technological Evolution
2. Digital Organization
3. Impact of New Telecommunications Technologies
4. Introduction to Telcel's Mobile Network
5. Introduction to Virtualization
6. Introduction to 4G and OTT Technologies
7. Introduction to Cloud Computing
8. Introduction to the 4.5G Network

CAPACÍTATE CARSO (CARSO TRAINING PLATFORM)

The objective of the **Capacítate Carso** platform is to continuously train and develop our employees. By using this platform, employees can view the courses that have been assigned to them based on their job profile, the time remaining to complete them, as well as the courses they have already completed.

On the other hand, the platform allows the team in charge of the training programs to obtain statistical information of a specific employee and general data about a specific subsidiary or group. The team will also be able to share courses offered in a single operation to the rest of the Group promoting the exchange of good practices throughout the Company.

Claro Guatemala in agreement with **Carlos Slim Foundation** promoted the technical training processes both at the level of courses and at the diploma level that are offered on the Capacítate Carso (Carso training) platform so that they can be used by students of the country's Technical Training and Productivity Institute.

In **Claro El Salvador**, a total of 22,998 courses were completed with an average of 14 courses per employee on the **Capacítate para el Empleo** (Training) platform, guaranteeing the participation of personnel without the possibility of working from home due to the nature of their functions.
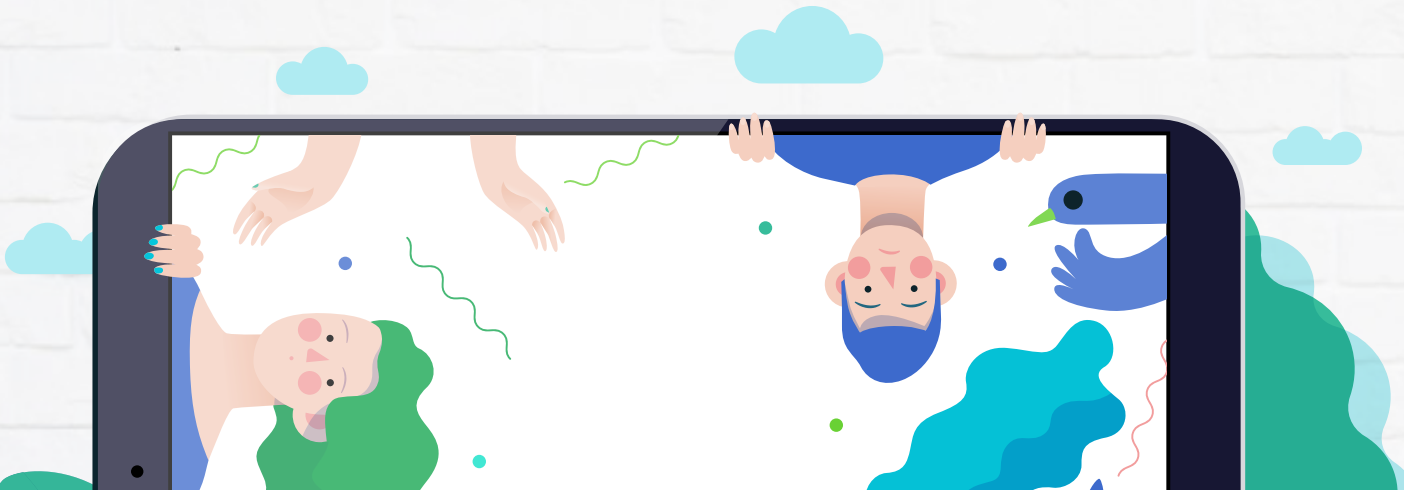
HEALTH AND SAFETY

Caring for the health and safety of our employees and contractors in their daily activities, as well as of suppliers, retailers and clients who visit our facilities is one of our main strategic objectives. Therefore, we make sure to provide the necessary conditions and create a favorable work environment within the organization.

Beyond compliance with applicable local laws and regulations, we foster a culture of health and safety within our operations supported by management systems. As part of our culture, the health, safety and well-being of employees and visitors within our work centers is promoted and protected; while our health and safety teams analyze, plan and implement the necessary actions to minimize health and safety risks, as well as prevent work-related injuries or illnesses.

The leadership and commitment of our management team has been essential to move towards the alignment and certification of all our operations under the ISO: 45001 standards. This standard has proven to be a good practice adopted by thousands of organizations around the world.

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

The actions of our safety and hygiene teams are focused on three main fields:

1. Provide a healthy and safe place to work.
   - Establish the necessary processes for the correct operation of our health and safety management system.
   - Eliminate sources or events that could cause injury or affect health.
   - Identify and manage risks, considering their probability and severity.
   - Attend to accidents or incidents related to work.
   - Formation of brigades trained to respond to emergency situations (fire, earthquakes, floods, evacuation and first response, among other scenarios).

2. Prevent injuries and accidents.
   - Align safety guidelines throughout the organization.
   - Implement measures to prevent the recurrence of work-related accidents or incidents.

   - Provide personal protection equipment, considering the specific functions and environment of each employee.
   - Raise awareness and train employees regarding preventive measures and processes for dealing with accidents or incidents related to work.

3. Avoid health deterioration of employees.
   - Monitor possible physical burnout, mental or cognitive health conditions of workers during their working life.
   - Promote a culture of continuous health monitoring among employees in order to detect inconsistencies at an early stage.
   - Implement continuous improvement actions within the health and safety management system processes to ensure that the workplace is safe and that functions have been appropriately assigned.
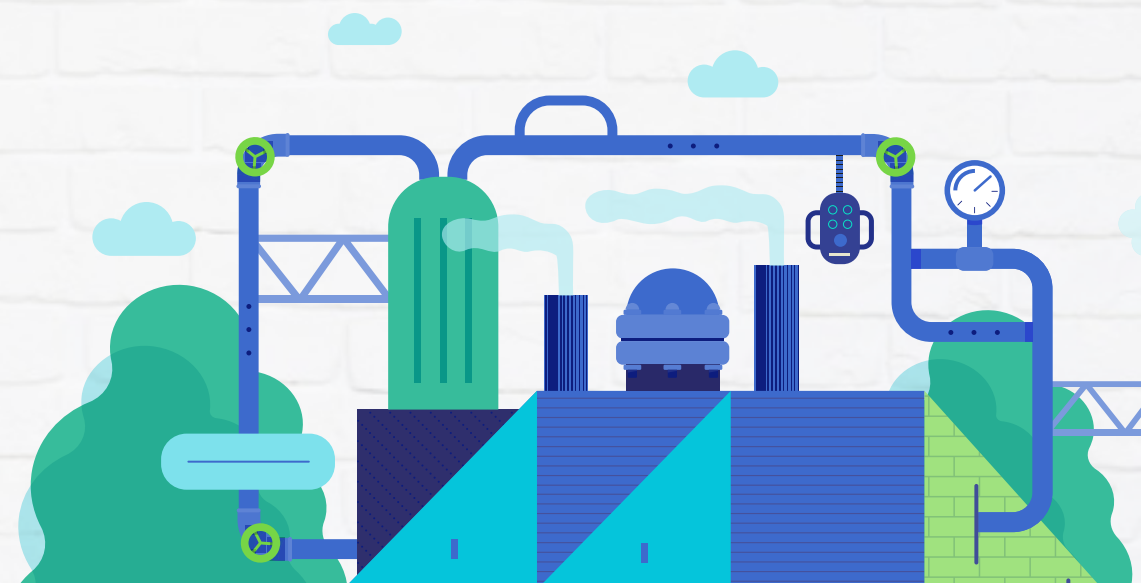
COMPLIANCE WITH LEGAL REQUIREMENTS

ELIMINATION OF DANGER, REDUCTION OF INCIDENTS AND PREVENTION OF WORK-RELATED INJURIES/ILLNESSES

DEVELOPMENT OF A SAFETY CULTURE, IN WHICH EMPLOYEES TAKE AN ACTIVE ROLE

COMPLIANCE WITH STANDARDS REQUIRED BY OUR CLIENTS

INCREASE PRODUCTIVITY BY REDUCING ABSENCES AND STAFF TURNOVER

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FATALITIES

(403-9)

During 2020 we had three electrocution incidents and one work incident at heights that resulted in the loss of an employee at Telmex, an employee in Guatemala, and two contractors in Peru. Also, there were two incidents related to social insecurity, which resulted in the loss of a Telmex employee and a contractor in Colombia during their working hours.

2020 FATALITIES

Operation	Type of employee/contractor	Occupational accidents	Crime or violence incidents
Telmex	Employee	1	1
Guatemala	Employee	1	-
Colombia	Contactor	-	1
Peru	Contractor	2	-

2020 WORK WORK RELATED INJURIES

Country/Region	NUMBER OF INJURIES THAT DID NOT REQUIRE MEDICAL ATTENTION		NUMBER OF INJURIES THAT REQUIRED MEDICAL ATTENTION AT THE SITE, BUT NOT SICK LEAVE		NUMBER OF INJURIES THAT REQUIRED SICK LEAVE	
	Women	Men	Women	Men	Women	Men
Mexico[1]	0	0	1	3	259	826
Brazil[2]	1	0	1	0	11	110
Colombia	0	0	9	11	23	50
Southern Cone	0	0	7	18	7	10
Andean Region	2	2	0	0	6	8
Central America	0	113	1	27	6	142
Caribbean Region	3	2	25	72	28	40
United States	1	0	1	0	0	0
Europe	2	4	2	26	8	54
Total	9	121	47	157	348	1,240

The Company is enforcing health and safety policies in all our operations, both with our employees and with contractors regarding mandatory training and equipment requirements, as well as risk prevention campaigns to avoid future incidents.

[1] *Figures include Telcel, Telmex, AMCO, and Telvista.*
[2] *Figures include Claro Brazil and BCC.*

HEALTH AND SAFETY TRAINING AND INITIATIVES

(403-5)

During the year, more than 1 million hours were allocated to health and safety training courses in which about 50% of América Móvil's employees participated. From the corporate programs and guidelines of our subsidiaries, we implement measures in our operations focused on improving the health and safety of our employees and customers who visit our facilities. In 2020, the operations carried out awareness campaigns due to COVID-19 to avoid infections. For example, in **Claro Dominicana** a multifunctional team was created to respond to the pandemic through a communication plan and adoption of the established provisions and measures, as well as the development and dissemination of protocols for each type of operation.

Among the most relevant measures and results of the health and safety programs are the following:

92%

of the countries
where América Móvil operates
**have safety and hygiene
programs.**

72% of our operations have workplace efficiency programs, such as the adaptation of areas in order to reduce risks and occupational injuries. During 2020 workplace efficiency recommendations were made in the context of working remotely, have a proper workspace, organization and posture.

Also, 72% of our subsidiaries have stress management programs. Some of the operations such as Colombia, El Salvador and Argentina offered employees training, conferences, workshops and material to identify and manage stressful situations.

More than 64% of the countries provided work management programs at heights to minimize risks and accidents for employees and contractors, including: regular medical examinations, training on how to safely perform working at heights, and proper use of protection equipment.

Additionally, 64% of our operations have other programs that seek to improve the working conditions of our employees. For example, in Guatemala, Costa Rica, Nicaragua, Uruguay, Peru, and Bulgaria, training courses are offered on electrical safety, electrical risk, causes, types of electric contacts, factors involved in an electric contact, energy conducting elements and insulating elements, damage to people and animals and how to avoid it.

Around 60% of our operations have health and/or nutrition programs, which mainly offer programs to promote the dietary care of our employees and foster healthy habits that improve their quality of life.

In 52% of our operations, awareness and driver education workshops are held.

48% of the subsidiaries provide training to brigade members in the workplace for evacuation and emergency care.

Claro Colombia thrived in the health and safety programs implemented in 2020:

Ergonomics Program (Musculoskeletal Evaluation System), this program seeks prevention through the identification, evaluation and intervention of biomechanical risk factors. The different program activities include concepts of position, committees, effectiveness of program compliance, inspections, and training.

The **Traffic Risk Management Program** aims to identify, evaluate, prioritize and control the risk factors associated with traffic in vehicles such as automobiles and motorcycles in the company's operations, through the intervention and control of the human behavior, transportation means and road infrastructure. In 2020, 18 work-related traffic accidents were registered, compared with 2019 in which 23 were registered, representing a decrease of 22%.

Regarding the severity of these accidents, in 2020, 59% less lost days were registered due to sick days compared with the previous year.

Through the program, 76% of employees were trained in 12 cities.

EMPLOYEE AND FAMILY WELL-BEING

(403-6)

In response to the health emergency caused by COVID-19, América Móvil developed programs to support its employees to adapt to the new normal through training for remote work, and other topics. Among them are:

In **Claro Colombia**, a **Digital Training Portal** was created in order to guarantee learning and development of skills and knowledge. This program has two pillars:

- *Universidad en Casa*: through the **Claro University** portal, online courses, podcasts, and business articles were developed to ensure continuity of learning and development.

- **Learning Content Portal:** offers more than 200 training resources based on the concept of knowledge on demand. More than 7 thousand employees have participated, of which 2 thousand have completed their training.

At **Telvista**, all training courses and processes were migrated to an online platform to offer distance courses without affecting the understanding of the subject or the results of certifications. In addition, online courses and certifications were offered to supervisors and health promoters of the operation in order to strengthen their knowledge. Similarly, help was provided for the use of different platforms including those of the Government of Mexico in order to obtain certifications of a secure company and comply with the return protocols for the new normal. Additionally, psychological care was provided to employees, as well as sessions on emotional well-being issues.

In **Claro El Salvador,** 750 employees participated in the **"Managing Emotions in Times of Crisis"** conference, which covered issues related to the development of emotional intelligence and resilience applied to stressful or traumatic situations, such as those experienced during the COVID-19 pandemic.

At **Global Hitss** a Health Campaign was carried out with the slogan **From Stress to Vitality!** offering courses on stress management techniques, concentration and memory.

In **Claro Costa Rica** the **"I Suffer from Anxiety program"** was carried out, which offered a conference with theoretical content and practical advice to manage stress and anxiety, and thus improve their health in an integrated manner.

The **"Positive Stress Management"** program was carried out in **Claro Panama** in order to provide employees with tools that help them channel stress in a positive way, to learn to adapt to the constant changes in the organization and respond positively to professional challenges.

In **Claro Argentina** conferences were offered on the management and prevention of stress, emotional factors, awareness, active pauses, breathing, relaxation, rest and sleep. All the above promoted the personal development of employees and their family, as well as a culture of physical, mental and social well-being within the framework of the pandemic.

In **Claro Paraguay** the webinar **"How to face the crisis emotionally?"** provided preventive information on public health and safety.

training, handcrafts and activities that contribute to create in people a **"Culture of Transformation Towards Development"**. Since 2016, this program has motivated more than **787 thousand** people in Latin America in personal growth in addition to the joy of sharing it in their social environment.

Environmental care workshops are also held contributing to daily habits for the sustainable use of natural resources.

"CULTURE AND RECREATION" PROGRAM

Since 2016, this program has made it a priority to maintain our cultural values, which is why more than 1.2 million people have participated through the realization of cultural and artistic events such as: plays, guided visits to monuments and museums, conferences, workshops and concerts. Employees and their families share their free time in an enhancing manner by preserving and rescuing our culture and traditions.

ASUME PROGRAM

ASUME seeks to promote the social development of people and enhance their environment. Through group sessions in which 26 topics are addressed, participants are motivated to get in touch with themselves and start a process aimed at the constant search for their own improvement and their contribution to society.

This program focuses on 8 aspects of a person: physical, artistic, economic, emotional, intellectual, social, moral and spiritual. The goal is that participants achieve:

- Greater self-esteem and the development of the potential that comes with it.
- Personal growth, satisfaction and change in the work vision, which results in a greater feeling of belonging and social contribution.
- Improvement of interpersonal relationships.

More than

70 thousand people

have benefited
since the beginning of the program.

"SOCIAL WELL-BEING" PROGRAM

The objective of the program is to contribute to the integrated human development of the employee and its family which is focused on developing responsible citizens committed to the progress of the company and of each country. This program organizes conferences, workshops, courses, artistic

"HEALTH" PROGRAM

The objective of the Health Program is to promote a culture of prevention and awareness about health care for employees and their families by carrying out activities focused on aspects of physical and mental health in two areas:

- **Formative:** Conferences, courses, workshops and preventive and educational health campaigns, through graphic, printed and audiovisual means.
- **Sports:** Tournaments and events of different sports.

Since 2016, more than 888 thousand people have benefited from this program and have improved their physical condition, healthy habits and preventing chronic degenerative diseases.

Sports events were also held, such as walks, runs, bike rides, and outdoor sports, among others.

CONTINUOUS IMPROVEMENT

AGILE METHODOLOGY
At América Móvil we offer regular training, focused on the implementation of continuous improvement processes and mechanisms.

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

Also, in order to keep up with the continuous changes in the market, we are incorporating the Agile Methodology in some of our work processes and teams. This allows us to be more efficient and effective in developing new products and services. These are some examples of projects in which we have applied agile principles:

THE AGILE PHILOSOPHY OF TELCEL
AGILE PRINCIPLES

1. EFFECTIVE COMMUNICATION ON LONG-TERM AGREEMENTS

2. FUNCTIONAL SERVICES ON EXCESSIVE DOCUMENTATION

3. CUSTOMER EXPERIENCE ON CONTRACTUAL AGREEMENT

4. RESPONSE TO CHANGE ON GENERAL PLAN
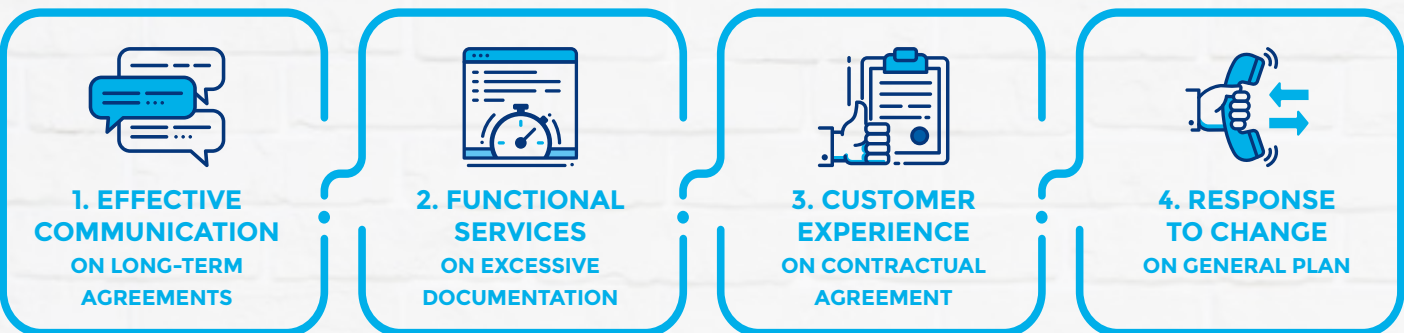
BENEFITS OF AGILE MANAGEMENT

1. Improve customer experience	Maintains visibility from work throughout the implementation
2. Collaborative work	Reduce uncertainty in product development or service
3. Delivery of MVP[1]	Reduce time of ROI (Return on Investment)
4. Accept changes	Improves communication between business units
5. Turn solutions into ecosystems	Allows us to adapt to market opportunities
6. Continuous improvement	Allows changes in development
7. Adapt the best technology to Telcel	Allows greater flexibility and competitiveness

In 2019 **Claro Ecuador** developed the "CPAGA" Digital Collection Project in which the user can make their payments through **"Mi Claro App"**. During 2020 the project was expanded to centralize the virtual payment channels for all Claro services in **"CPAGA"** that offers its users the possibility of making partial and total payments from a Smart-link. In addition, a website was developed that indicates users the closest food establishments, pharmacies, banks and others where payments can be made. The results of the initiative are:

- Savings of 3.1 million dollars by avoiding 661 thousand visits to Customer Attention Centers;
- an increase of 264% in digital channel transactions; and,
- revenues of 15 million dollars in 2020.

Similarly, in **Claro Ecuador** an appointment scheduling scheme was implemented for the Customer Attention Centers where clients schedule their visit through **Mi Claro App**, allowing them to decide the time and date they want to visit us.

Claro Dominicana developed a satellite geolocation solution that, through a GPS device, web platform and mobile application, provides intelligent control of the company's vehicle or fleet of vehicles in real time, allowing to improve efficiency and increase the level of security on commutes.

A1 Austria's Datacash terminals were enabled to accept the main crypto currencies (Bitcoin, Litecoin, Dash) providing added value to our clients that use cash terminal services.

A1 Belarus in partnership with the energy provider BelEnergy carries out a project to automate the processing of energy consumption data and generation of reports that will help to migrate the information from Excel E2E files with new web applications that may be linked to external ones. One of the biggest achievements has been the development of web application finance master data (FMD) for E2E whose main function is the processing of electricity measuring data to have historical data, monitoring and analysis of electricity consumption, management and authentication, as well as financial reports.

[1] Minimum Viable Product.

CERTIFICATIONS[1]

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TRACFONE – USA
1. PCI DSS v3.2.1 Merchant Level 1
2. HITRUST CSF certification of the NIST Cybersecurity Framework

CLARO ENTERPRISE – USA
1. SOC 2 TYPE I
2. ISO/IEC 27001

URUGUAY
1. Certificado UNIT de Sistema de Gestión de la Calidad

BELARUS
1. ISO 9001
2. ISO 37001
3. ISO 19600
4. OHSAS 18001
5. ISO/IEC 27001
6. PCI DSS

TELCEL
1. ISO 9001
2. ISO/IEC 27001
3. ISO/IEC 20000-1

TELMEX
1. ISO 9001
2. ISO 14001
3. Certificado de Calidad Ambiental Nivel de Desempeño Ambiental 2 (SEMARNAT)
4. Distintivo Ambiental Oro (UNAM)
5. ISO/IEC 27001-1
6. ISO 27002
7. ISO 27017
8. ISO/IEC 27018
9. Reporte Tipo II ISAE 3402 /SOC 1
10. ICREA Nivel 5
11. LFPDPPP Ley Federal de Protección de Datos Personales en Posesión de Particulares
12. Cisco Advanced Security
13. Cisco Master Security Specialized
14. PCI DSS
15. ISO 18788
16. Cisco Powered validated Service for Infraestructure as a Service
17. Cisco Registered Partner
18. Cisco Cloud and Manage Service Master
19. Cisco Advanced Data Center
20. Cisco Multinational Certified
21. Cisco Powered validated Service for Managed SD - WAN
22. Cisco Unified Contact Center Enterprise
23. Cisco Advanced Collaboration Architecture
24. Cisco Advanced Enterprise Networks Architecture
25. Cisco Gold Certified Partner
26. Cisco Customer Experience Specialized
27. Cisco Collaboration Saas Authorized
28. Cisco Gold Integrator
29. Teldat Gold Partner
30. Avaya Diamante
31. Authorized Reseller-Juniper
32. Cisco Cloud and Manage Service Master
33. SAP Cloud and Infraestruture
34. VMWare Partner
35. Microsoft Gold Partner Data Center
36. Microsoft Gold Partner Cloud Platform
37. Microsoft Gold Partner Small and Midmarket Solutions
38. Microsoft Gold Cloud Productivity
39. Oracle Gold Partner
40. SAP Certified in HANA Operations Services
41. SAP Hosting Services
42. SAP Hosting Operations
43. SAP Operations Control Center for Application Operations
44. Dictamen ISO/IEC 38500
45. Huawei Certified Service Partner
46. Huawei Authorized Partner
47. Dictamen NFPA75
48. ISO 31000
49. ISO 27005
50. STAR Security Trust Assurance and Risk
51. ISO 22301
52. ISO 37001
53. Empresa Socialmente Responsable

GLOBAL HITSS
1. ISO 9001
2. ISO 27001

TELVISTA
1. ISO 9001
2. PCI DSS 3.2.1
3. SOC 2 TYPE II
4. ISO/IEC 27001

BRAZIL
1. ISO 17025
2. ISO 14001
3. ISO/IEC 27001

ECUADOR
1. ISO 9001
2. OHSAS 18001
3. ISO 4101
4. ISO/IEC 27001

PERU
1. ISO 9001
2. ISO 27001

PARAGUAY
1. ISO 9001
2. ISO 14001

COLOMBIA
1. ISO 9001
2. ISO45001
3. RUC
4. CEEDA
5. Level V HSHA-WCQA
6. ICREA V
7. ISO/IEC 27001
8. PCI-DSS
9. SAP Certified in Hosting Service
10. SAP Certified in SAP HANA Operations
11. SAP Certified in Infraestructure Operations
12. ISO/IEC 20000-1
13. Silver Seal Equipares
14. ISAE3402

CHILE
1. ISO 9001
2. ISO 45001
3. PCI DSS 3.2.1
4. Certificación modelo de prevención del delito
5. SOC 1 TYPE II
6. ISO 27001
7. TIER Diseño
8. TIER Facility
9. IQNet - IT Service Management System
10. Cisco Gold Partner
11. SAP Certified in Cloud and Infraestructure Operations
12. SAP Certified in Hosting Operations
13. ISO/IEC 20000-1

AUSTRIA
1. ISO 9001:2015 Power Engineering (Operation and maintenance of electrical facilities of A1 Telekom Austria AG)
2. BGF (Gütesiegen berufliche Gesundheitsförderung)
3. ISO 14001
4. ISO 50001
5. EMAS
6. ISO 27001:2013
7. Eco Datacenter
8. ISAE 3402
9. ISO 20000-1 Information Technology Service Management system
10. ISO 37001
11. ISO 19600

DOMINICAN REPUBLIC
1. Autorized Economic Operator - Operatior type Importador Certified level (AEO) 1
2. Great Place to Work
3. Golden Seal of Good Inclusive Labor Practices in the Dominican Republic
4. OEA RD (Authorized Economic operator) (AEO)

OPITEL
5. Certificado de cumplimiento del Reglamento 522-06 de Seguridad y Salud en el Trabajo de la República Dominicana

AMOV
6. Certificado de cumplimiento del Reglamento 522-06 de Seguridad y Salud en el Trabajo de la República Dominicana

PUERTO RICO
NA - We are using the references of the ISO 27000 and NIST, but don't have certifications, at this time We are going through a PCI-DSS 3.2.1 Certification process.

CROATIA
1. ISO 9001
2. ISO 37001
3. ISO 19600
4. Certified Employer Partner: Compliance with the Human Resource Management quality standards. The Certificate also allows employers to show how successful they are and to substantiate their appeal to best employees in a relevant way.
5. OHSAS 18001
6. ISO 45001
7. ISO 14001
8. ISO/IEC 27001
9. ISO 27017
10. ISO 22301

BULGARIA
1. ISO 9001
2. ISO 37001
3. ISO 19600
4. OHSAS 18001
5. ISO 45001
6. ISO 14001
7. ISO/IEC 27001
8. ISO/IEC 27701
9. ISO/IEC 20000-1
10. Cisco Gold Partner

MACEDONIA
1. ISO 9001
2. ISO 37001
3. ISO 19600
4. ISO 45001
5. ISO/IEC 27001
6. ISO 27018
7. ISO 22301
8. ISO/IEC 20000-1

SERBIA
1. ISO 45001
2. ISO 14001
3. ISO 37001
4. ISO 19600
5. PCI DSS
6. ISO/IEC 27001

SLOVENIA
1. ISO 45001
2. ISO 14001
3. ISO 37001
4. ISO 19600
5. EMAS
6. ISO/IEC 27001

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[1] *The scope of the certifications listed above, in many cases covers only the country's-specific processes / operation and not necessarily the entire operation.*
If you need specific coverage and scope information on certifications by country or operation, please contact: contacto-rse@americamovil.com

VALUE CHAIN MANAGEMENT

(102-9, 102-11, 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 combination of all its elements is what helps us to offer a high-quality customer experience. This is why we maintain close commercial ties with all the main providers of the telecommunications industry to offer the best service with the best products, technologies and devices to all mobile service units for residential and commercial markets.

Our relationship with suppliers is based on a centralized strategic model that allows us to achieve economies of scale and synergies for our subsidiaries. Similarly, we have strategic suppliers in all countries to address local problems, particularly in terms of network maintenance, customer service platforms and Call Centers.

As of December 31, 2020,
we had contracts with more than

25 thousand[1] suppliers

and more than 36[2] thousand retailers around the world.

[1] *The figure does not include Telcel, AMCO, BCC Brazil, and Claro Enterprise Solutions.*
[2] *The figure does not include Telmex, AMCO, Global Hitss, Claro Enterprise Solutions, Claro Puerto Rico, A1 Macedonia and our Call Centers.*

SUPPORT TO THE HIRING OF SUPPLIERS AND LABOR RELATIONS

INTEGRATED SOLUTION

GUARANTEE COMPLIANCE AND ALIGNMENT WITH OUR CODE OF ETHICS IN THE VALUE CHAIN

REGISTRATION, PRESELECTION AND SELECTION	CONTRACTOR MANAGEMENT	PERFORMANCE EVALUATIONS
Based on the level of risk	Labor conditions, Anti-corruption, Human Rights and the Environment	• Quality • Safety • Delivery • Planning • Compliance • Others

MARKET SEARCH AND SUPPLIER SELECTION

ASSIGNMENT AND CONTRACT PROCESS

EXECUTION AND MANAGEMENT OF CONTRACTS

OPERATION AND COMMERCIAL CLOSURE

CONTINUOUS CYCLE

INTERACTION OF SEVERAL AREAS AT DIFFERENT MOMENTS OF THE PROCESS

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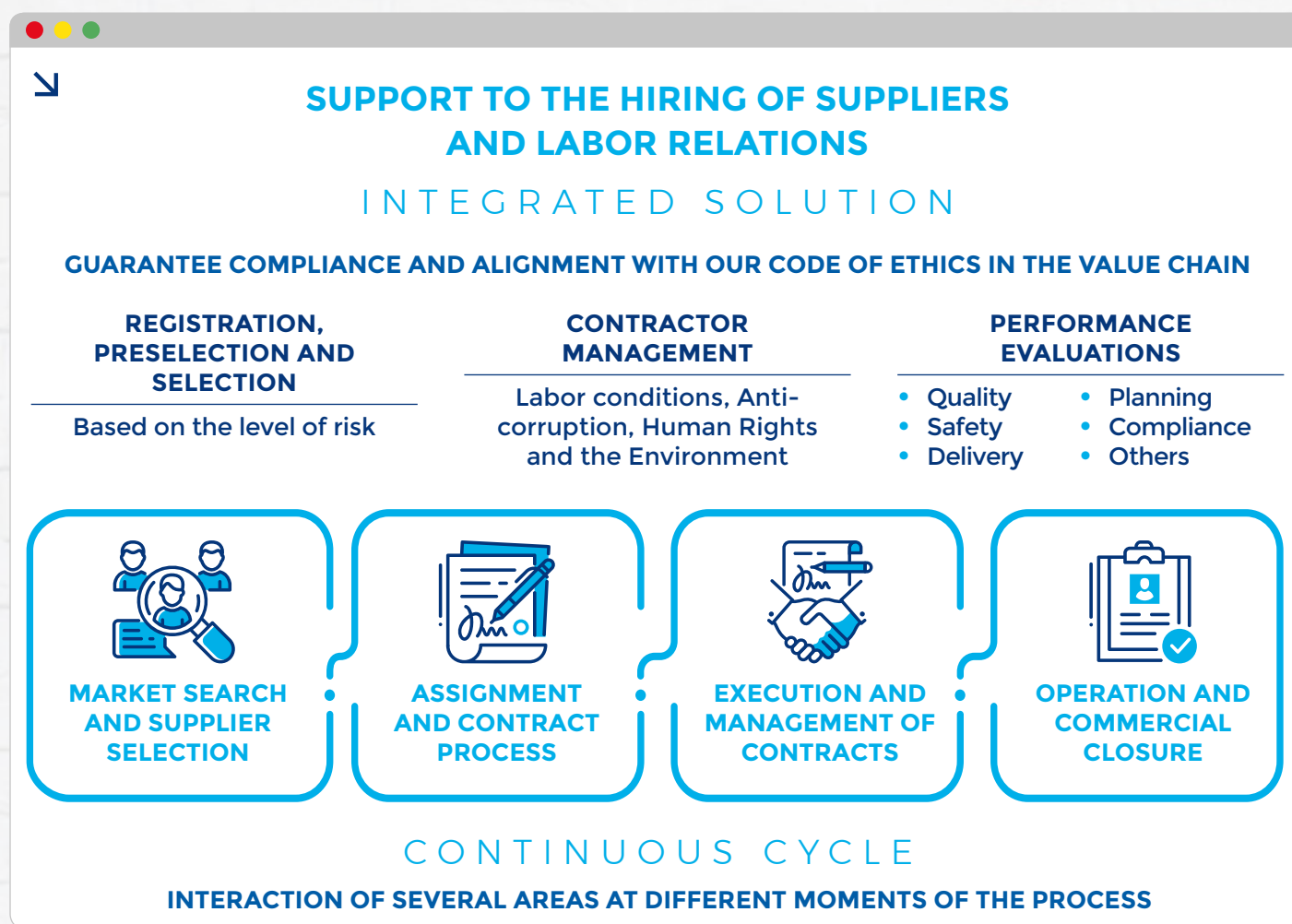SAFETY

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PERCENTAGE OF LOCAL SUPPLIERS[1]

(204-1)

PERCENTAGE OF LOCAL PROVIDERS PER COUNTRY

Global Hitss	46%
Mexico - Telcel	94%
Mexico - Telvista	38%
Mexico - Telmex	90%
Brazil	97%
Colombia	96%
Guatemala	67%
Costa Rica	56%
El Salvador	93%
Honduras	61%
Nicaragua	64%
Panama	20%
Argentina	87%
Paraguay	100%
Uruguay	100%
Chile	64%
Peru	91%
Ecuador	71%
Dominican Republic	76%
United States - TracFone	97%
Austria	85%
Belarus	97%
Bulgaria	84%
Croatia	82%
Macedonia	79%
Serbia	84%
Slovenia	79%
Total[2]	**87%**

[1] At América Móvil, we consider a local provider to be the one that operates in the same country where we purchase their products and services.
[2] It does not include information from AMCO, OPITEL, AMOV, Claro Puerto Rico and Claro Enterprise Solutions.

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

87%

of our suppliers are local, and in some operations the percentage exceeds 90%

This year we continue to work on the global value chain management program to monitor our main suppliers (direct and indirect).

During **Sustainability Week**, we shared best practices on managing a sustainable supply chain. At least one representative from the procurement area of each subsidiary at the management level participated in this event. The topics discussed were those related to the third-party risk minimization model.

Likewise, the role played by the sustainability, compliance officer and commercial areas was addressed to guarantee alignment with best practices that allow us to minimize risks throughout our value chain.

According to our model, the supplier classification is based on the following criteria:

1. **Identification of Critical Suppliers:** They are those active suppliers that are fundamental to our business, for the goods or services they supply to the company, either:
   a. Provider of goods/services to the client: it is the provider of goods (phones, tablets, devices, accessories, modems, etc.) or services (installation, attention, operation, maintenance) for clients/end users.
   b. Non-Replaceable Provider: is the one that cannot be easily replaced by another one.
   c. Critical Component Provider: is that business partner that provides essential goods or services for the continuity of operations.
   d. Lobbying or Management Agencies with Third Parties and/or Construction Companies: are those that carry out activities or relationships with

authorities, communities, civil society organizations, among others on behalf of the Company that could generate significant risks, mainly in matters of corruption.

2. **Risk providers:** They are those active providers that, by not incorporating the best practices in matters of human rights, care for the environment and prevention of money laundering, could represent a risk to the reputation of our company.
   a. Risk providers in the matters of human rights considering their management of:
      • Health and security;
      • labor;
      • privacy of communications; and,
      • conflict zones.
   b. Environmental risk providers considering their management of:
      • Water;
      • emissions;
      • waste; and,
      • biodiversity.
   c. Risk providers in matters of money laundering and financing of illegal activities: they are those whose geographic operation are in the countries of the FATF lists.

Of the total number of suppliers evaluated in 2020[1], 19% were identified as critical for providing a good or service that has direct contact with the customer, for being non-substitutable, for providing essential components, or for having contact with our stakeholders on behalf of the Company. On the other hand, around 2% were identified as suppliers with a high sustainability risk that may represent a risk to América Móvil's reputation.

In order to prevent corruption risks in our value chain, the Compliance Office updated the purchasing policy and developed a Due Diligence Protocol to categorize suppliers according to the level of risk, as well as the procedures to be followed in each of these categories. According to the findings of the Due Diligence Protocol, an evaluation will be carried out to identify whether the third party successfully concludes the process and if it is possible to establish a business relationship by continuing with the hiring process; or, if an additional investigation, approval or procedures are required; or if it is necessary to suspend the hiring or existing business relationship. If necessary, an additional due diligence process can be carried out through a specialized and independent third party.

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

1. **Align 35% of our suppliers with our Commercial Integrity Policy.**
   To date, 63% of our suppliers have been notified with América Móvil's Commercial Integrity Policy and 62% have signed it.

2. **Evaluate 100% of our Tier 1[2] suppliers in terms of sustainability.**
   At year-end 2020, we made 79%[3] of progress towards achieving this goal.

3. **Offer training to 30% of our local suppliers.**
   At the end of 2020, we were able to train 51%[4] of local suppliers in our online training platform, *Capacítate Aliados.*

[1] The figure does not include AMCO, OPITEL, AMOV and Claro Enterprise Solutions.
[2] Tier1 supplier is one that is also a manufacturer and provides us with the goods or services directly.
[3] Only the total Tier 1 suppliers whose annual purchase orders exceeded 50 million dollars are being considered.
[4] Includes suppliers, retailers and contractors.

COMMERCIAL INTEGRITY POLICY

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

Since 2019, 100% of our main suppliers and retailers have been required to align with this Policy, and adherence is a mandatory requirement for new business partners.

SUSTAINABILITY CLAUSE IN SUPPLIER CONTRACTS

For several years we have included a sustainability clause in our contracts with suppliers that address environmental management, the protection of human and labor rights of their employees, as well as the legality of the inputs they use to manufacture their products, ensuring that their materials do not come from conflict zones. Currently, more than 85% of our global mobile device suppliers have signed contracts that include our sustainability clause.

américa móvil

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THIRD-PARTY RISK ASSESSMENT MODEL: COLOMBIA CASE

By promoting a process of cultural transformation and value generation, we generate a positive impact for suppliers and retailers. Also, by building relationships of trust that strengthen the members of our value chain, we are able to improve our own performance in economic, social and environmental matters.

Under this principle, we minimize the risks for our operation and our stakeholders and create a cooperative environment in which strategic programs such as the Third-Party Sustainable Development and Management Model are promoted.

A strategic program of the company with which we seek to strengthen the relationship with our Third Parties and allies, generating value for them with key actions in 6 strategic pillars. Based on agile work methodologies, this exercise is led

by an interdisciplinary team from different areas in charge of executing the following actions:

1. **Recognition:**
   - Analysis, diagnosis and improvement in electronic invoicing.
   - Measurement of the NPS of collaborators of allied Call Centers.
   - Measurement of the NPS of third-party collaborators in the category of comprehensive allied technicians.
   - Socialization of the Model to contract administrators to align ourselves on service agreements (SLA) and key performance indicators (KPI).

2. **Administrative and operational efficiency:**
   - Anti-corruption, marking for legal breaches (fines, redress, ethics).
   - Tax certifications.
   - Implementation of NPS survey for Third Parties.

- Centralization of SARLAFT policies, anti-corruption, sustainability and good governance.
- Alignment of suppliers and sales channels with our sustainability policies.
- Certification of 69% of our Third Parties in the Code of Ethics, exceeding the initial goal of 35%.

3. **Risk assurance and control:**
   - Unification of security policies of Third Parties and their inclusion in the corresponding web portal.
   - Safety annex aligned to the business strategy.
   - Construction of a transversal matrix of Third-Party risks, which includes those associated with information systems, security and corporate sustainability.

4. **Continuous improvement and innovation:**
   - Measurement of effectiveness.
   - Alliance with the Bogotá Chamber of Commerce and the "Externado de Colombia" University for analysis of new services, improvement plans and development of people.
   - Implementation and execution of the service culture plan.
   - Alliance for sustainability and shared value.
   - Implementation of recommendations to the Call Center bidding processes.
   - Action plan of the innovation management system project to be implemented in 2021.

5. **Processes:**
   - Design of the management and relationship structure of Third Parties.
   - Documentation of the first phase of the Third-Party performance model.
   - Design of the Third-Party Relationship Cycle Processes.
   - Improvement in the settlement and payment procedure to Third Parties.
   - Optimization of accounts payable management by integrating the electronic invoicing scheme.

6. **Change management:**
   - Training and support to the project team as a mobilizing agent for change, strengthening the CEC – *Confianza, Empoderaniento, y Colaboración en los Terceros*– (Trust, Empowerment and Collaboration in Third Parties) culture.
   - Communications for Third Parties and internal areas.

VALUE CHAIN DEVELOPMENT – ALLIES TRAINING PLATFORM

In 2019, along with **Carlos Slim Foundation**, we developed a training platform available to América Móvil's business partners (suppliers, distributors and contractors), as well as courses to develop more competitive and sustainable value chains in accordance with the different needs of the company.

The first course offered to our business partners was online training regarding the principles included in our Code of Ethics. Once they completed it, they have been assigned the Effective Control of Corruption course. The courses are available to all employees of our partners and especially, for those directly related to the provision of products or services to our Company.

In addition, in 2020 **Claro Colombia** and **Claro for Colombia**, a sustainability program, joined as implementing partners of the **SDG Corporate Tracker initiative**, promoted by the United Nations Development Program (UNDP), the National Planning Department (DNP) and the Global Reporting Initiative (GRI), to identify our consolidated contribution to meeting the Sustainable Development Goals. It is the first and only company that assumed this role to link and participate in its value chain. The other implementing partners are Chambers of Commerce and unions. In 2020, our suppliers and retailers were invited to register, on a voluntary basis, the 2018, 2019 and the special reports facing COVID-19.

In 2020 **Global Hitss** fully implemented the supplier evaluation program following the **Claro Colombia** model.

CUSTOMER EXPERIENCE

We offer our customers products and services that are reliable, flexible, innovative and with a wide coverage, promoting open communication and a process of continuous improvement in order to satisfy their connectivity needs.

Customers are the center of our strategy and we constantly seek to strengthen the relationship with them in order to ensure their loyalty. For this reason, at América Móvil we use new technological tools to improve the experience of our customers based on their particular needs. Our customer experience approach is focused on evaluating the satisfaction of our customers by integrating Big Data Analytics and Artificial Intelligence components, so that with this information, each country/operation can develop improvement strategies.

This year we not only accelerated the migration to digital contact media, but we also took another step in the strategy by promoting a very ambitious omnichannel project. This will allow us to standardize the quality of our customer care through our different contact means and facilitate clients to carry out several transactions and initiate them in one channel and conclude them later through any other service channel.

With this, we continue to adapt our internal processes to create an interconnected system at the operation level, which allows us to offer a unique experience for customers. Therefore, we are where our customers need us by anticipating their expectations to provide service through their preferred channel.

The USSD represents 60% of transactions, the IVR is in second place with 22%, and third App and Web with 17%. Other self-service channels used by our clients include visual IVR chat with an agent and the Customer Service Bot (Artificial Intelligence).

Personal Service Channels	Self-service Channels
Customer Service Centers (CAC)[1]	IVR
Telephone Service Centers	Visual IVR
IVR Agent	Customer service BOT (Artificial Intelligence)[2]
Chat	USSD[3]
	Social Networks
	App[4]
	Web[5]

[1] We promote the CACs not only a a service facility, but also as a store where the end user can purchase products or services.
[2] Refers to ChatBot.
[3] It is a written message channel where the user can check their balance and other series of transactions.
[4, 5] Self-service channel via App (Mi Telcel; Mi Claro; My A1; My TracFone).

CONTENT

MESSAGE
FROM THE CEO

COMPANY
PROFILE

UPDATING
SUSTAINABILITY

CONNECTING
WITH PRINCIPLES

ACTIVATING
SAFETY

SHARING
DEVELOPMENT
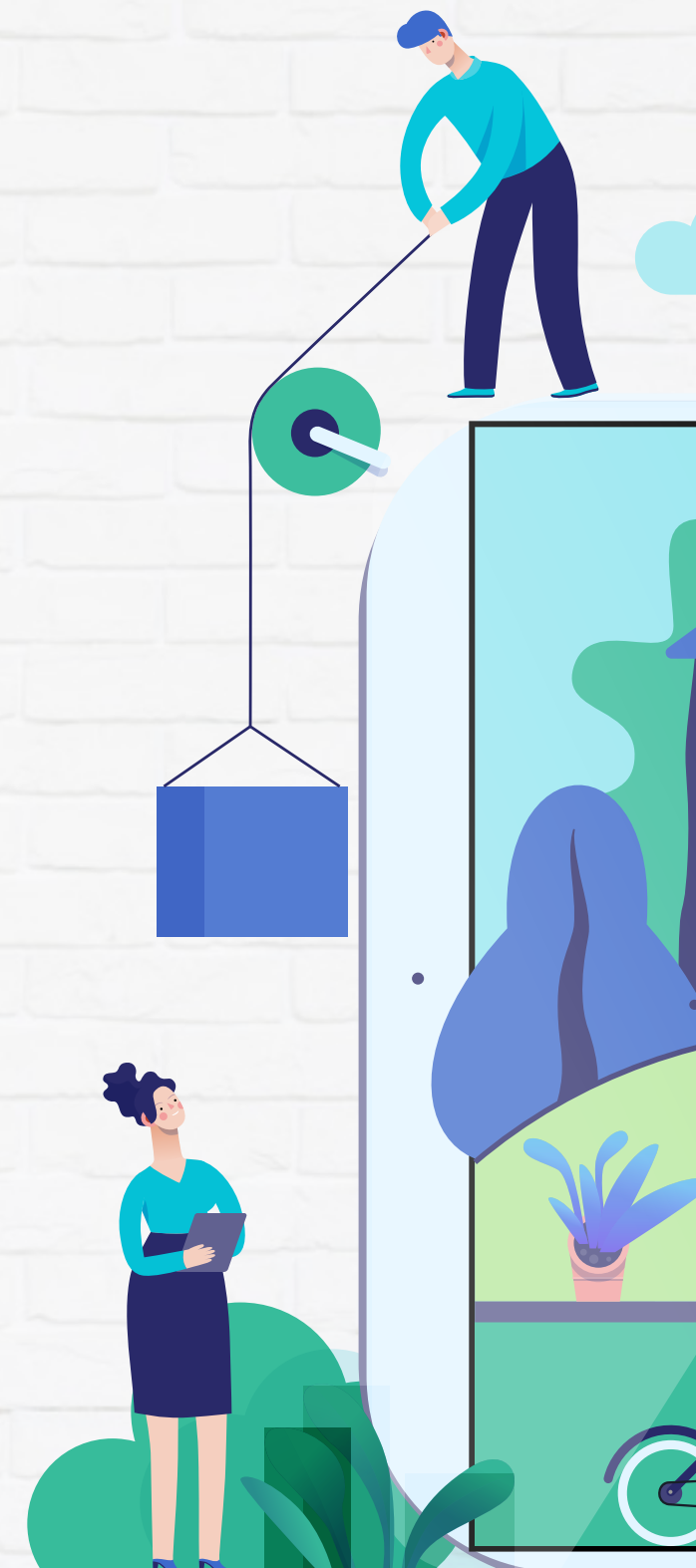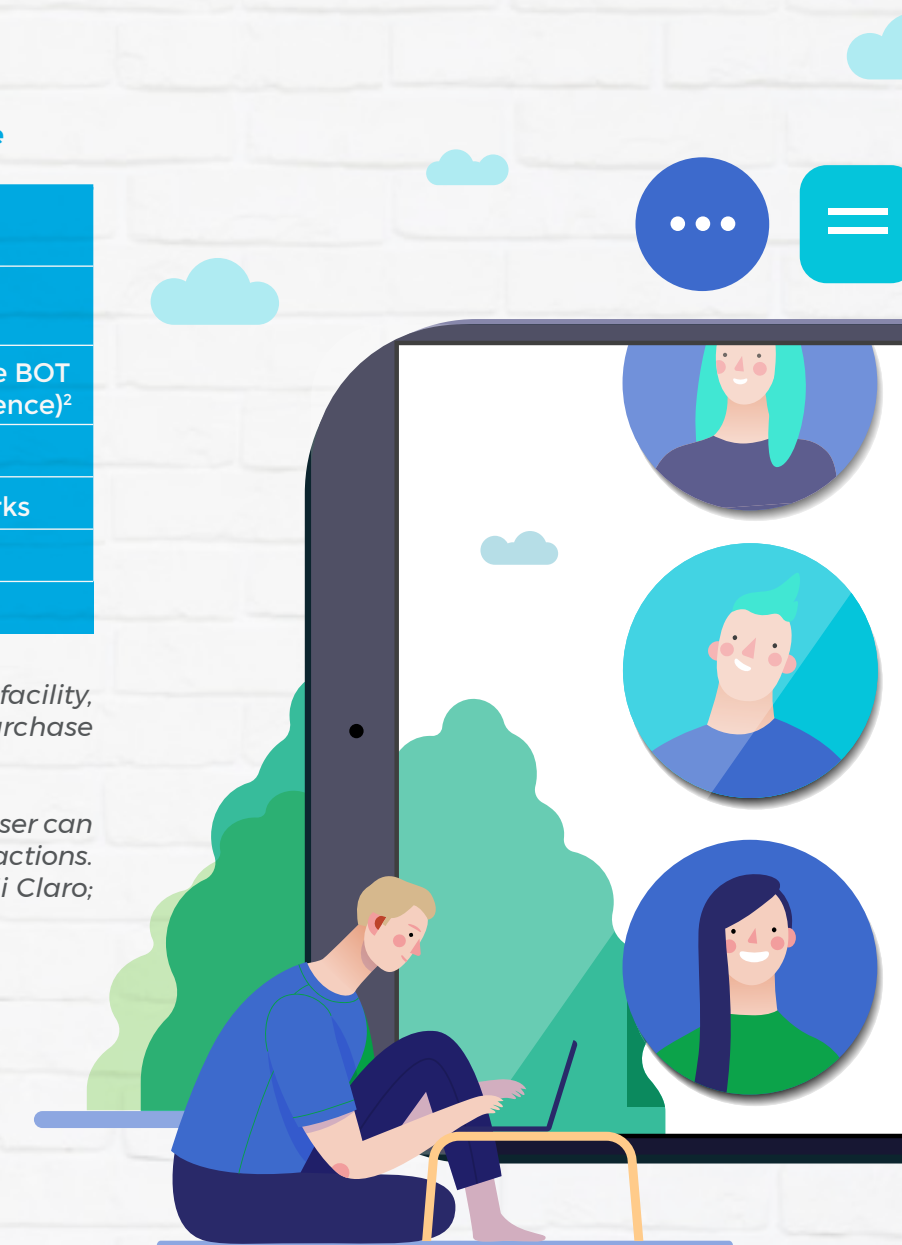
UPLOADING
QUALITY OF LIFE

APPENDIXES

Additionally, every year we modernize our infrastructure to cope with the exponential growth in data traffic, video downloads, use of smart devices and cloud-based services, as well as the Internet of Things, offering a better connectivity experience.

In 2020 we began the deployment of our 5G network in **A1 Telekom Austria Group** and **Claro Brazil**, as well as conducting 5G viability tests in real scenarios in some subsidiaries such as **Claro Puerto Rico**.

Taking into account that all markets are different and that many of the strategies to better address customers' are local, we decided to establish an aligned metric to measure customer satisfaction between countries operations that could help us identify the effectiveness of the strategies that every operation begins. This metric is the **Net Promoter Score (NPS)** indicator. By focusing on customers and analyzing their behavior, the NPS allows us to identify the origin of what is not working and preventing bad experiences from occurring or solving problems beforehand.

↘
Today, more than
90%[1]
of transactions are carried out through self-management channels, **thus addressing the trend in consumer behavior towards self-service,** while less than 10% are carried out through assisted service channels, including our Customer Service Centers. Customer Service and our Telephone Service Centers.

To evaluate the NPS, in 2020 we conducted more than 152 million surveys in our Latin American operations, which gave us the possibility to better understand whether the user experience on their different devices is in accordance with their expectations. Additionally, we measure how the use of applications and their interaction with our channels positively affect customer loyalty.

To measure NPS, we asked our customers how likely they would be to recommend our service based on their own experience. The calculation of the indicator is based on subtracting the number of those who would not recommend our service from the number of those who would.

The following are some examples of the positive responses we received compared with our local competitors in some of our operations:

Country	NPS of CLARO/ TELCEL brand	NPS Mobile CLARO/ TELCEL	NPS leading competitor in mobile products	NPS fixed CLARO/ TELCEL	NPS leading competitor in fixed products
Chile	50	50	32	50	27
Colombia	52	52	36	21	24
Dominican Republic	43	48	27	38	15
Argentina	43	43	32	43	32
Mexico / Telcel	54	53	49	NA	NA
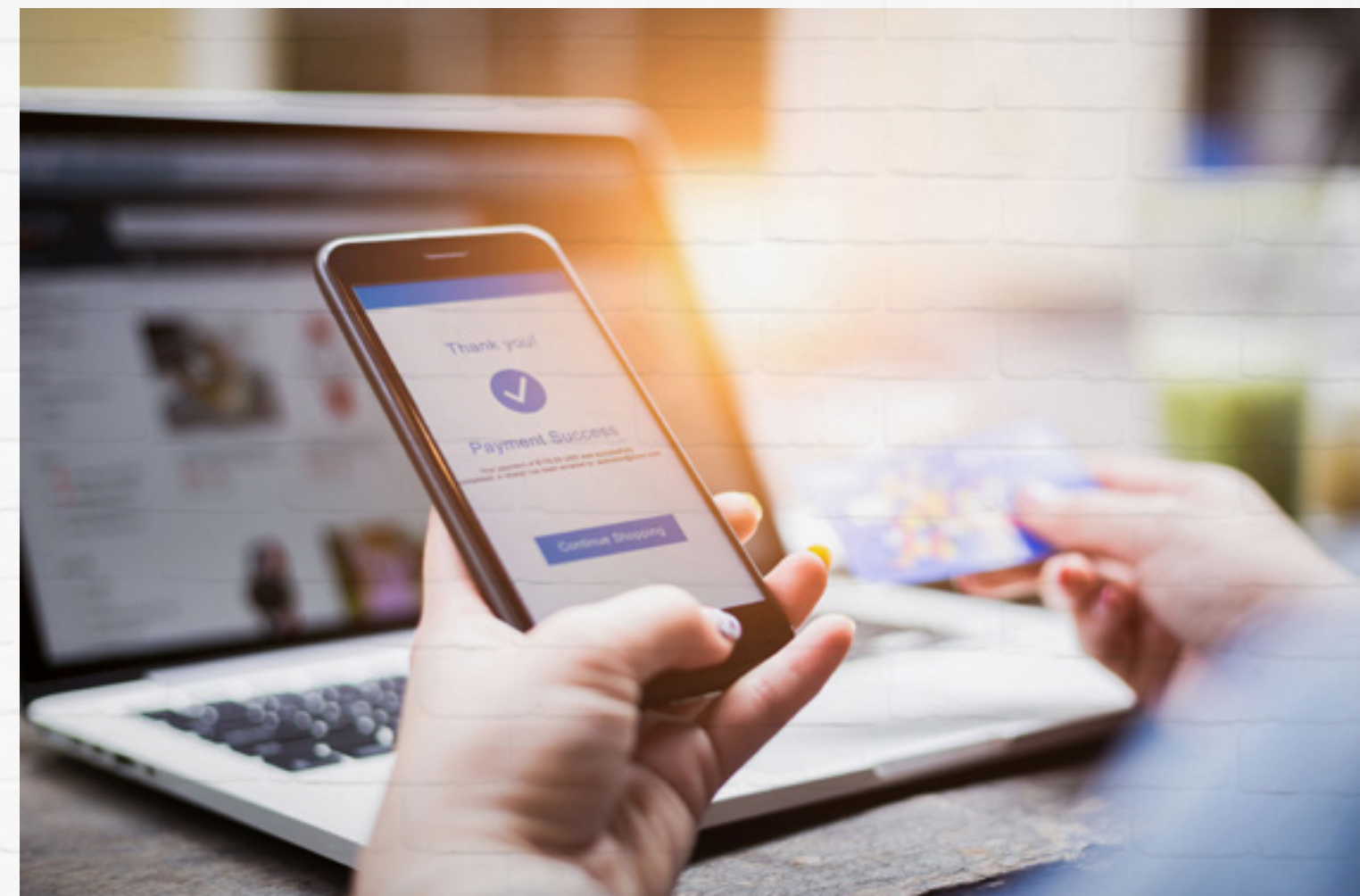
[1] *Excludes Telmex.*

Our sustainability goal for 2020 established as part of our **"Smart Sustainability"** strategy is to increase the NPS by an average of 1% for each country where we operate. By the end of 2020, the NPS for América Móvil is 41 points, which represents a positive increase of 1 point compared with the previous year.

NPS América Móvil	FY2018	FY2019	FY2020
	31	40	41

Given that the objective was exceeded, we decided to set ourselves a more ambitious objective, which consists of exceeding the mobile NPS of our competitors and increasing the gap. In order to achieve this, we continue our efforts to offer a more complete customer experience focused on their needs and expectations.

At América Móvil we always seek to improve the customer experience, ensure everyone's full satisfaction, and generate savings in our operations. As a result, in 2020 we managed to save more than 12 million dollars. The most outstanding projects are shown below:

In **Claro Colombia**, a responsive web page was set up so that the user can look up services, pay the invoice, know the details of the plan, buy packages and recharges, schedule technical visits, request transfers and customize the Wi-Fi network. We obtained savings of more than 170 thousand dollars in avoided calls.

In the **Central American** operations, customer service was included through a Bot available 24 hours a day on WhatsApp and social networks, which offers information on mobile and fixed plans, invoice consultation, purchase and payment of services, guidance to clients, among other functionalities. At the end of the period, 21% of the interactions via WhatsApp were attended by the Bot, avoiding a cost of 781 thousand dollars.

The **"Claro Flex Project"** in **Claro Brazil** seeks the development of applications and self-service technologies that ease the solution of user problems independently through a digital platform that allows integrating the entire user experience in a single ecosystem, facilitating the hiring of services through a mobile application and the management of their plan in a totally digital manner.

In **Claro Brazil,** the **"Solar Project"** contemplates the development of a digital relationship platform capable of monitoring and supporting the interaction route between the client and the Company. The solution seeks to add the total traceability of customer information, in addition to providing an assertive and personalized service based on the consumption profile, history of use and general information obtained in each contact made.

In **A1 Belarus** and **A1 Croatia**, the Voice Bot service in the call center was improved and the first virtual store was launched in the market with the use of Artificial Intelligence.

At **A1 Slovenia** we developed an intelligent application that connects more than 10 of our background systems (Anritsu, Viavi, PCRF, SARA, CRM, Amdocs) through a simple interactive screen. For the first time, we were able to customize the background information for daily user communication and problem solving.
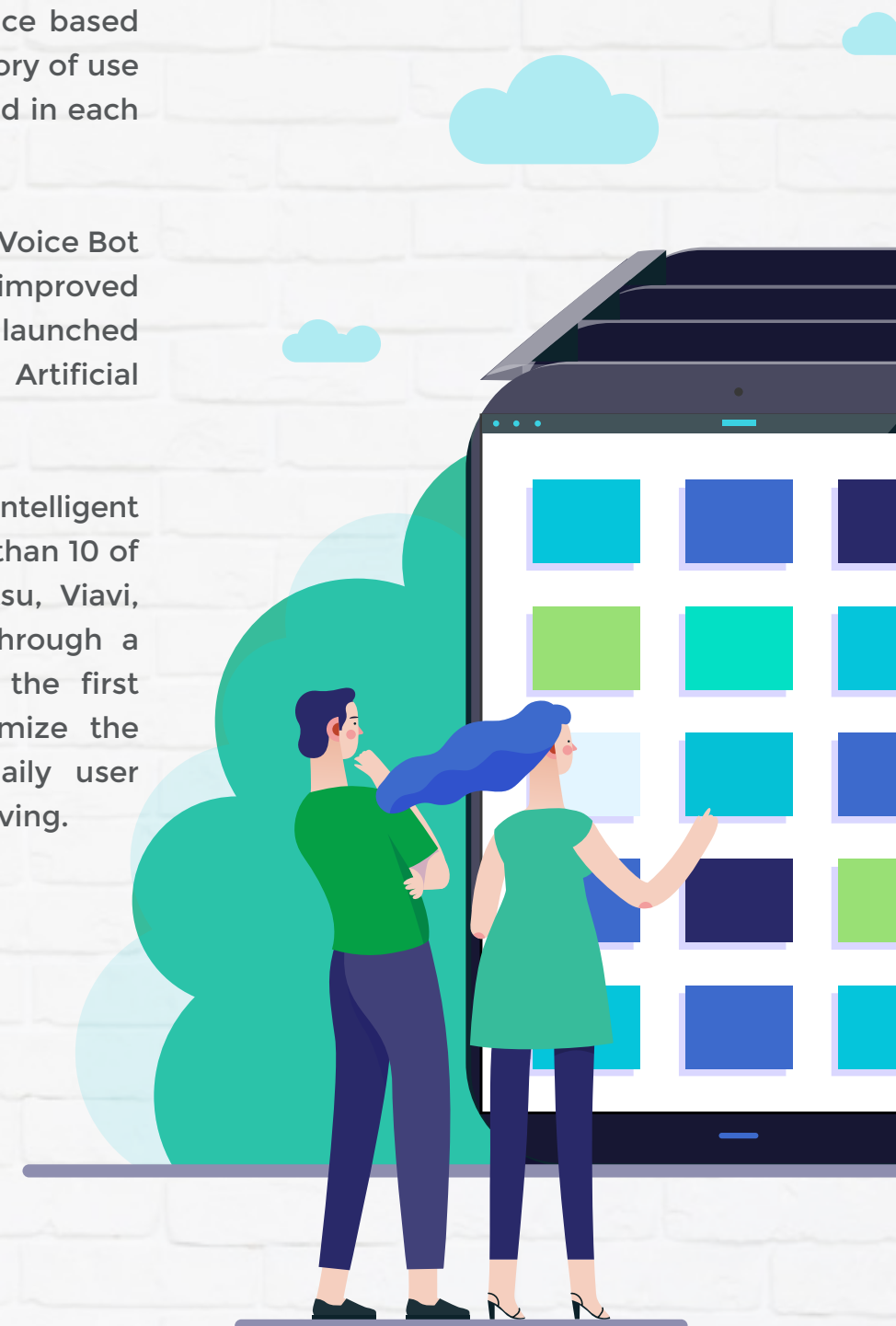
DIGITAL CHANNELS

América Móvil has an area whose objective is to ensure that our clients have a complete and satisfactory experience in a digital environment. This area is constantly monitoring our commercial websites and creating solutions to manage them, while implementing innovative digital customer service processes that help us improve and simplify the lives of our subscribers.

Its main objectives include the implementation of functional web architectures, the digitization and automation of processes focused on the needs of consumers, the generation of savings for the entire Company and innovation in digital solutions.

With our digital channels, today our clients can: see our entire catalog of products and services, compare plans and prices, purchase plans and equipment, monitor their consumption levels, express their level of satisfaction, pay bills, increase credit on their prepaid lines, answer their questions in our frequently asked questions section and chat with our advisors.

In response to the digital age, all América Móvil's service tools are geared towards creating a simpler and more efficient experience for our customers. Consequently, 100% of our operations have a website, Facebook, Twitter and, Instagram.

BEST PRACTICES IN THE COUNTRIES

Claro Chile – eCommerce: In 2020 we enabled the entire offer of products and services in ecommerce (home, mobile postpaid, equipment & accessories and equipment with a plan); becoming the first and only telecommunications company in Chile with 100% digitally self-served sales flows. We also experienced exponential growth in sales and channel participation. For example, in **Cyber Day August 2020** we managed to invoice in 3 days the volume sold during the period of January to April 2020. Participation in equipment and postpaid plans closed 2020 with a double-digit increase, respectively.

Central America: In less than 1 year we have enabled all the online stores in this region being able to make prepaid equipment available to customers', while most of the Customer Service Centers (CACs) were closed.

Colombia: 2020 was a year where the digital transformation process accelerated, and technological and virtual tools took a leading role in guaranteeing the experience and empowerment of our clients. In this manner we launched campaigns focused on the positioning and education of all the self-service channels that we have available with agile and effective solutions:

App Mi Claro, WhatsApp, Virtual Store, Online Chat, USSD and Tienda Claro (Claro Store); achieving the following results:

- More than 3 million customers registered in Mi Claro App.
- Mi Claro App remained in the Top 10 of the most downloaded Apps in the country.
- More than 600,000 clients used the Claro Virtual Store, which was launched in June 2020.
- More than 1,800,000 conversations on WhatsApp.

Activating
SAFETY

Security has become a top priority for society, governments and people in general. New technology trends and the way we interact with them now are the reasons why we focus on security issues. That is why in América Móvil we offer not only to make people feel safer when using them, but also to help us stay one step ahead and contribute to the overall security of the countries where we operate.

INFORMATION SECURITY

Cyberattacks and theft of sensitive information are a relevant and critical issue in all organizations worldwide, generating a negative image in addition to financial bankruptcy to the affected companies and their clients. Because of this, América Móvil has developed an information security strategy, policies and procedures that are managed by the Information Security Committees in each of our subsidiaries.

América Móvil has an integrated security strategy that includes cybersecurity, and data and communications privacy, based on three main pillars:

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

However, the effort to provide certainty to the confidentiality, availability and integrity of sensitive information in América Móvil is a process of continuous improvement, which becomes more critical, sensitive and complex. Therefore, in October 2020, the CISO department was created and a Chief Information Security Officer was appointed. Mr. Jorge Paredes Menchaca is responsible for managing the projects, processes and controls associated with information security.

The role of all the company´s personnel is key for the success of regulations and controls of information security. Therefore, our information security strategy is essential. In order to carry it out, it is fundamental for personnel to raise awareness by taking the different courses in this matter, as well as the knowledge of controls in the use, consultation and access to information that is classified as sensitive in the operational processes and stored in the Company and its subsidiaries.

AMÉRICA MÓVIL´S SECURITY STRATEGY

PROCESSES

INFORMATION SECURITY COMMITTEE

PROCESSES

TECHNOLOGY

COMPLIANCE WITH THE LEGAL AND REGULATORY FRAMEWORK

TECHNOLOGY

PEOPLE

ISO 27001 INFORMATION SECURITY MANAGEMENT SYSTEM

PEOPLE

INTEGRITY

AVAILABILITY

CONFIDENTIALITY

CONTENT

MESSAGE FROM THE CEO

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UPDATING SUSTAINABILITY

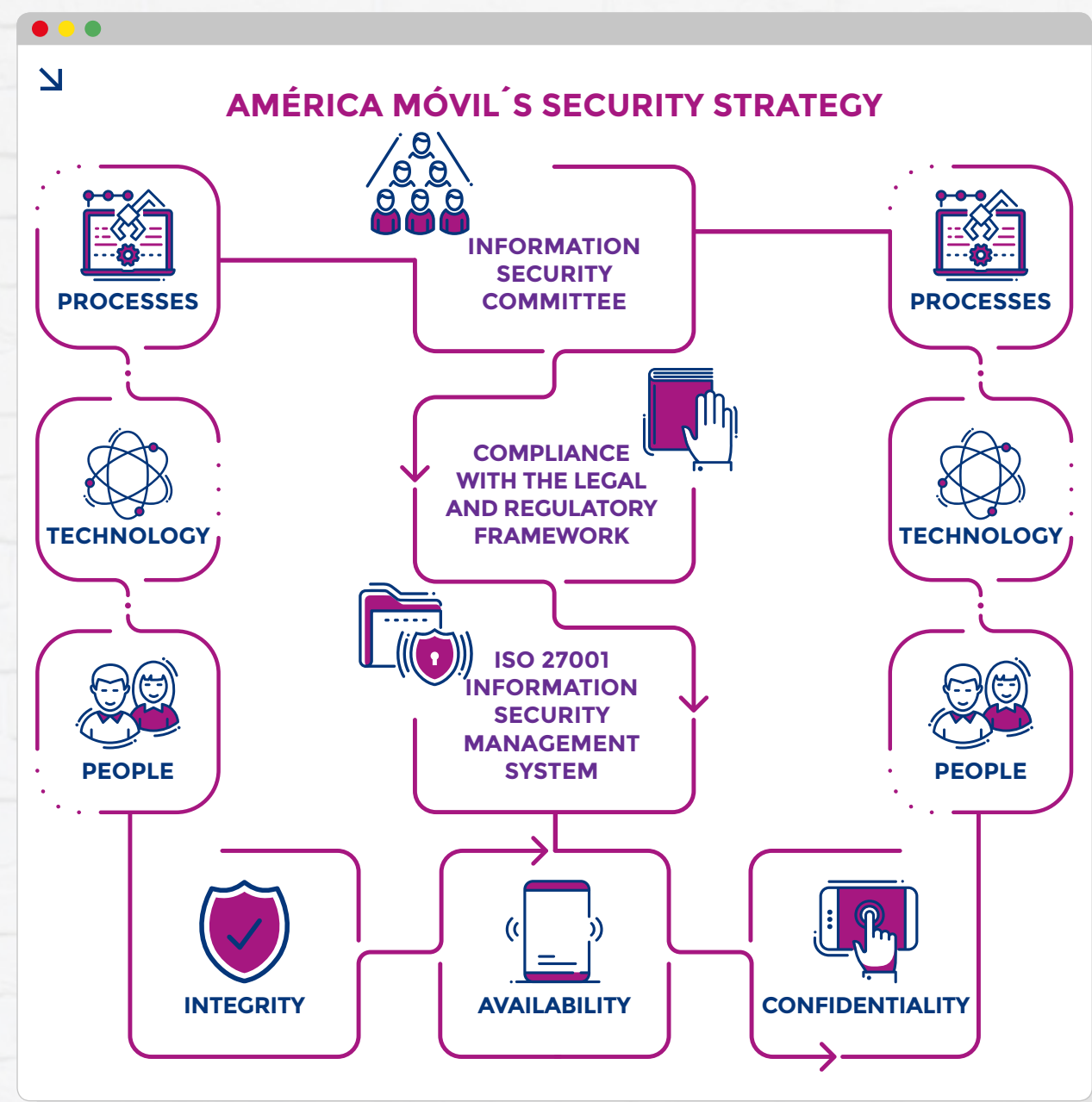CONNECTING WITH PRINCIPLES

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For the purpose of disseminating, executing and supervising information security controls and initiatives in our operations, we have a local manager for this task. Mr. José Gilberto Fragoso Gómez will coordinate with the CISO Office through the Information Security Management of América Móvil.

We constantly evaluate and update our Information Security Strategy based on prevention, continuous improvement and exchange of good practices among all the Group's companies.

We have a General Information Security Policy, which provides guidelines for each operation to establish its local security framework, as well as to ensure effective communication of these policies to all employees.

We have a Corporate Information Security Executive Committee that oversees the implementation of our Information Security Strategy. The main functions of this Committee are:
- Identify the main risks for the business centered on the operation and our services, as well as on the technological environment.
- Develop and manage the security strategy by creating and monitoring the Strategic Information Security Plan.
- Manage and allocate corporate and local budgets for information security.
- Determine priority actions in the face of a current or future threat.

The members of this Committee are:
- **Ángel Alija Guerrero,** Chief Wireless Operations Officer
- **Jorge Alberto Arteaga Castillo,** Deputy Director of Auditing
- **José Gilberto Fragoso Gómez,** Information Security Manager
- **Carlos José García Moreno Elizondo,** Chief Financial Officer
- **Paula María García Sabido,** Public Affairs and Sustainability Manager
- **Macario Lopez Albarrán,** Director of Operation and Maintenance
- **Jorge Paredes Menchaca,** Chief Information Security Officer
- **Daniel Alejandro Tapia Mejía,** Compliance Officer
- **Oscar Von Hauske Solís,** Chief Fixed-Line Operations Officer

We also have a Corporate Information Security Management Committee, which meets once a month and oversees América Móvil's Information Security Strategy in all operations.

The functions of this Committee include the following:
- Adopt information security policies and procedures.
- Establish strategies to comply with the guidelines that contribute to increasing the confidentiality, integrity and availability of information resources.
- Implement mechanisms that contribute to complying with best practices to protect information resources.
- Coordinate the evaluation and execution of projects that support activities related to information security.
- Supervise the communication plans of the security guidelines.
- Analyze incidents related to security to determine solutions and preventive actions.
- Evaluate new and existing infrastructure that supports critical business processes.
- Coordinate the committees of each of our operations.
- Supervise improvement measures in incidents reported by operations.
- Support other areas in the process of complying with information security guidelines.
- Coordinate and ensure that all efforts, resources, tools, controls and monitoring that are consistent with ensuring the availability, integrity and confidentiality of the information.
- Inform the CEO of any incident that could compromise critical information, as well as the potential impact and mitigation plans.

In addition, each subsidiary has its own Local Information Security Committee. These interdisciplinary committees include employees from different areas (IT, engineering, finance, operation and maintenance, among others), and are chaired by local information security managers. Likewise, each operation has a "C" level executive responsible for reviewing the Cybersecurity Strategy. Each country determines a **"Strategic Information Security Plan"**, which is updated annually or semi-annually.

As part of these strategic plans, each of our operations has an annual awareness plan and communication initiatives to ensure that information is available to all employees. In 2020, we developed an information security online course that will be taught to all our employees, including part time and contractors, through our **Capacítate Carso (Carso Training)** platform at the beginning of next year. Also, during 2020 we offered online and in person courses, maintaining constant communication through email, Intranet and screen savers on corporate computers regarding the following topics:

1. Protection of personal data
2. IoT security
3. Security in services and identity validation
4. Double authentication factor in remote accesses
5. Phishing, malware, access control, virus, fraud, pill and incident response
6. Suspicious emails
7. Secure password
8. Surfing the Internet safely and responsibly
9. Confidentiality of information
10. Clean desk
11. Information privacy policies

Prior to the pandemic, in 2020 we offered online and in person courses **on information security issues to more than**

97 thousand

employees and close to

51 thousand

external parties throughout the América Móvil Group[1].

Additionally, we continue to carry out cybersecurity awareness campaigns through emails, online guidelines, among others.

[1] *These figures exclude BCC, Claro Enterprise Solutions, OPITEL and AMOV.*
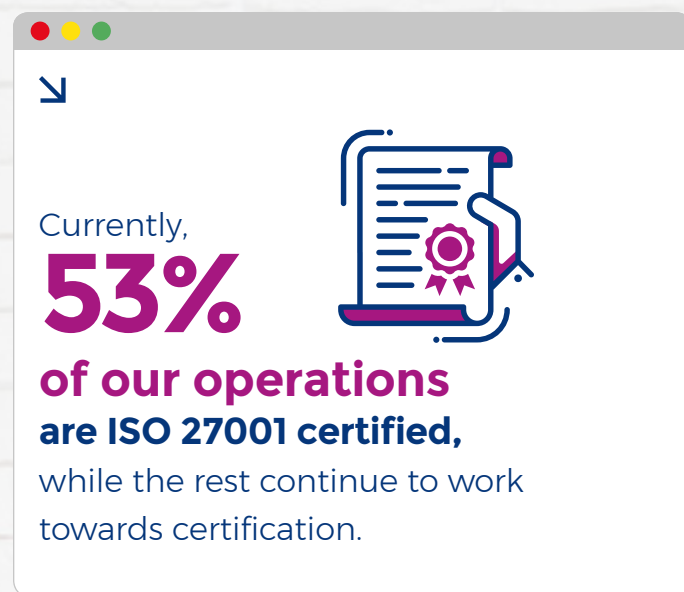
In order to be updated in the latest trends, at least once a year we organize the **"América Móvil Security Symposium"**. In 2020 it took place in virtual mode from August 24th to 28th and was attended by 18 heads of Information Security of our subsidiaries in Argentina, Uruguay, Paraguay, Brazil, Central America, Colombia, Ecuador, Puerto Rico, The Dominican Republic, Chile, Peru, the United States and Mexico. We covered topics regarding 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 unauthorized access by third parties. In order to ensure the correct implementation of our strategy and the ISO 27001 Security Management System, we have established a communication mechanism between operations, which allows us to manage our needs and send alerts in a timely manner.

Currently,
53%
**of our operations
are ISO 27001 certified,**
while the rest continue to work towards certification.

Our operations currently certified in ISO 27001 are:
- Mexico: Telcel, Telmex, Global Hitss, Telvista, Scitum, TRIARA and Consorcio Red Uno.
- Brazil
- Colombia
- Chile
- Peru
- Europe[1]
- United States (Claro Enterprise Solutions)

All our operations processes are aligned with the ISO 27001 and other international standards that guarantee the proper operation of activities. We also have other certifications such as PCI DSS, SOC 1 Type II, SOC 2 Type II, Level V HSHA-WCQA and Eco-Data Centers, to name a few.

Additionally, 68% of our operations have an intelligence team to face potential cyber threats.

Among many of the information security achievements made by our subsidiaries this year, we can mention:

- The implementation and operation of the Cybersecurity Framework, Functional, Technological and Process Models for Cybersecurity services in **Claro Colombia** that strengthens the scope of current certifications, legislative and regulatory requirements, international standards and industry frameworks.

- In **Claro Peru**, the strengthening of Security Monitoring options according to the new reality (Security Controls for VPN connections and Detection of the use of user accounts outside of regular IP addresses) avoided economic damages due to identity theft, as well as the definition of the Remote Work Security scheme and initial support.

- In **Claro Puerto Rico**, a specific 5G policy was established for the security and protection of information assets owned by Claro or any information that is handled in Claro's network in its different environments or commercial clients.

- **Telmex** was recognized as the Best Service Provider in Latin America by Hewlett Packard Enterprise.

- The creation of the CISO Office with an organizational structure that centralizes the security functions of **Telcel** and América Móvil.

During 2020, we did not have information security incidents that resulted in sanctions in any of our operations. However, there was an incident of email identity theft in **AMCO** and another incident of ransomeware in **Claro Chile**. As a result of the above, we have implemented and verified the following preventive measures in all our operations:

- Development of e-mail whitelist so that emails can only be received from trusted and verified sources.
- Awareness through training to strengthen the information security culture.
- Information security maturity evaluation.
- Access restriction of external or personal equipment to corporate networks.
- Implementation of EDR (Endpoint Detection and Response) tools as antivirus reinforcement.

Furthermore, through Scitum a subsidiary of Telmex, we offer products and advisory services to contribute to our clients' cyber resilience.

[1] *Does not include Serbia.*

PRIVACY MANAGEMENT

The protection of personal data and privacy in communications are one of the main challenges for telecommunications companies. At América Móvil, we pay close attention to these issues. We have a Privacy Policy, which establishes the guidelines for the protection of personal data, as well as privacy in communications.

PERSONAL DATA PROTECTION

We have established the necessary guidelines for the proper use of personal information and the physical, technical and administrative security measures that all our operations, employees, subcontractors and authorized third parties must comply with.

In order to ensure that América Móvil employees strictly comply with the guidelines of this policy, we carry out ongoing communication and awareness campaigns to ensure a comprehensive understanding of our policy.

Our operations have information security and personal data protection guidelines that comply with the applicable legal provisions. The society's demands for better privacy has led to the issuance of strict regulation for the legitimate processing of personal information in order to guarantee privacy and the right of each person to decide on their personal data. For this reason, we have recognized the need to raise our protection standard, through the formal implementation of a **Privacy Program** that will be introduced in the first half of 2021.

This year we carried out this important program to provide the required structure and guidance in order to incorporate the highest privacy practices and standards in the industry, acknowledge our responsibility with the different obligations provided in the applicable regulations, and ensure the reputation of the company as an entity committed to the privacy and protection of personal data. We are convinced that a strong **Privacy Program** will provide a competitive advantage for our Company.

Our **Privacy Program** is based on five fundamental steps:

1. The creation of a Privacy Team with expert personnel from each region in the laws and best practices of personal data protection.
2. The Privacy Risk Assessment with which we will achieve the identification of threats in order to reduce their level of exposure, improving control measures to reduce their probability and/or impact.
3. The implementation of standard policies in our operations that guarantee compliance with the highest international standards. We are modifying our Privacy and Data Protection Policy to have a more solid one.
4. The implementation of a comprehensive training program and a coordinated communication strategy.
5. Continuous monitoring of our subsidiaries to ensure compliance with privacy requirements.

Our Personal Data Privacy Policy is available here.

On June 30, 2020

CLARO CHILE RECEIVED THE CERTIFICATE OF COMPLIANCE
in crime prevention: Law 20.393

The delivery of information to the competent authorities is only allowed upon request through an order or request in writing or by electronic means, based on and motivated by the competent authority and/or judicial resolution in the terms established by the existing laws in the countries where we operate.

Additionally, as required by law and by a competent authority, in certain cases we may be forced to block, cancel or delete certain content on the Internet. However, in any case, we thoroughly review and analyze each request in order to comply with the law and guarantee respect for the human rights of our users.

It is important to note that not all the jurisdictions in which we operate may have the same guarantees to limit access to information to the authorities and in certain cases we will be legally forced to cooperate with government security and justice authorities without the obligation to previously notify the user of this practice. However, in any case, we carefully review and analyze each request in order to comply with the law and ensure the privacy of the owners of our services whenever this is legally and materially possible.

TELCEL

In the last quarter of the year the evaluation was successfully carried out by an external third party whose scope was the revision of the information security requirements of ISO 27001: 2013 in our integrated management system, as well as compliance with all applicable regulations regarding Data Protection in Mexico for the first time. The issuance of the Data Protection Certificate is expected for the first semester of 2021. Also, with the issuance of the mentioned Certificate, Telcel will begin the registration process with the INAI (Transparency Institute, Access to Information and Protection of Personal Data) in the Register of Self-Regulation Schemes (REA) that brings benefits such as:

- Confidence from consumers in products and/or services.
- Prestige by holding a certification recognized by the Mexican Government.
- Adherence to international standards and norms.
- Reduction of sanctions.
- Evidence of compliance with the authority.

PRIVACY IN COMMUNICATIONS

Our communications privacy protocols are essential to maintain the trust of our clients and ensure compliance with applicable regulations.

The subsidiaries of América Móvil that provide telecommunications services, for reasons of collaboration with national security and law enforcement authorities, are forced as authorized concessionaires to locate lines and deliver their location in real time; keep record and deliver certain information about the users of its services; and make it available to the competent authorities for the purpose of investigation, law enforcement, crime prevention or legal compliance.

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At América Móvil, we are committed to the protection of rights and freedom of expression. For this reason, our policies prohibit interference in the communications of our clients, as well as listening, manipulating or monitoring conversations and interference in the transmission of data or the disclosure of its existence or content. The delivery of information to the competent authorities is only allowed in the cases that the legislation demands and/or requests in accordance with the requirements established by the applicable legislation in each of the operations that comprise the Group.

To comply with these requirements, América Móvil has defined strict security procedures, as well as specific criteria for verifying the validity of each request received by the authority.

In 2020, **América Móvil's** subsidiaries received 594,244 requests for information from our users by the authorities. In 92% of the cases, the information required by the competent authorities was provided, after verification of its adherence to the applicable local legislation. The remaining 8% was not processed because it did not come from the competent authorities or did not comply with the requirements established by law.

(418-1) Countries / Regions	Orders of authority received[1]	Orders of authority processed[2]
Central America[3]	40,500	39,180
Southern Cone[4]	311,282	302,101
North America and Caribbean[5]	128,541	105,113
Europe[6]	33,026	32,441
Andean Region[7]	80,895	68,647
Total	**594,244**	**547,482**

[1] Those duly directed and entered by the official party and / or by electronic means (mail, tool, platform or system) to the Company.
[2] Those duly proceeding by virtue of the fact that they were: 1) founded and motivated; 2) came from the competent authority by law; 3) are supported by the corresponding judicial authorization, in accordance with the provisions of current legislation; and, 4) specify the person or persons who will be subject to the measure; the identification of the place or places where it will take place, if possible; the type of communication to be intervened; its duration; the process that will be carried out and the lines, numbers or devices that will be intervened and, where appropriate, the name of the concessionary company of the telecommunications service through which the communication object of the intervention is made.
[3] Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua and Panama.
[4] Argentina, Brazil, Paraguay and Uruguay.
[5] Telcel, Telmex, TracFone, Claro Enterprise Solutions, Claro Puerto Rico and Claro Dominican Republic.
[6] Bulgaria, Croatia, Slovenia, Macedonia and Serbia. Data excludes operations from Austria and Belarus.
[7] Colombia, Chile, Ecuador and Peru.

During August 9th -12th, 2020, users of all Internet providers in Belarus were affected by a service restriction. **A1 Belarus** publicly revealed that the impact was due to the unavailability of network services provided by state-owned companies through which traffic to and from Belarus is transmitted, and without which **A1 Belarus** cannot provide its services.

From August until the end of the year, all operators were ordered to reduce the capacity of their mobile network in Minsk for some periods of time. As in all the countries in which we operate, **A1 Belarus** complied with the requirements of the authorities and transparently communicated, in all cases, the decisions of the Belarusian government.

A1 Telekom Austria Group promotes Internet freedom and respect for human rights through our membership in several associations. Additionally, the company reimbursed all our mobile service users the proportional amount to their monthly payment in compensation for limited Internet services.

To learn more about the regulations to which we are subject to in each country where we operate regarding privacy of communications and collaboration with justice authorities, click here.

RESPONSE TO EMERGENCY SITUATIONS

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

This year we strengthened our management protocols in times of crisis, as well as corporate business continuity guidelines, in order to align our operations with the best international practices and thus be prepared for any eventuality.

In addition, we participate in the GSMA initiative and collaborate with authorities and other companies in our industry to share best practices and strengthen our emergency response protocols. In order to be prepared to face contingencies and disasters, we classify events as predictable or unpredictable.

We have protocols to respond to incidents caused by natural causes that help minimize damage to our infrastructure caused by meteorological events of magnitude, while ensuring that we have the human and material resources necessary to restore service as soon as possible.

We apply these protocols in all areas susceptible to face natural events. The plans include preventive and corrective measures.

PREDICTABLE EVENTS

METEOROLOGICAL — Hurricanes

SUMMITS — Presidential Visits

SOCIAL — Elections, traffic jams, demonstrations, social discontent

UNPREDICTABLE EVENTS

GEOLOGICAL — Volcano eruptions, earthquakes

TECHNOLOGICAL — Fires, explosions, chemical risks

METEOROLOGICAL — Storms, tornadoes, floods, wildfires

OTHER — Vandalism, terrorism, pandemics, humanitarian crises

BASE STATION SAFETY

The antennas that make possible the operation of telecommunications networks and the operation of mobile devices, exchange voice and data information through radio frequencies. Radio frequencies used by mobile technologies have been extensively analyzed for decades, including those emitted at the frequencies used today by 5G technologies.

The International Commission for Non-Ionizing Radiation Protection (ICNIRP) has conducted several scientific, evidence-based studies and established guidelines for frequencies used in mobile telecommunications. On this subject, in March 2020 the ICNIRP guidelines were updated concluding that no adverse health effects have been identified by mobile phone radio frequencies.

The World Health Organization (WHO), public health agencies and groups of experts worldwide have concluded that the guidelines established by the ICNIRP protect the entire population from any health risk, including children.

At América Móvil, we keep up to date on the most recent scientific research in the subject and adopt international guidelines and recommendations on the limits of exposure to electromagnetic fields for all our technologies in order to protect our employees, users and the public in general.

COVID-19

EMERGENCY PREPAREDNESS

Our priority has always been and will continue to be investment in capacity and infrastructure modernization to ensure that our network is robust and reliable. This has been key to continuing to provide connectivity to our users, clients and key audiences, in the face of past contingencies and thus ensuring the resilience of the communities where we operate.

Also, at América Móvil and our subsidiaries, we have always maintained strict financial discipline, resulting from previous experiences in economic crises, mainly in Latin America, and the COVID-19 emergency was no exception. We focus our actions and investments towards the most urgent needs on different fronts with a strategic approach. The low levels of leverage, along with a culture of austerity, allow us greater flexibility in case of unexpected changes in our working environment.

As a company committed to improving people's quality of life, through the development of solutions supported by connectivity, in 2020 we had one of the greatest challenges we have experienced with the arrival of the pandemic.

Following the recommendations of the World Health Organization (WHO), at América Móvil we carried out several preventive actions to protect the health and well-being of our employees, business partners and clients, while guaranteeing the continuity of our service.

Our sustainable approach led us to work hand in hand with our business partners, as well as authorities and civil organizations to add capacities and experiences that together would have a greater impact beyond the emergency.

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RESPONSE AND ADAPTATION PHASE

Our first actions were focused on providing continuity to our operations and in this manner, guarantee the quality of our communications and connectivity services, which are essential for the development of activities in the economic, social, and educational fields, and primarily those specialized in health.

1. OUR PEOPLE

América Móvil's priority was to guarantee the job security of our employees, maintaining their jobs and salary levels. In addition, within this phase of response and adaptation, the safety and protection of our employees was a priority. They are the ones who make it possible to serve the communications needs of our users, both, at a personal and business level, who give life to the company and make it strong in difficult times such as the current health crisis, as well as its social and economic impact.

Protect the health and well-being of our employees

From the beginning of the sanitary crisis, we established health, protection and prevention protocols in operations and work centers, in order to have optimal conditions for the development of our activities, essential for the lives of people and society in general.

In this manner, in the workplace and job sites, we placed special hygiene measures, such as access filters with temperature filters, adapting work days to have a minimum number of employees in the facilities, social distancing, the use of face shields and masks for operating and sales personnel to carry out their activities safely and reliably, as well as random testing to identify personnel with COVID-19.

Additionally, domestic and international trips and all kinds of events were canceled as well as visits by suppliers, retailers and clients were also suspended. Also, meetings in the workplace were adapted to virtual format.

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

Our priority:

TO MAINTAIN THE WORK, INCOME AND BENEFITS OF OUR EMPLOYEES.

Work schedules for operating personnel

One of our priorities was to give certainty to the team of employees about their job and economic stability. Therefore, in addition to the establishment of the different protocols and security measures implemented and their constant communication, we carried out strategies such as: the reconfiguration of the functions of personnel who could not perform their work in person due to the closure of facilities, as well create substitute teams that could alternate functions in situations in which, due to a contagion, it was necessary to quarantine the entire staff of a customer service center.

Also, since the beginning of the sanitary crisis, we sent home close to 30% of operational employees belonging to vulnerable groups, such as pregnant women and people with a high-risk disease, among others, guaranteeing their salary and their job.

Work schemes for office staff

In the case of our office staff, we carried out a transition towards remote work schemes with the support of technology, in addition to accelerating remote access to the company's systems and platforms, which together allowed them to have all the necessary tools for the optimal performance of their functions as if they were in the office.

The return of our employees has been gradual subject to the health conditions that exist in each country. In general, staggered schedules have been implemented, social distance signs, redistribution of office spaces, acrylics in adjoining workspaces, continuous cleaning of all surfaces and total disinfection of work areas that presented COVID-19 cases.

100%
of our employees
took the "New Normal" virtual course
developed in collaboration with Carlos Slim Foundation, focused on educating on contagion prevention measures.

Formation of Brigades in the work centers

A group of employees was selected to form the Assurance and Compliance Brigades in order to monitor the health status of employees in job sites, supervising the compliance with the general necessary preventive measures and provide the respective support.

22%
of América Móvil's employees
were part of the Assurance and Compliance Brigades.

The brigade members were constantly trained by **Carlos Slim Foundation**. In the first stage, the brigade members and all employees had to take the "New Work Normality" course, in addition to the "New Labor Normality - Supervisors and Brigadiers" training.

The first course explained the prevention measures that employees should know and tutorials on proper hand washing, the use and removal personal protection equipment, among other preventive practices. The training of brigadiers focused more on the explanation of their functions, the requirements to carry out monitoring in the work centers and how to proceed in different situations.

Strengthening emotional and work skills

A team from the Human Resources area specialized in well-being processes developed a series of contents and activities to help all our employees and their families to alleviate the confinement conditions and the prevailing uncertainty during the health contingency. In addition, they provided support and several recommendations that helped employees to adequately face the normal emotions of change and crisis processes generated by this pandemic.

More than
41 thousand
Brigadiers
attended the training of "New Labor Normality - Supervisors and Brigadiers".

Distance training was key to support the changes we undertook in work dynamics. Also, working from home required different knowledge and skills that were developed with the support of special content and courses.

On the other hand, the reconversion of functions of the operational personnel who could not continue working during confinement, required training to quickly learn their new functions.

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2. OUR CLIENTS

The objective during the health crisis was to maintain connectivity without interruptions, seeking to guarantee the quality and reliability of our network and the digital solutions that we always provide to our clients.

Closeness to our clients

Given the complex situation we faced during the health contingency, we maintained contact with our business clients and suppliers to address their concerns and communicate the measures adopted by the Company, to ensure continuity of operations and the service we provide them.

We supported Small and Medium Enterprises with special plans that would allow them to continue their business since most of them had to stop operations or had a decrease in sales. The suspension of our services would have meant the complete closure of many of them, so we are committed to providing support with a vision towards recovery in the medium and long term.

Always connected, especially in contingencies

Maintaining communication in times of crisis and emergency is vital for our users and the entire population, therefore, we activated help plans, packages and special offers mainly for vulnerable population.

Faced with the growing demand for connectivity services from corporate and commercial areas to residential areas, we reconfigured the capacity of our network to adapt to the new needs of users.

3. OUR VALUE CHAIN

Solidarity with our retailers

Our retailers have been key players in the consolidation of the Company's market. We maintain a continuous and close coordination with them that has allowed us to jointly respond to the needs of our users in the event of a health emergency in a timely manner.

In this framework of collaboration, we share the protocols and practices of protection and prevention that we develop in the Company with our retailers. Additionally, we extended the payment deadlines of retailers as a support measure due to low sales in the first months of the pandemic.

Collaboration with our suppliers

The shortage caused by the temporary closure of companies and borders between countries affected global supply chains and the effects are expected to be even greater in 2021. Ensuring business continuity in the value chain has been one of our greatest challenges, for which the collaboration, communication and response of our suppliers is key. Additionally, due to the priority of the transportation of vaccines, we adapted our planning and purchasing logistics to incorporate different transportation means and ensure deliveries in a timely manner.

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4. COMMUNITY SUPPORT

Collaboration with health authorities

The pandemic generated risks and effects in all areas of people's lives and generated uncertainty and speculation, especially in social networks. Faced with this challenge, in collaboration with **Carlos Slim Foundation** and joining the health authorities, we enabled websites to provide reliable information on COVID-19.

Prevention of contagion risks

The **FCS Monitor App** was initially designed as a tool for the prevention and health care of our employees and their families and later was opened to the entire population so that they could have its features to record the presence of symptoms and risk factors, as well as to monitor daily symptoms to identify the moment to receive medical attention and avoid complications in a timely manner.
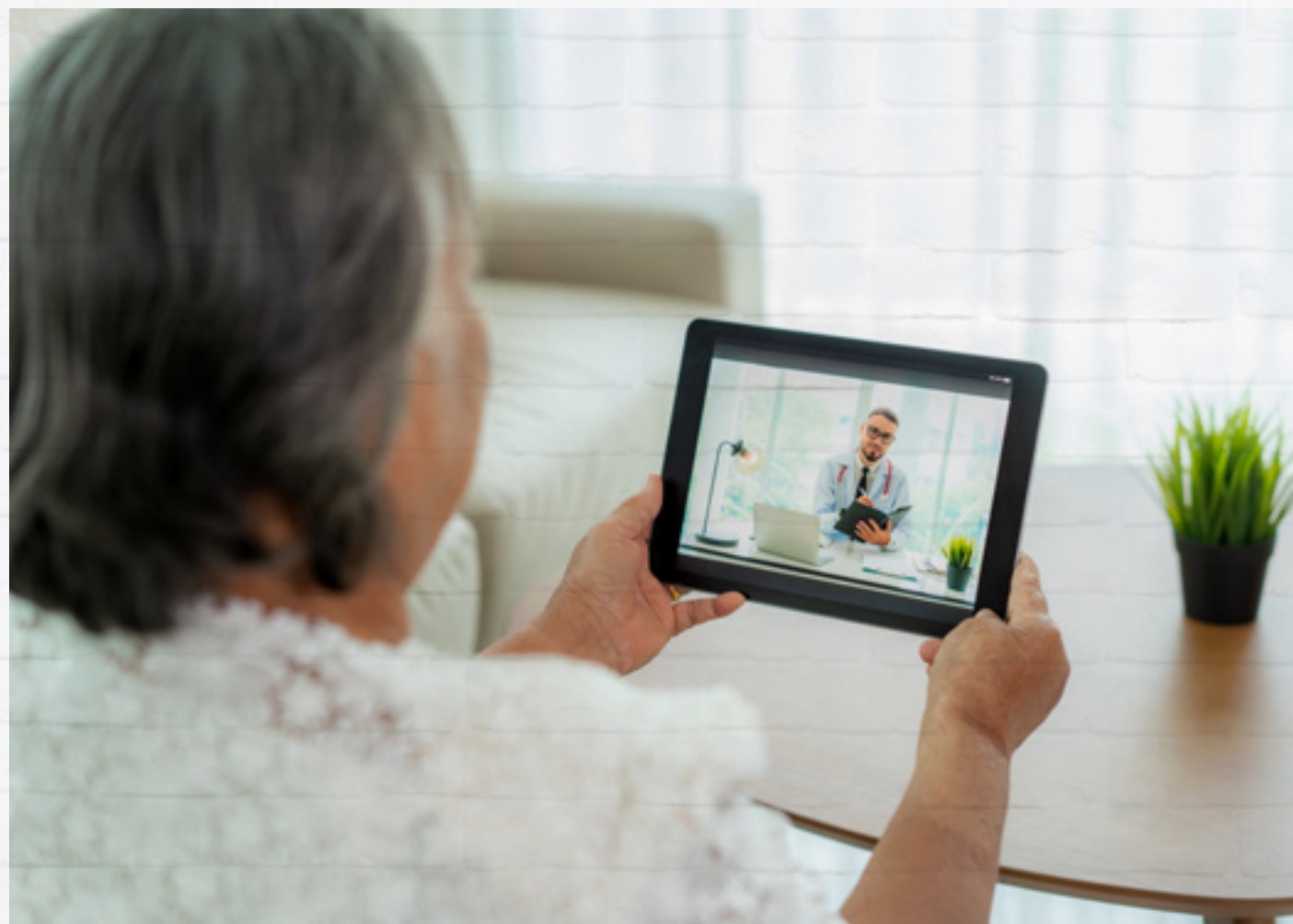
Support to health services

Given the need to have a greater capacity to serve the growing cases of infections in Mexico, we provided resources to support the construction of the Temporary COVID-19 Unit located at the Citibanamex Center in Mexico City. It is a venue that has enough space for anticipated hospitalization in order to avoid the progression to the severity of the disease.

The COVID-19 Temporary Unit has a capacity of 854 beds for patients requiring oxygen therapy, 36 spaces for intermediate therapy and 54 intensive care units, as well as spaces for the performance of the medical and laboratory staff.

Sharing
DEVELOPMENT

(203-1, 203-2)

Our purpose is to continue being a catalyst for development and inclusion in the countries where we are present, contributing to the construction of a better world, aligned with the United Nations Sustainable Development Goals. We are convinced that finding a solution to poverty is key to boosting economic growth and thereby generating greater opportunities in the region.

In 2020, América Móvil invested close to
397 million
pesos (20 million dollars)
in corporate citizenship and
philanthropic contributions
of which 75% was donated in-kind including
the donation of services.

BRIDGING THE DIGITAL DIVIDE

Given the footprint that América Móvil has in Latin America and Europe, we have the opportunity to generate a great impact in bridging the digital divide and thus improving people's quality of life. Internet access is essential to close gaps within our communities in terms of gender, age, disability, rural/urban, reducing the disparity of income and opportunities.

The COVID-19 emergency accelerated digital adoption globally, however, our region still faces considerable challenges in terms of access and the use and development of digital skills. The contingency caused those people who were not present in the digital world to be isolated from the physical world, increasing unemployment and poverty in addition to extending the deficiencies regarding health and education. Therefore, today more than ever, connectivity plays a fundamental role, not only in reducing inequality, but also in facilitating the post-COVID-19 economic recovery.
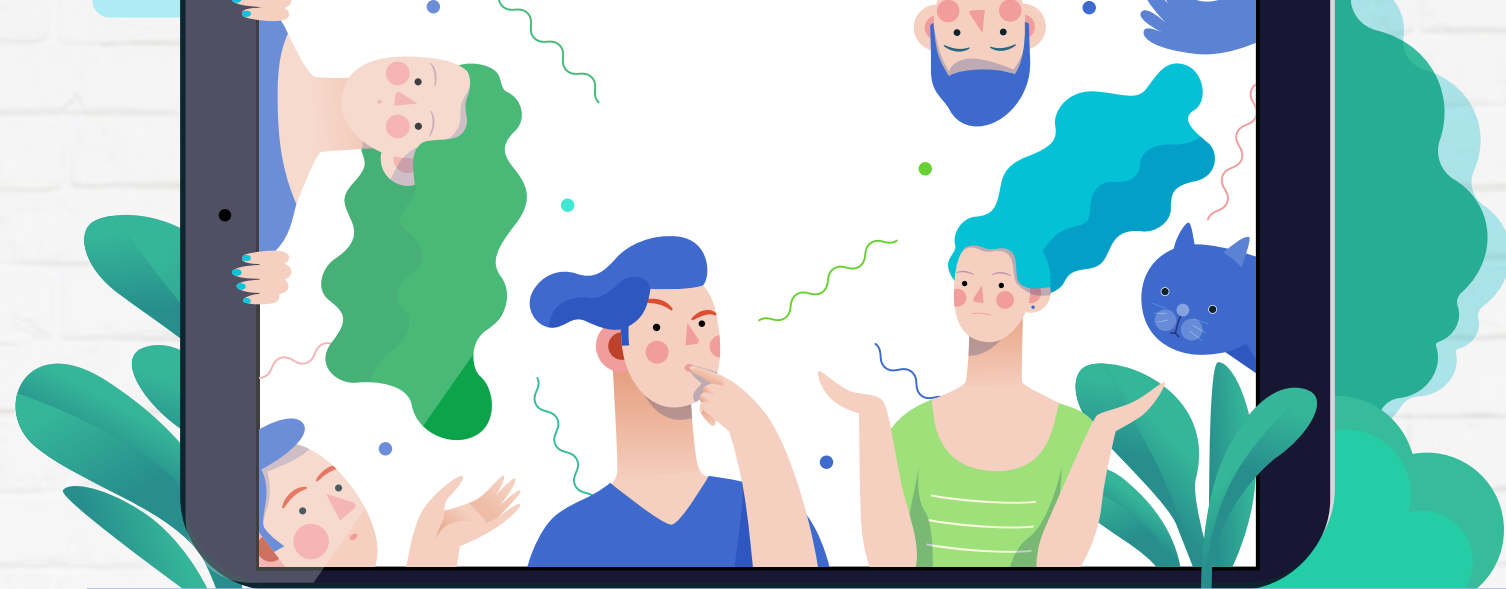
For this reason, at América Móvil we have defined a strategy that addresses this reality by increasing coverage and enhancing technological modernization to facilitate Internet access in rural communities[1]. Also, we promote digital adoption in groups that, although they have coverage, for some reason they still do not take advantage of it. Finally, we provide training for the development of digital skills and promote platforms that provide education to all those people who have connectivity regardless of their age, gender, socioeconomic level, location, schooling, etc.

DIGITAL DIVIDE STRATEGY

INTERNET ACCESS

COVERAGE

TECHNOLOGY

USE OF INTERNET

DIGITAL ADOPTION

DIGITAL SKILLS

DIGITAL EDUCATION

[1] *Communities with less than 5,000 inhabitants.*

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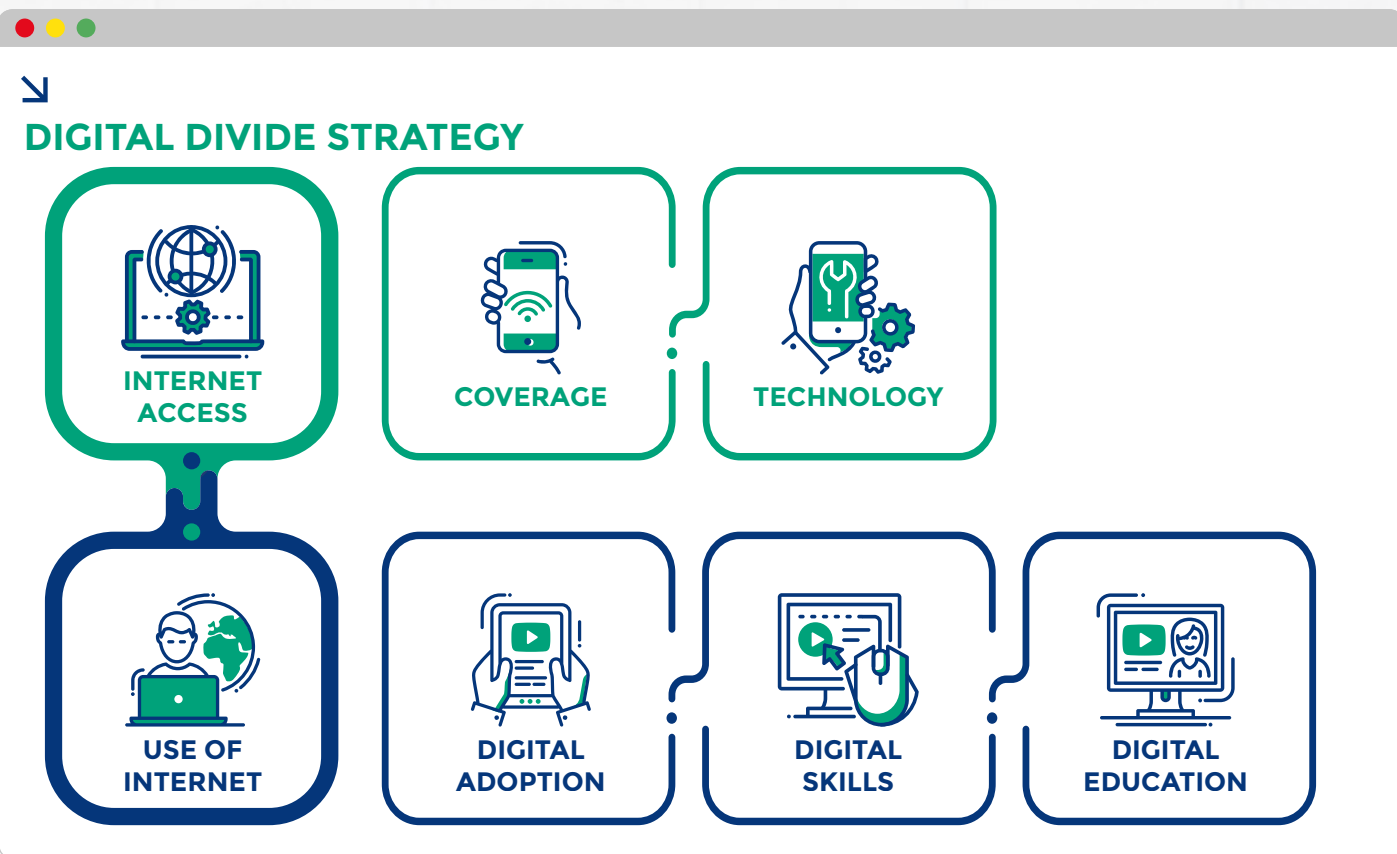UPLOADING
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INTERNET ACCESS

América Móvil, committed to the communities where we operate, we continuously invest in the expansion and modernization of our network, which allows us to provide Internet and digital services to a greater number of people.

INCREASE OF POPULATION COVERED AT YEAR-END 2020

TECHNOLOGY	POPULATION
UMTS (3G)	5,080,406
LTE (4G)	15,460,912
5G	36,858,421

To date, our network passes approximately

81 million homes.

Following are the most relevant initiatives and programs that we carried out to provide Internet access during 2020:

With the intention of promoting the use of 5G technology and contributing to bridging the digital divide, **Claro Brazil** agreed, with the *Central Unica das Favelas* (CUFA) and the SP Pro-Saber Institute, to deploy this technology in the community of Paraisópolis, in São Paulo. At CUFA headquarters, families, teenagers and children can access the Internet and applications of telemedicine and education at a distance. Meanwhile, at the Institute, teenagers can use computers to do their schoolwork.

Additionally, the first 5G Hackathon was carried out, promoted by **BeOn**, **Claro Brazil's** innovation center. The hackathon is a development marathon that aims to bring together people with different backgrounds with the challenge of creating new solutions, products and services. The first edition was focused on the challenges caused by the COVID-19 pandemic, mainly on initiatives that help Brazilians in the health, education fields or the digitization of small businesses.

At **Claro Honduras** we have the *Internet es Todos-Conexión al Mundo* (**Internet is Everyone-Connected to the Word**) program through which we provide broadband Internet access in educational facilities, including public schools, academies

and libraries, as well as community centers and public remote access centers. Thanks to this project, more than 74,587 people have been benefited since it began.

Since 2000, **Claro Guatemala**, in alliance with Fundamex, the Mexican Embassy, and the Rotary Club, provides Internet connectivity to the Benito Juárez Rotary Educational Center, which offers education for children with high IQs living in poverty. This project benefits 890 children.

Claro Ecuador contributes to the development of high school graduates on the Galapagos Island, providing technological equipment and connectivity for the **"Info-centro"** offering access to knowledge and satellite connectivity through the Claro network to around 2 thousand people of the community since its opening in 2017.

At the beginning of the pandemic, **Claro Colombia** joined forces with the government to provide connectivity benefits to the population. It enabled access to the **"Aprender Digital"** platform without the consumption of data (zero rating) of users of prepaid plans for up to 71,214 Colombian pesos.

Claro Colombia also provided free text messages; gave free data to prepaid mobile users; delivered computers and other devices in different regions, and deployed Internet service in educational institutions, among other measures.
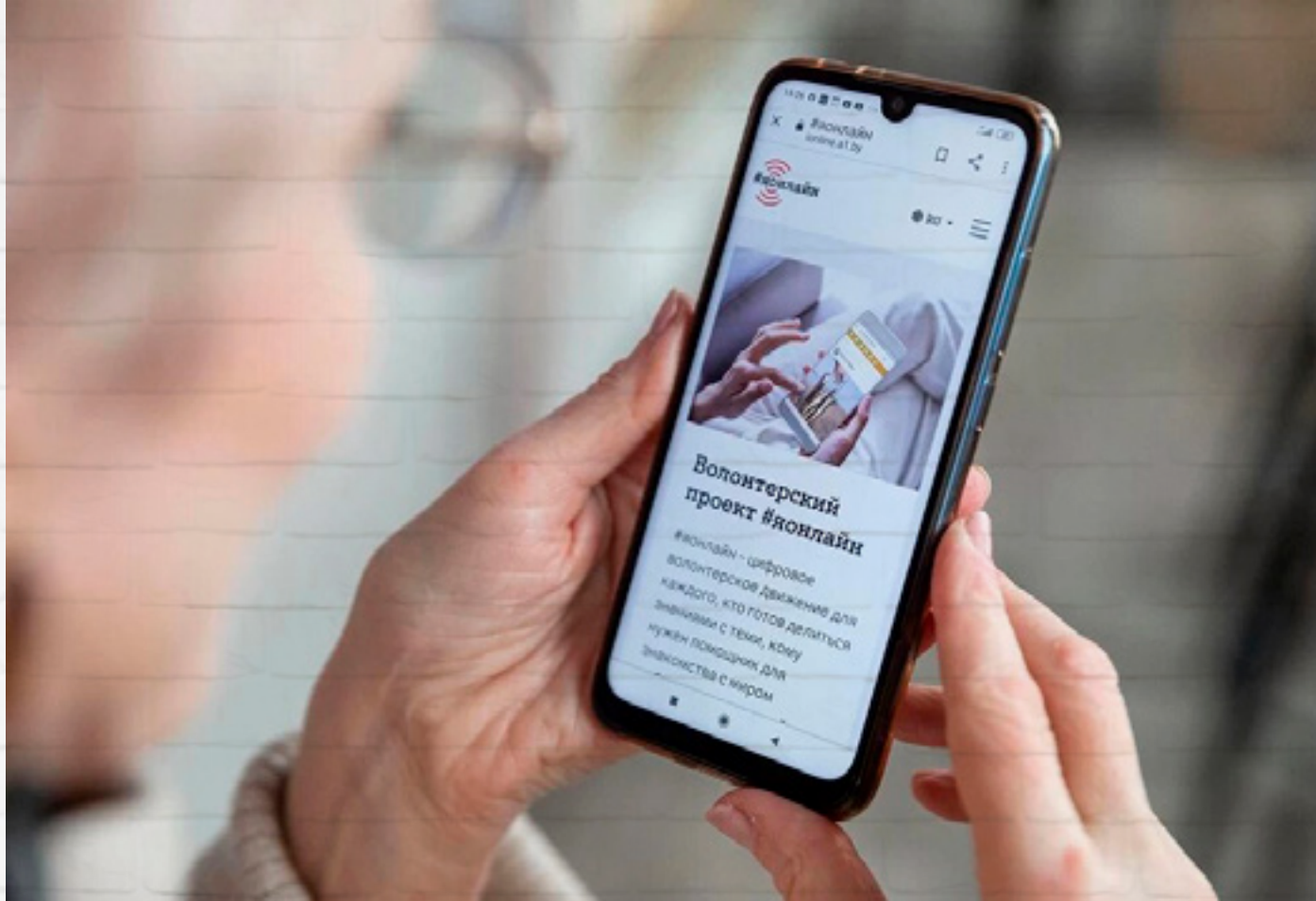
INTERNET USE, DIGITAL ADOPTION

Throughout the Company, we invest in different activities that help bring the Internet closer to everyone and include women, the elderly, low-income families, people in remote areas and people with disabilities, among other vulnerable groups in the digital era. The activities carried out this year include workshops on education and awareness on Internet safety, environmental management, the use of social networks, among others.

The following are the most relevant initiatives and programs that we carried out during 2020 to promote the use of the Internet:

- In Europe, the **"A1 Internet for all"** media literacy initiative is helping children, teenagers, adults and senior citizens to actively participate and personally benefit from the digital transformation that is expanding every day to more new areas of the economy and society. Since the beginning of the program in 2011, more than 200 thousand people have been benefited.

- At **Claro Paraguay** we have established **"28 Claro Telecentros"** throughout the country. These are digital centers in public education institutions where low-income people are trained in the use of the Internet and platforms such as *Capacítate para el Empleo* "Train for Employment", benefiting close to 50 thousand people.

- More than 418 **Claro Argentina** employees volunteered in the *Claro + VOS por los chicos* **"Claro + YOU for the children"**, which benefits young students from low-income communities by providing them with connectivity. During 2020, we challenged ourselves to design a new proposal to accompany the nine entities that are already are part of the program and work under three core areas: Emergency, Connectivity and Culture.

- In October 2020, **A1 Belarus** launched the **#ionline** campaign with the objective of actively supporting Internet beginners, especially the senior generation in their first steps through the digital world, with a digital volunteering movement where they become familiar with mobile technologies.

- **A1 Slovenia** donated more than one thousand modems and one thousand SIM cards to the Slovenian Association of Friends of Youth, to help children and their parents with limited financial means to access the Internet to use for homeschooling during the pandemic.

In December 2020, through the **Connected Schools program**, **Claro Colombia** connected 11 educational institutions and guaranteed that more than 22 thousand students, faculty and school administrators to have free internet access at their facilities. The company's commitment for 2021 is to connect a new educational institution every week until December to reach more than 60 connected schools.

Claro Dominicana offers universities a value proposition based on Internet service, in order to provide students and teachers with limited resources access to Internet connectivity, allowing virtual education and continuity of activities of academic training and teaching with a *Plan Especial para Universidades* **"Special Plan for Universities"**.

The *Biblioteca Digital Telmex* **"Telmex Digital Library"** is a free comprehensive educational initiative equipped with state-of-the-art technology, through which we establish a bridge in the teaching-learning process through world-class creative activities for the development of children, teenagers and adults which allows them to excel in their academic and professional performance. The **Telmex Digital Library** provides equipment and Internet access in schools and public areas focused on education. It also offers the loan of computer equipment to be used in local digital literacy activities, job training, human development and business venture with the use of technologies. Since its creation, close to 43 million users have been benefited.

USE OF THE INTERNET - DIGITAL EDUCATION, EDUCATION INITIATIVES AND PRODUCTIVE SKILLS

At América Móvil we are committed to using our technology and resources to bridge the digital divide and help transform people's lives, contributing to the elimination of barriers to education, training and health around the world. In collaboration with Carlos Slim Foundation, we offer high-quality educational content and tools to all people with access to connectivity, regardless of age, gender, location, income or educational background.

Carlos Slim Foundation developed the **aprende.org** platform, which brings together the several educational initiatives and productive skills that we have promoted over the years to facilitate access to users. However, each of these initiatives have access through their own portal.

APRENDE (LEARN)

Aprende is a learning platform which is open and free of charge that makes available to everyone several modern and world-class educational content in different areas of knowledge. In its mobile version, the **App-prende** application contains the most outstanding content that **Carlos Slim Foundation** promotes on training, employment, education, culture and health.

We offer free browsing on the platform through our networks in Mexico, Panama and the Dominican Republic. We are confident that, through education, we can promote development in the communities where we operate.

3,448,893
Registered users

EDUCACIÓN INICIAL (INITIAL EDUCATION)

The *Educación Inicial* Program (Initial Education) strengthens the skills of adults who are responsible for the upbringing and education of children, through guidance, training and support, to significantly transform their vision and action towards them and therefore enhance their affective, physical, cognitive and social skills using a human rights approach.

2,980,896
Direct beneficiaries

CAPACÍTATE PARA EL EMPLEO (JOB TRAINING)

This initiative was created to contribute to the development of productive skills in the countries where we operate, through free online training for all sectors that increase people's income and quality of life by improving their eligibility for a new job or providing them with tools to start their own business.

The program offers training, certification and job opportunities, as well as diplomas and online resources for self-evaluation in knowledge capabilities. The courses that are most in demand today are:

- IT technician
- Accounting assistant
- Beauty consultant
- Telephone representative
- Cook
- Mobile phone and tablet repairs
- Digital sales agent
- Database manager
- Computer technician (Office programs)
- Data networks technician

4,648,551
Students,

16,818,709
Course registrations

PRUÉBAT

This program provides the necessary minimum education for the 21st century and develops language, math, digital, scientific and technological skills. It offers academic support for students, teachers and parents with access to digital simulators with interactive content and assessments for all grades of intermediate and higher education.

5,414,365
Students

589,057
Teachers

KHAN ACADEMY IN SPANISH

This online platform offers practice exercises, instructional videos, and a personalized learning board in subjects such as math, science, finance, economics, and computer science. This platform was created in 2006 by Salman Khan and today it is used in several educational spaces around the world.

17,083,386
Students

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Our goal for 2020 was established in our **"Smart Sustainability"** strategy consisted of increasing the number of users of our learning platforms by 20%, maintaining an average of at least 2.5 courses per user. The objective includes the **Aprende**, **Capacítate para el Empleo**, **PruébaT** and **Khan Academy** in Spanish platforms.

This year we not only achieved the goal, but we surpassed it by increasing the number of users by 178% from 2018 to 2020, with an average of 4.46 courses per user. The **Aprende.org** platform reflected unprecedented growth, as it allowed our users to face the economic and educational challenges caused by the health contingency in our communities through online training.

We have also introduced initiatives and programs that help understand the use of the Internet. Among the most notable initiatives and programs of this type during 2020 are:

- At **Claro Chile** we have the **"UN Women Mobile Classroom"** program, which this year traveled throughout the country supporting women that are the head of households, entrepreneurs or women in need to retrain by providing basic content in the use of programs, the Internet and digital marketing. This program has benefited 173 women.

- *E-mentores* (**E-mentors**) is a digital platform in which adults in charge of minors are taught to carry out a respectful, safe and responsible upbringing around the use of information technologies, developed by **Claro Costa Rica** along with the Paniamor Foundation. This initiative helps prevent and respond to online violence and sexual abuse of girls, boys and teenagers.

- 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 J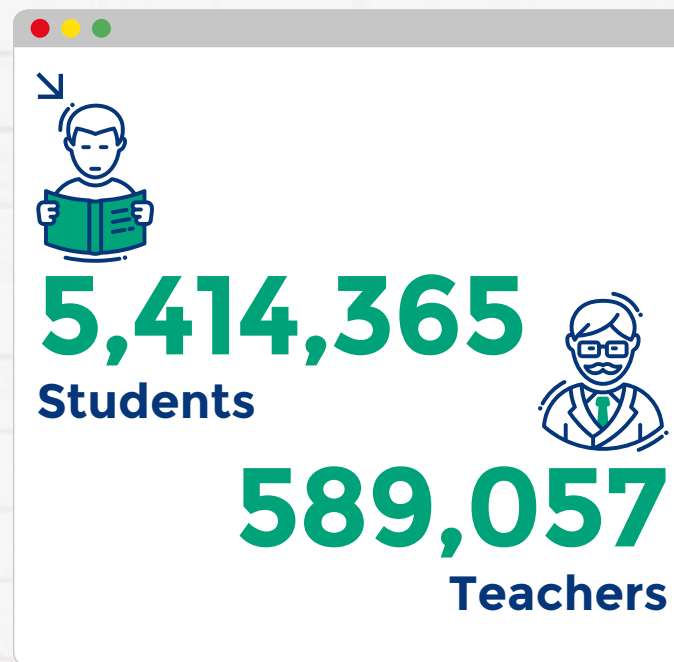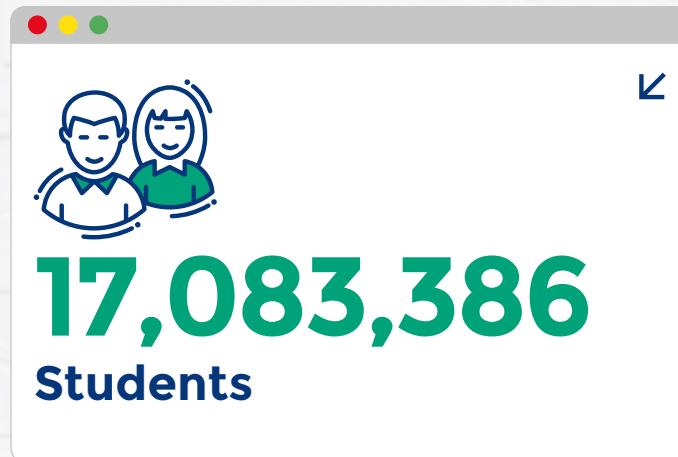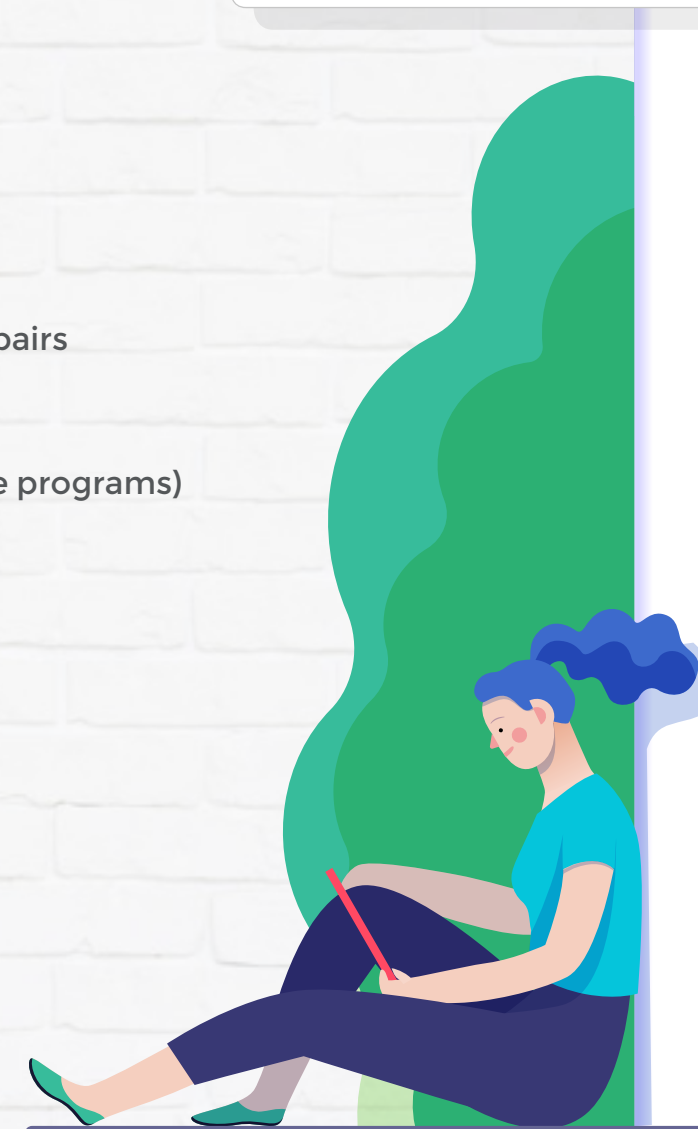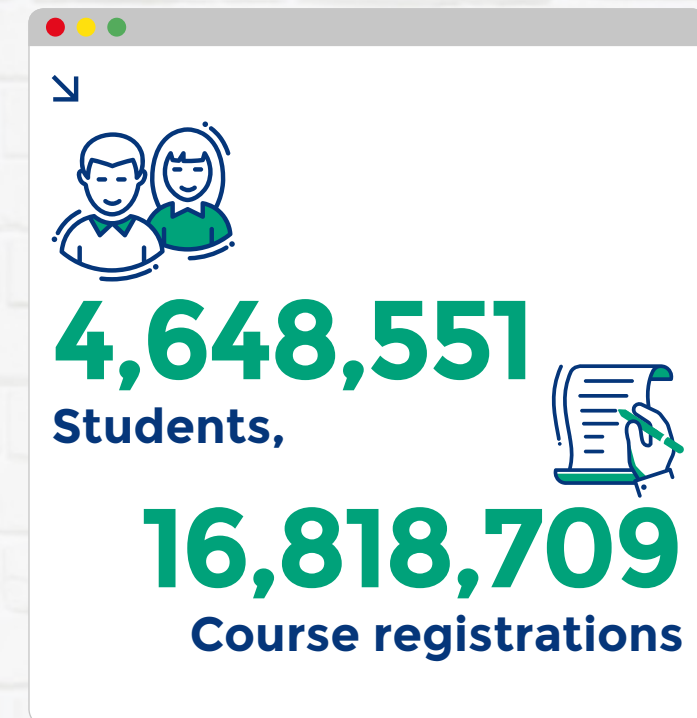aneiro. This program trains young telecommunications technicians who are later employed by **Claro Brazil**. There are currently more than three hundred young people enrolled in this program.

- **Claro for Colombia** is a volunteer activity carried out by **Claro** and **Global Hitss** employees and their families, which generates a social impact on populations at risk or vulnerability. Likewise, they promote access to technology, digital literacy, and improve the digital skills of users using **Carlos Slim Foundation** platforms. In each of the volunteer activities, employees and their families contribute their time, experience and knowledge. In 2020, to face the challenges of COVID-19, volunteer activities were virtual and benefited vulnerable communities.

- In November 2020, **A1 Belarus** launched the **"A1 Rozumer"** school of digital technology, an educational project for the children of company employees, in which, for 6 weeks the teachers (A1 employees) shared , their unique knowledge of modern technologies used in A1, including innovations, mobile communication, base stations and social projects with more than 100 children between 8 and 15 years old.

The main feature of the school is that all classes are held remotely (via live broadcasts on a specially designed platform); where all members communicate in personalized chats and receive assignments from a chatbot.

- **A1 Croatia** developed an **Internet Protection App** for parents and organized an event to raise awareness about the threats children face online. The application was launched in March 2020, followed by a communication campaign.

- In **A1 Macedonia**, for the third consecutive year, the **"Safe Internet"** program was implemented to educate children about the safe use of the Internet and data protection.

RESULTS OF APRENDE.ORG[1]

Programs	Total Users	% Women	% Men	Countries / teritories	Hits	Courses/ Lessons /Lessons Taught	Variety of courses	Variety of classes/ Adapted video lessons	Registered schools / institutions
Capacítate para el empleo	7,510,682	53.40%	46.60%	194	2,392,730,978	23,911,671	361	-	-
Aprende.org	3,448,893	53.42%	46.58%	194	198,303,958	-	4,562	-	-
PruébaT[1]	5,447,799	35.44%	31.48%	173	237,168,900	65,804,424	-	15,921	42,780
Khan Academy	17,279,648	60.89%	39.11%	188/240	309,330,300	52,916,650	-	4,896	-
Aprende Total	33,687,022			194/240	3,137,534,136	142,632,745		20,817	42,780
Average of courses per user		4.46							

[1] *In the case of PruébaT, 19.38% of users did not register gender.*

CAPACÍTATE PARA EL EMPLEO

Among the main achievements of our subsidiaries regarding this program, we can highlight:

Claro Guatemala: Due to restrictions related to COVID-19, the computer laboratory of the Maranatha educational center was only open from January to March 15, 2020. During that period, 123 students attended. Additionally, a donation of computers was made for training people in the community, as well as school reinforcement for students who attend the regular Maranatha day.

Claro Dominicana and **Carlos Slim Foundation**, through *Capacítate para el Empleo,* offer a better way to reach the dreams of young Dominicans by giving them the possibility of registering and completing for free one or more of the 280 technical courses offered by the platform.

In 2020, there were more than **544 thousand Dominicans registered on this platform,** which represents growth in registered users of 42% compared with 2019.

Some **Claro Dominicana** employees that seek to fill higher-ranking positions within the company, also take free technology-related courses. The platform has been successful in the country thanks to awareness campaigns published by Claro Dominicana on TV, press, social networks, websites and external advertising in some events or spots. In addition, the platform has been promoted in special events such as: "Symposium on Social Entrepreneurship, Alliances to Create Impact", organized by the Ministry of Industry, Commerce and MiPymes (MSMEs) and the Ministry of Education, Sciences and Technology of the Dominican Republic; as well as the workshop on "Trends" of the National Employment System of the Dominican Republic and the "Provision of Integrated Services" organized by the Ministry of Employment of the Dominican Republic, among other events.

Claro por Colombia positioned the *Capacítate para el Empleo* platform as a technology-based solution for coverage problems and access to training for employment and business ventures. This has allowed all Colombians (especially those in vulnerable conditions) to access quality content from anywhere in the country to be trained, certified and improve their occupational profile.

In 2020, more than 600 thousand Colombians enrolled in *Capacítate para el Empleo*, achieving an 87% increase in the number of users compared with 2019, as well as an average of 342 courses per user. The 48% of users were women and 52% were men.

Claro Ecuador: During 2020 education at a distance became a priority for teachers and students, the *Capacítate con Claro* (**Train with Claro**) platform increased 83% in new users compared with the previous year. This resulted from consolidating the presence of the platform in several private schools, achieving that thousands of students between 12 and 17 years old use the platform as a study tool focused on strengthening academic knowledge, in addition to the work carried out with NGOs, Foundations and Municipalities.

In 2020, this program benefited more than **300 thousand** people where 1,441 families were benefited by having access to opportunities for education, training, employment and business ventures.

PRUÉBAT

With the objective of strengthening excellence and the quality of education in Colombia, in 2020, through an alliance between the National Ministry of Education and **Carlos Slim Foundation** along with the support of the **Claro por Colombia** program, we implemented the "Evaluate to Advance" strategy that includes the application of the test "Improve yourself with Knowledge" through the **PruébaT** platform. Under this initiative in 2020, **Claro Colombia** registered 976,997 users in **PruébaT**. Among them were 883 thousand students, more than 63 thousand teachers and educators, 8 thousand senior managers and 21 thousand parents, who took more than 173 thousand educational courses.

PROMOTION OF BUSINESS VENTURES AND INNOVATION IN THE COMMUNITY

One of América Móvil's approaches to contribute to the development of communities is to support institutions and organizations focused on promoting business ventures and innovation by supporting the most state-of-the-art projects in telecommunications, services, and the use of mobile technologies.

Since 2011, **Claro Brazil** has developed **"Mobile Campus"** a project focused on promoting education, innovation and entrepreneurial spirit in young university students who wish to create, develop and start projects with social impact. The selected participants are constantly advised by innovation specialists who help them improve their projects. They also participate in a telecommunications event in São Paulo that features a programming marathon, conferences and workshops taught by experts. This program has benefited more than 3,000 people throughout the country.

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VOLUNTEERING AND DEVELOPMENT PROJECTS

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

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

VOLUNTEERING

In 2020, we had the participation of

12,352 volunteers,

of which 74% participated in different efforts during their working hours.

We invested a total of

9,964 hours

in volunteer efforts, of which 52% were carried out during normal working hours.

More than one thousand people were benefited thanks to the **Telmex Volunteer Network** that included the **Smiles, Narration and Reading Circles** and **Delay the Deterioration of Senior Citizens** programs, which seek to support basic education and reduce the educational lag in Mexico, impact on the emotional and psychological well-being of children who are in hospitals and foster facilities, encourage children's interest in reading comprehension, and finally help senior citizens through motor stimulation, as well as educational and music appreciation activities.

In 2020 the **Voluntary Connection** program in **Claro Brazil**, gives employees more autonomy for volunteer work. Through an online platform, volunteers can participate in person or virtually in events. In addition, non-governmental organizations across the country can register their requirements directly on the platform.

The program has two main pillars:

- **"Together We Are One"**, which consists of collective actions that mobilize a large number of volunteers in joint efforts. Volunteers work on predefined dates or in emergency situations and are organized in committees.

- **"With you"**, through the platform, volunteers create their profiles since it consists of individual actions where they describe their skills and explain their availability and the audience with which they identify. On the other hand, the institutions list the activities for which they need help.
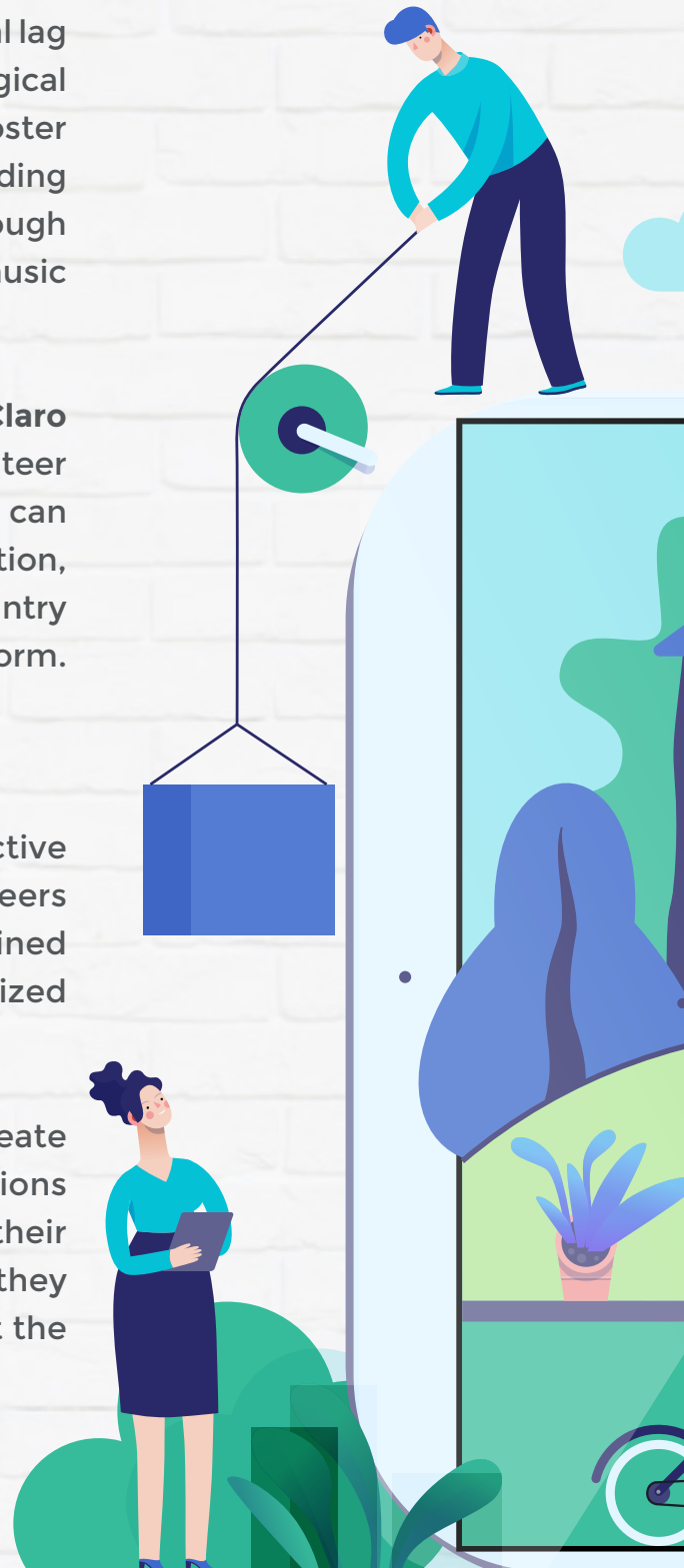
SOCIAL DEVELOPMENT PROJECTS
(413-1)

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

Some of the most relevant programs and projects that we carried out throughout the year were:

- Every year **Telcel** participates in fundraising for Teletón, which supports girls, boys and teenagers who have a disability, cancer or autism. In 2020, **Telcel** donated more than 500 thousand dollars.

- Through the **(Red) Initiative**, we contribute to the fight against vertical transmission of HIV from mother to child, with the objective of reducing it to zero in the coming years. When the program started in 2011, 1,200 babies were born a day with HIV. Today, this number has dropped to 400.

- In alliance with the Best Buddies Foundation, **Claro for Colombia** has been carrying out an employment inclusion program for more than six years that offers formal job opportunities to people with intellectual disabilities, named as Friends of the soul *(Amigos del Alma)*. In addition, this project enhances their skills, knowledge and personal development options through a training program tailored to their needs.

- **Claro Nicaragua** is actively contributing to the **"Teen Smart International"** project, which provides free education on health, emotional intelligence, prevention of sexual abuse and harassment, as well as online counseling through the educational platform jovensalud.net.

- The UNICEF **Distortion Age Series** strategy is an initiative that is carried out along with the **Claro Institute** and other partners, whose purpose is to reduce school dropouts in Brazil by stimulating the production of educational technologies and providing technical and teaching support to educational networks . The website provides domestic, state, municipal and educational flow information taken from the School Census.

This initiative facilitates a comprehensive diagnosis of the age-grade distortion in the country and helps to 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, continuance, and learning for these students.

In addition to dropout and failure rates, the site offers statistics by gender, race, and location that reflect the relationship between school lag and Brazilian inequalities. With an investment of more than 96 thousand dollars made this year, 5,563 people benefited directly from this initiative.

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At América Móvil we constantly work to empower our clients and consumers through connectivity and innovation, allowing them to take advantage of the benefits of the digital world. Additionally, we focus our efforts on offering state-of-the-art products and services that directly influence the quality of life of our clients and society in general.

This year, the world experienced an accelerated digital transformation, therefore, in order to continue daily life activities during the pandemic, the online world was adopted. It is possible that many of the behaviors of this new lifestyle will be part of the new normal after COVID-19.

In addition, groups of investors and non-governmental organizations have advocated that in this recovery period, investments should focus on efforts that help reduce the environmental impact of economic activity in the world. In this task, the telecommunications industry plays a fundamental role that by facilitating connectivity solutions, Internet of Things, artificial intelligence and cloud-based systems can result that other industries will be able to avoid the generation of carbon emissions to the atmosphere.

At América Móvil

WE FOCUS OUR EFFORTS TO OPERATE WITH THE LEAST POSSIBLE IMPACT ON THE ENVIRONMENT, while helping to avoid the generation of emissions in other industries and support our users to reduce their environmental footprint.

ENVIRONMENTAL CARE

At América Móvil we operate and make decisions with the highest sense of responsibility towards the environment. We develop policies and procedures that allow us to structure and channel all efforts towards the same objective: always be as eco-efficient as possible under continuous improvement.

We are committed to complying with environmental standards and applicable regulations in all our operations. We also share best practices in environmental regulation throughout the Company.

Our goal is to empower people through connectivity and work constantly within the Company and along with our value chain to ensure that we operate in an efficient and environmentally friendly manner.

To achieve this, we focus our efforts on two main strategies:

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

Our commitment to this strategy focuses on three fundamental fronts: protecting and conserving ecosystems, preparing for climate change and promoting a circular economy. Also, the foundations of our policy are the creation and promotion of an environmental protection culture with all stakeholders and the development of robust environmental management systems with clear and ambitious objectives in the short, medium and long term.

In 2020,
during "Sustainability Week"
we provided training on our Environmental Policy to
more than
100
employees
from the sustainability and operating areas, as well as those responsible for environmental and energy management
including managers and deputy directors of all subsidiaries.
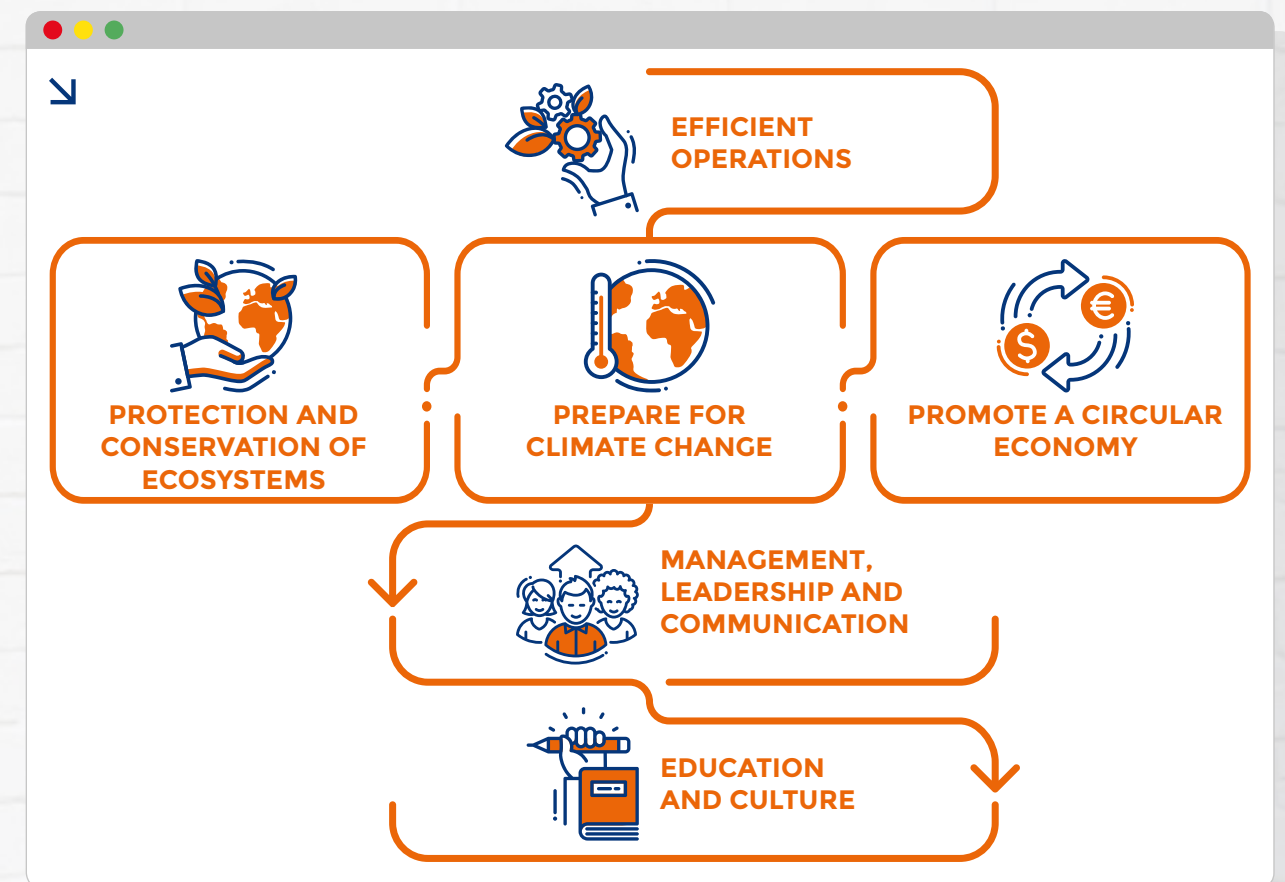
EFFICIENT OPERATIONS

PROTECTION AND CONSERVATION OF ECOSYSTEMS

PREPARE FOR CLIMATE CHANGE

PROMOTE A CIRCULAR ECONOMY

MANAGEMENT, LEADERSHIP AND COMMUNICATION

EDUCATION AND CULTURE

UNITED NATIONS BUSINESS AMBITION FOR 1.5 °C

This year, Ambition SBTi (Science Based Targets Initiative) validated the commitment that América Móvil established by joining the United Nations Business Ambition for 1.5°C in which we ratified our commitment to reducing greenhouse gas emissions (GHG) to help control and mitigate climate change on our planet:

América Móvil commits to reduce its Scope 1 and 2 GHG emissions by

52%,

as well as our absolute Scope 3 GHG emissions by 13.5% by 2030, compared with 2019 levels.
In addition, we are committed to achieving that our operations are carbon neutral by 2050.

This year, the **Emissions and Energy Task Force** was created led by the Chief Wireless Operations Officer at a global level to develop and implement the Company's decarbonization strategy, including: collaboration with the industry for the alignment of common partners in our value chain, raise awareness and commit with our customers, retailers and local suppliers, as well as continue to identify the opportunities for reduction and efficiencies to achieve these goals, along with our operations teams in all subsidiaries.

[1] Includes: Telmex, Telcel, AMCO, Sección Amarilla, Telvista, Global Hitss and Transfer.
[2] Includes: Claro Colombia and Global Hitss Colombia.

ENERGY
(302-1)

The telecommunications industry is a high consumption energy sector. For this reason, one of our greatest environmental management efforts is to make our operations more eco-efficient every year.

One of our sustainability goals for 2020 included in our **"Smart Sustainability"** strategy was for 50% of the energy we use to come from clean sources, as well as promoting efficiency in operations. This year we not only achieved the goal but exceeded it by 54%.

During 2020, our energy consumption in all our operations was 6.3 million megawatt hours (MWh).

ENERGY CONSUMPTION PER COUNTRY OR REGION (MWH CONSUMED)

Country/Region	2019	2020
Mexico[1]	2,319,492	2,341,444
Brazil	1,379,276	1,383,779
Colombia[2]	430,472	462,572
Southern Cone	469,088	448,511
Andean Region	233,771	280,991
Central America	382,472	408,184
Caribbean	258,289	267,046
United States	8,642	9,572
Europe	714,388	763,111
Total	**6,195,890**	**6,365,209**

CLEAN AND RENEWABLE ENERGIES

One of our priorities is to use more energy from renewable sources, mainly wind and solar in all markets where possible. During 2020, 17% of our subsidiaries entered into Power Purchase Agreements and/or self-generated renewable energy.

Since 2014,
our subsidiary in Austria operates the network with
100%
renewable energy.
The A1 Group operates its own two large photovoltaic farms.
One in Belarus which produces around **27 million kWh per year** since 2016, and one in Austria, which produces more than **125 thousand kWh** of electricity per year since 2013.

Since 2016, **Claro Brazil** began the implementation of clean energy purchase agreements, as well as the development of self-generation electricity plants. These projects allowed that in 2020 40% of its electricity consumption did not generate any type of pollutant emissions. Currently, **Claro Brazil** has 52 self-generation electric units (42 photovoltaic, 7 hydroelectric and 3 biogas) which integrate 420 thousand solar panels and supply energy for up to 55% of the consumption of mobile sites.

FUEL CONSUMPTION

Each year, we use different fuels to supply our fleet of cars and power plants to enable our base stations to provide connectivity to consumers in remote areas without access to electricity.

During 2020, we consumed almost 47 million liters of gasoline, 46.5 million liters of diesel and 56 thousand liters of biodiesel. In addition, given that some of our operations require LP gas, ethanol and natural gas, in 2020 we consumed about 630 thousand liters of LP gas, 4 million liters of bioethanol and 1.3 million cubic meters of natural gas.

FUEL CONSUMPTION PER COUNTRY/REGION

Country / Region	Gasoline (lts)	Diesel (lts)	Biodiesel (lts)	LP Gas (lts)	Bioethanol (lts)	CNG (m³)	Natural Gas (m³)
Mexico[1]	36,325,831	8,811,651	56,324	390,866	0	0	0
Brazil	4,293,890	1,235,717	0	0	4,200,069	0	1
Colombia[2]	670,699	9,677,401	0	0	0	0	0
Southern Cone	57,376	1,935,514	0	0	0	0	12,184
Andean Region	400,826	2,030,672	0	2,387	0	0	0
Central America	1,057,182	7,074,257	0	296	0	0	0
Caribbean	3,053,450	10,235,916	0	88,440	0	0	0
United States	0	199,147	0	0	0	0	68
Europe	867,053	5,303,503	0	148,973	0	3	1,316,545
Total	**46,726,306**	**46,503,777**	**56,324**	**630,962**	**4,200,069**	**3**	**1,328,798**

[1] *Includes: Telmex, Telcel, AMCO, Sección Amarilla, Telvista, Global Hitss and Transfer.*
[2] *Includes: Claro Colombia and Global Hitss Colombia.*

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EMISSIONS

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

We constantly monitor direct and indirect greenhouse gas emissions from our operations in order to develop projects that allow us to mitigate them each year to be more eco-efficient and respect the environment.

We work along with our subsidiaries in the definition of projects that allow us to achieve the goals that we have established under the following goals:

1. To foster as far as possible the use of renewable energy or migrate to cleaner energy sources;
2. Encourage the development of sustainable energy projects through the purchase of clean or renewable energy attribution certificates.
3. Modernize equipment to incorporate more efficient technology in technical and environmental terms;
4. Work with the value chain to reduce emissions related to the production and transportation of goods and services that we use in the operation.

During 2020, our total greenhouse gas emissions totaled 9,215,887 tons of CO_2e, of which 289 thousand tons of CO_2e correspond to emissions of scope 1, 2.4 million tons of CO_2e from emissions of scope 2, and 6.4 million tons of CO_2e of scope 3.

GREENHOUSE GAS EMISSIONS BY COUNTRY OR REGION[1]

Country/Region	Scope 1 Direct Emissions (Tons CO_2e)	Scope 2 Indirect Emissions (Tons CO_2e)	Scope 3 Emissions[2] (Tons CO_2e)	Outside of Scopes[3] (Tons CO_2e)	Total Emissions (Tons CO_2e)
Mexico[4]	120,096	1,032,042	1,553,182	46,239	2,751,558
Brazil	14,584	452,874	312,938	4,139	784,535
Colombia[5]	29,737	74,243	261,390	417	365,787
Southern Cone	9,826	174,193	308,743	2,848	495,610
Andean Region	13,776	173,450	429,722	2,663	619,612
Central America	28,848	110,660	2,007,485	1,808	2,148,801
Caribbean	43,090	206,863	161,034	2,306	413,293
United States	79	4,519	1,359,586	0	1,364,184
Europe	28,651	224,218	18,663	973	272,506
Total	**288,688**	**2,453,063**	**6,412,754**	**61,391**	**9,215,887**

3% SCOPE 1 EMISSIONS
(direct emissions - fuel and refrigerant consumption).

27% SCOPE 2 EMISSIONS
(indirect emissions - electricity consumption).

70% SCOPE 3 EMISSIONS
(produced outside of our control, but as part of our value chain).

[1] In 2020, we increased the scope of our calculations to include other América Móvil businesses that had not previously been included in our reports. We also migrated our information to the Accuvio platform and included new scope 3 activities to develop a more accurate calculation of our footprint.
[2] Scope 3 includes the following categories: capital goods, business trips, employees' transportation, "end of life" treatment of goods sold, activities associated with energy and fuels (not included in scope 1 or 2), purchase of goods and services, use of goods sold, waste, transportation and distribution ("downstream").
[3] Includes: refrigerant gases.
[4] Includes: Telmex, Telcel, AMCO, Sección Amarilla, Telvista, Global Hitss and Transfer.
[5] Includes: Claro Colombia and Global Hitss Colombia.

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INITIATIVES TO REDUCE EMISSIONS

(302-4, 302-5)

At the corporate level, as well as in our subsidiaries, several efficiency and reduction initiatives are carried out considering the specific needs of the operation.

This year we are working on the following:

1. By technology or equipment upgrades:

América Móvil is moving towards the transformation of its services, networks and operations by leveraging the key capabilities of software-defined networks (SDN) and network functions virtualization (NFV). The goal of this transformation is to deliver new service benefits, higher revenues, and lower costs through efficiencies driven by virtualization and automation.

Network virtualization provides several benefits to América Móvil's operations, including:

- Cost reduction in the purchase of hardware and network equipment to achieve CAPEX savings of up to 30%.
- Reducing core equipment achieves cooling and space efficiencies of up to 60% and energy consumption savings of up to 40%.
- Faster deployment time through virtualization and optimization by up to 30%.
- Allow the network to be ready for new technologies such as Internet of Things (IoT), 5G and Industry 4.0.

2. By IT infrastructure

América Móvil is making the transition to cloud service models, one of the main tools for the digital transformation of network services and information technologies in its operations. The adoption of these services is generating benefits in the optimization of processes, cost reduction, increased productivity, efficiency in the operation and improvement in the generation of new products and services.

Using cloud services as a base, América Móvil is developing its technological platforms in microservices architectures always focusing on the cloud. This evolution allows a greater densification of the infrastructure, optimizing the consumption of computing resources.

The benefits of evolving to cloud services represent:
- Cost reduction in hardware acquisition of 40%.
- Efficiency in the deployment of new services by automating processes.
- Operational efficiency through the standardization and automation of business processes.
- Innovation through the adoption of new open source technologies that are the beginning of cloud services.

In Mexico, **Telmex** reduced the vehicle fleet by a total of 505 units. In addition, the consumption of 6 million liters of gasoline and 61 thousand liters of diesel was reduced given the decrease in mobility due to the COVID-19 pandemic. On the other hand, electricity consumption was reduced in 700 facilities due to the execution of projects to confine areas, adjustments of air conditioning ducts and redeployment of personnel. Also, areas were optimized in the TRIARA data centers, which allowed the shutdown of comfort air conditioning and lights. Finally, in 3 facilities, 63,660kwh of solar energy were generated for self-consumption and 1,055 broadband telecommunications equipment was turned off due to consolidation of more recent and higher capacity equipment.

During 2020, the following energy efficiency projects were carried out in **Claro Colombia**:

- Implemented photovoltaic generation systems with storage in 19 mobile sites that operate 80% with energy from solar panels.

- Connected 7 sites to the electricity grid that previously operated with a fuel power plant.

- Improved in performance regarding energy consumption in the TRIARA datacenter in 1.6 of the Power Usage Effectiveness indicator (PUE).

We monitor the emissions originated by third parties in the transport of materials purchased from suppliers, along with the transport of raw materials and products made by external parties. The transport vehicles reached a total of 460 tons of CO_2 in 2020. This allowed us to avoid generating 4,368 tons of CO_2 in scope 3.

In addition, to increase our contribution to the reduction of generated emissions from the **Reverse Logistics Process**, we increased the number of remanufactured equipment which implied less generation of emissions from the manufacture and transportation of international physical distribution.

In Europe, **A1 Telekom Austria Group** uses innovative logistics concepts, as well as video conferencing in addition to implementing digital solutions that enable flexible and mobile ways of working to reduce the number of kilometers traveled by its vehicle fleet. Additionally, they also use sustainable propulsion models such as electric, hybrid and gas vehicles.

In 2020, the group increased its energy efficiency by 22% compared with 2019 measured in MWh/terabyte. This improvement was due to a 34% increase in the amount of data transmitted while electricity consumption increased by 5%. Furthermore, we aim to make **A1 Telekom Austria Group** carbon neutral by 2030 by reducing our carbon footprint and gradually migrating to renewable energy sources.

Also, Austria in 2020 continued the expansion of their pilot project "eco-efficient telephone exchanges". This year, 75 additional telephone exchanges were equipped with low-consumption cooling technology, as well as photovoltaic systems.

In **Claro Dominicana**, the installation of the solution with power cabinets to cycle the generator on, it is programmed in 10 sites.

In **Claro Dominicana**, the replacement of air conditioning equipment in 12 locations with high-efficiency equipment was completed.

Diesel vehicles corresponding to 20% of the total fleet were purchased at **Claro Panama** and **Claro Honduras**. By having a more efficient injection and combustion system compared with previous vehicles, fuel consumption was reduced.

During 2020 projects were developed that achieved a significant impact on reducing emissions in **Claro Peru**, such as:

1. Reduction of energy consumption (kWh):
   • Renovation of air conditioning equipment and energy systems.
   • Adjustment of the working temperature of air conditioning equipment from 23 ° C to 27 ° C.
   • Shutdown of obsolete equipment.

2. We implemented the connection to the electricity grid in sites that previously operated with a fuel power plant.

In **Claro Guatemala**, the connection of sites to the electricity grid was carried out to reduce the time of use of the fuel power plants, achieving a reduction of more than 9 thousand liters of diesel per year.

In **Claro El Salvador**, obsolete air conditioners were replaced by more efficient equipment, achieving a reduction of 32 thousand kWh per year.

In **Claro Nicaragua**, 11 sites were identified where the electricity grid had a high intermittency, which caused the fuel power plants to operate longer. Solar panel equipment was put into operation at these sites, saving more than 89 thousand liters of diesel. We also renewed obsolete air conditioners, achieving a reduction of more than 150 thousand kWh per year.

In the Southern Cone region, where we operate as **Claro Argentina**, **Claro Uruguay** and **Claro Paraguay**, we work on several initiatives for the efficient use of energy. For example, this region began with a project to adjust the refrigeration temperature in the outdoor cabinets of 960 sites, which is expected to reduce energy consumption by up to 19%.

Also, with the implementation of intelligent cooling systems in 20 cabins, we achieved energy savings of 60 - 70% over the use of air conditioners.

In addition, hybrid renewable energy solutions with solar and wind panels were implemented at some sites without connection to the electricity grid, which allowed us to save 90% of liters of fuel at these sites.

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WASTE

(306-2, 301-3)

Among the priorities that we have established in terms of the environmental footprint is the improvement in the integrated management of waste and the promotion of the circular economy, focusing on the following goals, both locally and globally:

1. Quantify the magnitude of the challenge posed by electronic waste in our operations.
2. Generate proper objectives regarding the collection and recycling of mobile phones.
3. Reduce the generation of electronic waste in the operation.
4. Promote recycling in our value chain.
5. Minimize the disposal and emissions generated, as well as inappropriate waste management in any section of our chain.
6. Contribute to the creation of new jobs associated with the reuse and recycling of waste.
7. Promote a culture of circular economy in our value chain.

We enforce the repair and reuse of electronic equipment both in network equipment and in computer and information technology equipment, as well as in the case of equipment delivered to customers like modems and decoders. Once these are obsolete or no longer functional, they are delivered to certified suppliers for recycling. Additionally, in many of our subsidiaries we have collection programs for mobile phones and electronic devices through which we seek to promote greater awareness and a culture of recycling electronics in the community.

In 2020, we reused 571 tons and recycled more than 15 thousand tons of electronic devices through different suppliers.
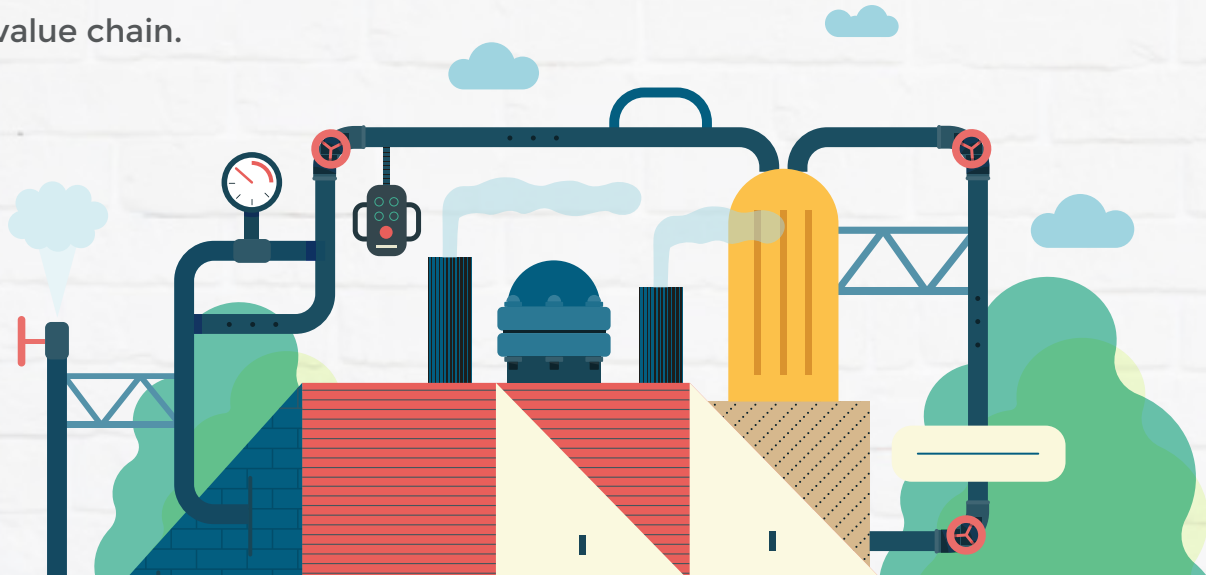
NON-HAZARDOUS WASTE BY DISPOSAL METHOD BY COUNTRY OR REGION

Country/Region	Recycled (Tons)	Reused (Tons)	Landfill (Tons)	Incinerated (Tons)	Total 2020
Mexico[1]	3,390	20	418	0	3,828
Brazil	2,688	3	0	0	2,691
Colombia[2]	1,695	0	157	13	1,865
Southern Cone	1,601	5	875	0	2,481
Andean Region	597	0	0	2	599
Central America	1,696	0	0	0	1,696
Caribbean	942	496	2,509	0	3,948
United States	53	47	466	0	566
Europe	2,949	0	608	942	4,499
Total	15,611	571	5,033	957	22,173

[1] Includes: Telmex, Telcel, AMCO, Sección Amarilla, Telvista, Global Hitss and Transfer.
[2] Includes: Claro Colombia and Global Hitss Colombia.

PROMOTION OF THE CIRCULAR ECONOMY THROUGH THE CORRECT DISPOSITION OF MOBILE PHONES AND ACCESSORIES

América Móvil holds a strategic position given that we are the link between the manufacturers of mobile devices and the end consumers, which entails a great responsibility.

Therefore, by seeking to promote a circular economy we offer our consumers means through which they can properly dispose their devices that they no longer use. These devices are sent to specialized companies or organizations that reuse most of the components and dispose properly of any material that cannot be recycled or reused, contributing to the circular economy.

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

In Mexico, during 2020, within the GSMA and ANATEL **"Green Program"** (*Programa Verde*), **Telcel** collected more than 87 thousand devices and more than 482 thousand accessories through around 500 containers that we have placed in our stores and corporate offices, enabling our customers and employees to properly dispose of their old mobile phones and other used electronic devices. The Company carries out permanent communication of awareness in social networks to strengthen the culture of recycling and to encourage all our stakeholders to join forces to achieve a circular economy.

In addition, through **Telmex's** modem reconditioning program, in 2020, we avoided the generation of 623 tons of electronic waste, which has been reincorporated into our operation.

For more than 11 years, at **Claro Colombia** we have promoted a circular economy model that has allowed us to reduce the impact of our carbon footprint and protect the environment. This has been possible through our **Reverse Logistics Process**, which allows us to re-enter the materials and equipment that have been installed in the domestic territory for the provision of fixed and mobile services, giving them a correct environmental management. In this manner, we reduce pollution and the emission of gases into the atmosphere, while we generate savings and additional revenues from the sale of electronic waste with a proper final disposal.

With this project that includes the recovery and re-manufacturing of equipment, in 2020 we achieved savings in water use of more than 729 thousand cubic meters which is equivalent to 292 Olympic swimming pools and represents an increase in efficiency of 48% compared with 2019. If this amount was not managed properly by this project, it would have been used in the manufacture of new electric and electronic devices and in the processing of raw materials. We guarantee that 100% of the nationwide Attention and Sales Centers, (*Centros de Atención y Ventas*), are equipped to receive the devices that are voluntarily delivered by our clients. In this manner we avoid the distribution of our goods in markets outside of **Claro Colombia**.

Other results of the 2020 management were:
1. 3,289 base station collections. We strengthened the transportation process and increased the collection capacity of disassembled items in base stations for mobile operation.
2. 1,602,374 units of the Company's infraestructure collected from our clients' facilities.
3. 140 recyclable containers installed in all customer service centers for the collection of mobile equipment.
4. 72% savings in water use by increasing the productive capacity of equipment re-manufacturing suppliers, from 100 thousand to 165 thousand units per month.
5. 729,890 cubic meters, which is equivalent to 292 Olympic swimming pools, saved in water use in the manufacturing processes for new equipment.
6. 1,353,256 kg of waste delivered to the environmental representative for its final disposal process.

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By 2030, the **A1 Telekom Austria Group** has set the goal of promoting a circular economy in the Company and collecting around 50 thousand obsolete devices each year for recycling. In 2020, approximately 85 thousand devices were collected throughout the Group.

Additionally, our subsidiaries of **A1** in **Austria** and **Bulgaria** reuse the devices, that are returned by users which remain functional and are technologically equipped for reuse. When the equipment can no longer be used, it is disassembled, systematically separating its components by category of waste, (circuit boards, copper, iron, tin, etc.) to be properly recycled.

During 2020 in **Claro Peru**, through our *Yo Reciclo, Yo Soy Claro* (**I Recycle, I am Claro**) Project, we have collected more than 47 tons of waste for future treatment, reuse and recycling, which promotes awareness in our society about caring for the environment and correct disposal of *Residuos de Equipos Eléctricos y Electrónicos (RAEE)* (Electrical and Electronic Equipment Waste).

WATER

Even though water is not a material input for our operation, we seek to use it responsibly. At América Móvil we use water mainly for human consumption, but in some cases, we use it for data center cooling systems where we use high-efficiency closed-cycle systems. In 2020, América Móvil consumed 2.3 million cubic meters of water. All 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 ecosystems. For this reason, we have established alliances with local governments and associations whose objectives are aligned with ours. As a telecommunications company, we can generate a positive impact on the environment through the integration of mobile technologies in the protection of species.

We designated more than

871 thousand

dollars to the different biodiversity and conservation programs carried out by the Alianza WWF – Fundación Telmex Telcel (WWF-Telmex Telcel Foundation Alliance), resulting in extensive social and environmental benefits, the generation of new employment opportunities, environmental education, ecotourism, reforestation and community cooperation, among others.

CONSERVATION PROGRAM FOR THE MONARCH BUTTERFLY

Since 2003, the **WWF-Telmex Telcel Foundation Alliance** has implemented a **Conservation Program for the Monarch Butterfly** *(Programa para la Conservación de la Mariposa Monarca)* whose objective is to preserve this species in Mexico, including its migration and hibernation. The program has been successful in eradicating illegal logging, creating sustainable community businesses, protecting and restoring forests, developing an economic strategy that provides communities with alternative business opportunities linked to forest conservation, and the publication of scientific articles considered as the technical basis for the management of the Reserve.

The main achievements of the program include:

• Establishment of 3 spaces for the sustainable transformation of wood, whose felling capacity is 3,000 cubic meters. These elements produce 6 million pesos for the agricultural communities that own them.

• Support to grow more than 500 thousand plants in 6 plant nurseries affiliated to the Forestry Commission of the State of Michoacan *(Comisión Forestal del Estado de Michoacan - COFOM)*, reaching the biannual goal of 1 million trees.

• Support for the reforestation program of the **Forest Protection** *(Protectora de Bosque - PROBOSQUE)* with 534 thousand pine plants in upland areas.

The WWF - Telmex Telcel Foundation Alliance **organized a day of reforestation, in which América Móvil employees and their relatives participated,** as well as the inhabitants of *El Rosario* in the state of Michoacán.

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JAGUAR PROTECTION PROGRAM

We have carried out the **Program for the Protection of Jaguars** *(Programa de Protección a Jaguares)* for 16 years in association with the National Alliance for the Conservation of Jaguars *(Alianza para la Conservación de Jaguares)* and the **WWF–Telmex Telcel Foundation Alliance.** The objective of the program is to promote and sponsor projects that contribute to the environmental policy and establish a link between different sectors of society to ensure the preservation of jaguars, their prey and their habitats in Mexico.

In 2020, we monitored four jaguars, and a cougar in the Laguna Om community in the state of Quintana Roo; which allows us to study the differences in their behavior.

Monitoring of photo-trapping at ground level and in trees continued in the Laguna Om community. Through this monitoring, 11 species of birds, 17 species of mammals and 1 reptile, Crocodylus moreletii were registered, the first documented record since 2016.

The main achievements of the year were:

- Development of the **Ensured Conservation | Standards for Jaguars" JAGS+** *(Conservación Asegurada | Estándares para Jaguares JAGS+),* where a group of jaguar conservation experts reflect the best practices for the management and conservation of critical areas where these species live, as well as the maintenance, assurance and recovery of jaguar populations.
- We developed the desktop application **"Conservation Assured | Standards for Jaguar (JAGS +)"** to facilitate the recording of information and evidence from sites seeking such license.
- Launch of the **WWF Jaguar Conservation Strategy** *(Estrategia de Conservación de Jaguar WWF),* which seeks to ensure a network of priority landscapes that guarantee the permanence and recovery of jaguars, their habitats and the ecosystem services they provide, thus contributing to the sustainable development of people and communities that coexist with this species.

CONSERVATION OF MARINE SPECIES IN THE SEA OF CORTEZ

In 2020 we celebrated the twelfth anniversary of the **Species Conservation of Priority Marine Species in the Sea of Cortez** *(Programa de Conservación de Especies Marinas Prioritarias en el Mar de Cortés).* This program, in which we collaborate with the **WWF - Fundación Telmex Telcel Alliance**, 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, sea turtles and sharks.

The tasks that were carried out within the framework of 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 environmental education and communication.

In 2020 we were able to identify a 20% decrease in injuries caused by whale shark sighting boats in the Bay of La Paz.

Thanks to the analysis of the GPS data of the 143 vessels in the 2019-2020 whale shark observation season, it was established that at least on one occasion all the boats exceeded the allowed speed (13 km/h) and that in December and January the fleet exceeded speed approximately 20% of the time.

Among the most relevant achievements of the year are:

- A total of 12,756 olive ridley sea turtle hatchlings were released into the sea on the beach of the Tortuguero Camp (Turtle Camp).
- Monitoring of 120 humpback whales, recording 17,354 photos of humpback whales on the coasts of Colima, Jalisco and Revillagigedo that allow us to study their fidelity to the site and movements between breeding areas.
- Proposal for a hammerhead shark protection zone of 2.47 million acres, conceived thanks to the satellite marking of 131 sharks of 17 species.
- Designation of the Estero San José in the State of Baja California Sur as a critical habitat for the endangered hawksbill turtle.

NATURE IN YOUR SCHOOL PROGRAM

This successful program of the **WWF-Telmex Telcel Foundation Alliance** has been operating since 2014. Its objective is to create awareness among Mexican students about the need to protect vulnerable species and their habitats.

As part of the environmental awareness program, during 2020 the dissemination of the conservation of the monarch butterfly, the importance of pollinators, the jaguar, and the priority marine species of the Sea of Cortez was created through two stages of the of Environmental Education Program of **Nature at Home** *(Naturaleza en tu Casa)*.

Mexican students and their families participated from home with:

- 200 handcrafts with the monarch butterfly theme and 153 plants for pollinating gardens.
- 126 families made plastic handcrafts with the participation of 630 people with the jaguar theme.
- 1,200 paintings and drawings on the theme of sea turtles, whale shark, white shark, humpback whale and giant manta ray, which generated more than 3.5 million visits to the lanaturalezanosllama.com page and more than 15 million interactions on social networks.

Altogether, these participations generated more than 6.5 million visits to the lanaturalezanosllama.com page and more than 21 million interactions on social networks.
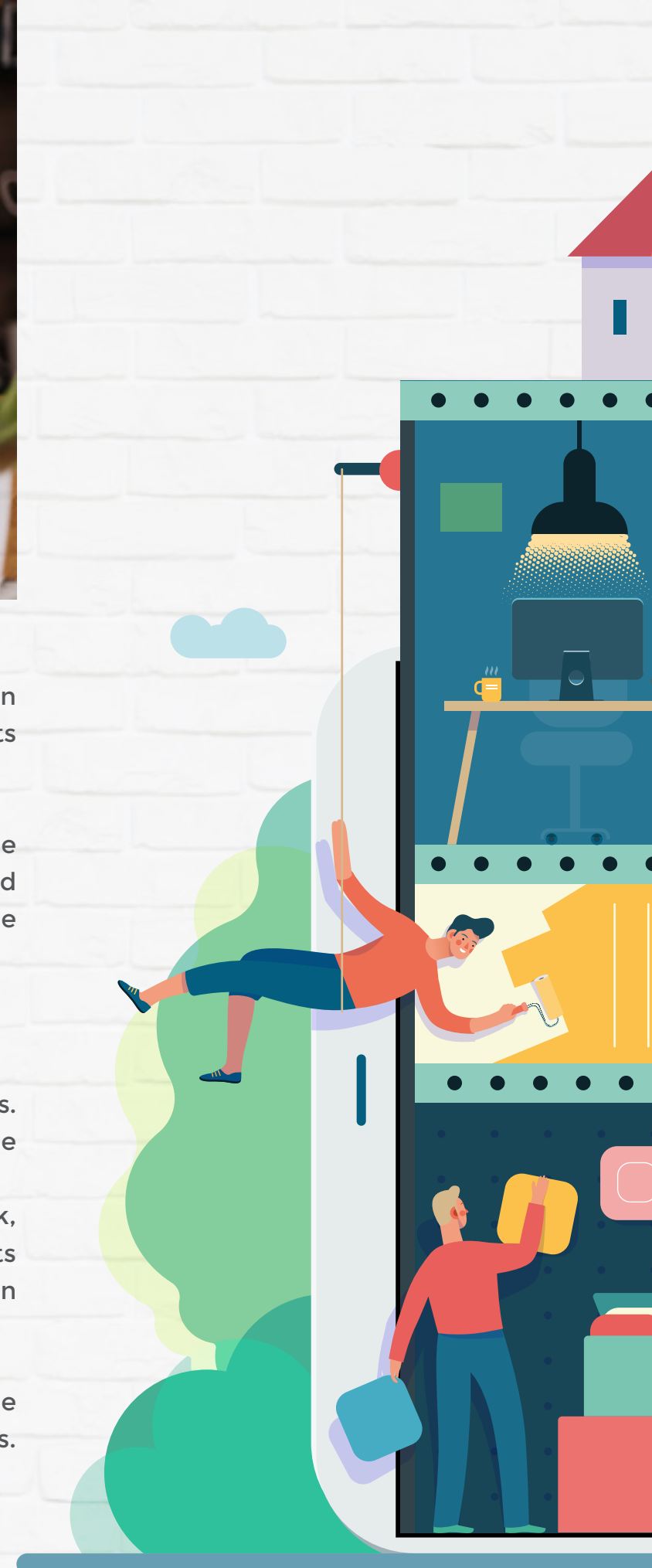
INTERNET OF THINGS (IoT)

The COVID-19 pandemic accelerated the digital transformation in the way we communicate and in terms of the Internet of Things.

In addition to remote work, distance education and video conferencing, new use cases for many of the existing solutions were identified during the crisis.

Telemetry solutions and network data were used to analyze population mobility to understand the effectiveness of quarantines and other confinement measures.

Connected sensors and cameras have been used to monitor the number of people admitted into confined spaces and building automation systems were used to control regular ventilation to reduce contagion risks.

América Móvil has continued its efforts to make these new use cases possible by providing Managed Connectivity Services tailored to meet the needs of IoT solutions. Beyond accelerating the deployment of 5G, NB-IoT and LTE-M coverage, we are facilitating new low-energy use cases and the adoption of this technology is progressing significantly.

In 2020, América Móvil co-founded the 5G Future Forum and actively participates in the development and facilitation of the ecosystem for MEC-enabled services. Providing ultra-low latency computing capabilities and a highly secure and resilient infrastructure will further drive adoption of use cases such as autonomous machines, vehicles, drones, games, virtual reality, and many more.

From December 1st to 3rd, 2020, a new edition of the Mobile360 symposium was held, whose virtual version titled GSMA Thrive Latin America was once again Sponsored and Hosted by América Móvil. During this meeting, the debate and discussions were carried out around the challenges, opportunities, trends, changes and advances that our industry faces thanks to technological evolution and the growing demand for a digital transformation in all cities of the world.

FACILITATING DIGITAL TRANSFORMATION, EFFICIENCY AND SUSTAINABILITY

Climate change and greenhouse gas emissions have become the greatest challenge of our times. While at América Móvil we cooperate indoors as individuals and as a company, we also have the potential to enable millions of clients in all industries to achieve more efficient and sustainable operations using innovative information technologies.

At América Móvil, the number of connections for Internet of Things (IoT) devices, as well as machine-to-machine (M2M) communications grows more than 30% each year.

Today, thanks to the applications of IoT, the transmission of data in real time by means of remote sensors contributes to proactive decision making in practically all industries ranging from transportation, manufacturing, agriculture, healthcare to cities, buildings, smart energy and services.

Telecommunications and infrastructure service requirements are evolving as new use cases emerge and more industries implement IoT technologies. In the early days, M2M solutions simply used a SIM card in a mobile phone adapted to transmit sensor data through SMS. This has changed dramatically since then. Today, IoT devices are designed according to their purpose and manufactured in millions through complex logistics processes and global supply chains. As data is the main transmission means, information security is one of our greatest concerns.

CONNECTIVITY SERVICES MANAGEMENT FOR LOCAL AND GLOBAL IOT SOLUTIONS PROVIDERS AND ORIGINAL EQUIPMENT MANUFACTURERS (OEMs[1])

América Móvil provides managed connectivity services for solution providers and manufacturers of connected products, such as cars, fleet and asset tracking solutions, smart meters, environmental sensors among many others. Managed connectivity services are built on the existing 2G, 3G and 4G infrastructure of mobile network operators and they provide much more functionality to securely manage connectivity and automate the lifecycle of connected products, from the process from manufacturing to the activation, ongoing monitoring, and completion.

Since 2019, América Móvil began the deployment of the architecture of its **IoT HUB**, which allows our IoT clients to access and use the network of any subsidiary within América Móvil's territory under a unified Connectivity Management Platform and a single integration point. By using eSIM (virtual SIM card) technologies that allow remote use of a device in any country after its manufacture, equipment manufacturers can use the same lot of SIMs for use in any country.

For connected product manufacturers and IoT solution providers, this means that they can create a product for the global market and assign the appropriate communication profile for each country once the product is imported and sold in its corresponding market, which simplifies the supply chain and reduces the costs of each device.

Our Hub is already commercially available, and we have partnered with 6 global platforms and many OEMs are managing their SIMs through our HUB.

Along with the technological infrastructure, América Móvil has implemented a global IoT business unit. With tailored solutions and simplified multinational IoT processes, customers can now receive services and support for all countries within América Móvil's territory from a single point of contact.

[1] *Manufacturers of Original Equipment IoT.*

PRIVATE LTE ENABLES IOT USE CASES IN REMOTE AREAS, OFFSHORE AND EVEN UNDERGROUND

In situations where the use of public network infrastructure is not adequate or public networks are not available, América Móvil has placed private LTE networks that are based on infrastructure totally or partially dedicated to specific clients.

Application areas are underground mining, offshore drilling platforms or remote agricultural areas where public networks do not reach.

Private LTE networks are also used in areas where security and quality criteria require customized or dedicated network component configuration, such as power plants or sensitive manufacturing facilities.

Customers with private LTE networks have all the benefits of a global standard network, such as the availability of network equipment, low-cost devices and trained personnel, as well as a fully dedicated network configuration, which is customized and optimized for customers' needs.

América Móvil provides private LTE networks, which are adapted to customer needs and offered through turnkey solutions, from network planning, implementation and operation to fully integrated IoT applications which run on our network.

With private LTE networks, América Móvil allows its clients to continuously monitor their facilities and assets, as well as optimize them for greater efficiency and sustainability.

CONSTRUCTION OF INFRASTRUCTURE FOR A SUSTAINABLE FUTURE

América Móvil has implemented the next generation of wide coverage and low power consumption networks (LPWAN) for IoT devices: NB-IoT and LTE-M. These technologies will allow devices to operate with very low power consumption, better network reception, and at much lower costs. LPWAN will enable a new category of devices that will further drive the growth of IoT connections.

In 2019, the first non-commercial tests were carried out. In 2020, we worked on activating this new technology and we expect to launch it soon.

HEALTH SERVICES

Health services are among the areas in which technology and telecommunications can have a significant impact on people's quality of life. At América Móvil we allocate resources to projects that will allow the people of the communities where we operate to enjoy these benefits.

In Austria, the **"Medical Data Network"** connects doctors, hospitals, laboratories and other medical institutions in real time, sharing updates among them. This program provides infrastructure for some areas of the Austrian system through electronic cards.

The **"e-care terminal"**, a multimedia hospital bed, helps the hospital with several medical care processes for the nursing staff. Currently, Austrian pharmacies are interconnected and an electronic medical prescription (e-medication), guarantee patient safety in the secure intake of their medications, and provide greater visibility of prescribed and delivered medications.

The focus in 2020 was adding services regarding COVID-19. The most notable are:

- Development and supply of the detection portal for COVID antigen tests throughout the country.
- Management of the number of tests lines and hours of service.
- Self-registration and reservation through the portal.
- Integration of Call Center for reservation of time slots.
- Administration interface for screening stations.
- Appropiate registration and entry.
- Record of results and notification by email and SMS.
- Analysis and reports generated for health care administration, federal and local government.

Approximately 2,500 tablets have been provided for the vaccination registry, which have been distributed to the mobile vaccination teams for communities and health centers.

In Mexico, **Carlos Slim Foundation** developed the **FCS Monitor App**, a tool initially designed for the health care of our employees and their families; However, it was made available to the entire population so they could take advantage of its functions to register the presence of symptoms and risk factors, as well as to identify the precise moment to receive medical attention and avoid complications. Furthermore, our Global Hitss team integrated an IoT solution to the platform that records distance and dates of contact between employees by using wristbands or bluetooth on their mobile phones, contributing to operational continuity and their safety, as well as monitoring possible COVID-19 outbreaks. In addition, we offered our corporate clients consulting services; technical assistance; clinical evaluation services; health intelligence, offering data analysis for decision making; telemedicine services (remote medical consultations); facilities management using thermal cameras and counting sensors to ensure that the maximum capacity in facilities was exceeded, among others.

INNOVATION

At América Móvil we constantly seek to expand our offer of value-added services and digital products, in order to offer solutions that improve the lives of our users. We see in innovation not only the possibility of identifying new sources of revenues, but also the way to improve the efficiency of our operations and contribute to reducing society's environmental footprint.

Thus, our **Digital Innovation Center** emerges as a facilitator between the Company and possible technological partners and startups, in addition to providing trend analysis and market intelligence to our operations.

Our subsidiaries are working on innovation and continuous improvement and have made important progress, like the following:

CLARO COLOMBIA

Today more than ever, innovation and digital transformation processes are part of our daily life and the competitiveness of companies and the country. That is why **Claro Colombia's** management in terms of innovation has two main goals:

1. Promote corporate intra-entrepreneurship focused on generating skills by training innovation leaders within the Company to support activities in different areas. We develop mechanisms to promote the culture and practice of innovation in order to implement new ideas focused on identifying opportunities and challenges, solving problems and developing new products and services.

2. Strategic monitoring to generate improvement in processes, increase revenues and cost savings.

The main benefits of innovation for **Claro Colombia** are:

- Make a difference by developing innovation skills.
- Improve job skills, knowledge, talent and confidence that facilitate innovation.
- Access international ecosystems of innovation and qualified professionals from which we find new ways to solve challenges in the organization.
- Use available resources to identify new business models to close the innovation gap in the next 5 years and qualify human talent to face the next challenges.

Claro Colombia permanently invests in modernizing infrastructure, capacity, products and services so that they are up to the challenge posed by digital transformation and closing the digital access and adoption gap. These investments allow us to better capitalize on the opportunities presented by technological evolution, such as the 5G network, the IoT, new cloud-based services, artificial intelligence, among others.

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We created an Affordable Internet Service of 5MB for 9.99 dollars to promote the adoption of the Internet in vulnerable groups in the cities of Guayaquil, Quito, Ibarra, Machala and Manta.

We developed new products through the Agile Methodology and Design Thinking that prioritize customer experience, delivering value in less time and accelerating the launch date. The main benefits that we find in the application of agile methodology for the development of offers and promotions is the speed to place them in the market, which has gone from 4 weeks to 4 days.

Main innovation indicators:
- 150 sessions on the methodology, **"Sistematic Inventive Thinking (SIT)"**, in the different business units.
- Projects and precise solutions for process improvement, increase revenues and cost savings.
- Co-creation processes with clients to develop new business models.
- Hiring of 5 Startups for strategic and technological surveillance processes on the Playgrounds defined in national and international ecosystems: PlugandPlay Tech Center Silicon Valley, Endeavor, Hubbog, iNNpulsa, among others.

CLARO COLOMBIA 2020 INNOVATION AWARD

In response to the commitment to promote innovation within **Claro Colombia**, in 2020 they held the first version of the **Claro Colombia Innovation Award**. A scenario in which the company's talent participated with 320 proposals and solutions of which 54 were selected and distributed in the following categories:

- 10 cost saving proposals.
- 9 proposals focused on revenue increases.
- 35 proposals for process improvements.

Each of these proposals received support from an international expert to limit the scope, benefits and implementation; and present them before a jury comprised of internal members and Third-Party experts in innovation.

A1 TELEKOM AUSTRIA GROUP

Aware of the relevance of innovation and the development of new solutions in our business, **A1 Telekom Austria Group's** Innovation strategy focuses on 3 pillars:

1. Startups - Facilitate the integration of external innovation in the organization through collaboration with startups and support for the startup ecosystem of the European Community.
2. Expand the portfolio of digital products and services - Develop alliances with companies around the world to complement our product portfolio and adopt a data-driven business development approach.
3. Intrapreneurship - Provide freedom and financial support to our employees to explore new paths of business development.

Its success stories include:

COMMUNICATION FOR TEACHERS, PARENTS AND EMPLOYEES

School Fox and Kid Fox are apps for smart devices and computers, which facilitate communication between parents, teachers and students to organize safely and efficiently the day to day at school or kindergarten. The number of users of the application increased 600% from 2019 to 2020 and became one of the main digital education tools in the health contingency.

DATA ANALYTICS IN MOTION

With Invenium, we can offer market intelligence services to corporate clients on statistics of the flow and frequency of visitors in certain locations and events, based on the analysis of the mobility of people that we infer from the anonymized mobile data of our clients.

VIRTUAL STORE A1 LIVE SHOP

In partnership with Whisbi, **A1** developed an innovative business communication solution that generates personalized interactions and improves the customer experience on our website and online store. A1 **Live Shop** provides customers with a hybrid contact channel supporting them in the digital purchase processes, renewals, etc. through a personal video-consulting and the presentation of the product in real time, in order to improve the possibilities of online sales. The sales performance of **A1 Live Shop** is similar or even better to the performance of a traditional call center.

Currently, the virtual store has been implemented in 6 of our European operations: Austria, Croatia, Slovenia, Macedonia, Belarus and Serbia. In addition, we have the exclusive license to offer the virtual store solution as a product to our corporate clients.

PACKAGE MODULE A1 PAKET STATION

This solution offers 46 locker modules in different public spaces or in residential areas in Austria, which users can reserve through an App operated by **A1** to receive package deliveries. In this manner, users can pick up their package 24 hours a day, 7 days a week by avoiding logistics operators to carry out multiple delivery attempts. Department stores offer a simple pickup option for products purchased online; and even individual users can rent lockers to transfer products between private parties or to store personal items.

We currently have alliances with 2 logistics providers that generate 5,000 transactions per month. **A1** is seeking two new alliances with logistics operators and increase 35 more modules in 2021 in collaboration with the authorities of the Municipality of Vienna.

5G USE CASES

A1 is offering technologies to generate customer-oriented communication solutions with the support of research centers and joint projects with domestic and international institutions. In alliance with 5G Playground Carinthia, **A1** offers educational and research establishments, companies and startups the opportunity to test live products and applications around 5G and the Internet of Things and develop them to the point of market maturity.

A1 is currently working on four use cases:
- Swarm drone intelligence.
- Industrial robotics in 5G.
- Virtual reality.
- Smart city.

A1 UWE IDEAS

Internally, **A1** has an idea management program called **UWE Ideas** (User Wissen's Einfach), which means "the user knows best" in which each employee can contribute in a valuable way to the improvement of processes in the Company through a digital platform in any of the following topics: 1) cost reduction; 2) increase in sales; 3) improvement of customer experience, and 4) process optimization.

The goal is to improve **A1's** performance in a more efficient manner. In the second instance, the responsible areas analyze the idea and if it is viable, they are implemented. During 2020 it had an entry of 230 ideas.

A1 GUARD

A1 Bulgaria developed a special A1 Guard application that seeks to protect elderly and vulnerable people from fraudulent calls. The service is completely free for all users and can be used by a main number and up to 5 protected numbers.

A1 SHOP

A1 Croatia offers mobile phones for the hearing impaired, as well as phones with larger and more adaptable screens for the elderly and the visually impaired. In 2020, we sold 10,249 mobile phones with these features.

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CLARO BRAZIL

For some years now at **Claro Brazil**, we have used digital innovation techniques such as design thinking, human centered design, agile development, scrum, kanban, among others. This allowed the evolution of digital products quickly and with important business results. We have recently evolved into a corporate intrapreneurship model by adding elements of Amazon's Working Backwards culture (Press Releases and Six Pagers).

BEON CLARO

In recent years in Brazil, a business environment favorable to innovation has been generated to capitalize on this opportunity: in 2020, we created **beOn Claro**, seeking to position ourselves through this brand as an innovation hub with the mission of promoting it inside and outside of **Claro Brazil**. We invite our clients, academia, and entrepreneurs to participate in this initiative to develop products and services that creatively solve problems or identify and create new opportunities in companies and/or users.

To achieve this, we established four pillars:

1. Open innovation:

Its objective is to generate alliances between **Claro Brazil** and several players in the innovation ecosystem for the development of new technologies, products, services and new business models under a medium and long-term perspective. Below we list some examples of projects that we have developed under this pillar:

a. Campus Mobile, a program whose mission is to promote innovation and entrepreneurship in the Brazilian university ecosystem. Participants are recent graduate students who are selected on a project basis and receive guidance from specialists to improve them. The projects are divided into six categories: Diversity, Education, Games, Health, Smart Cities and Smart Farms.

b. beOn Claro Hackathon, it is a marathon-type competition that seeks to encourage the development of new initiatives.
  • Claro-AI Watson Hackathon - The first event was held internally to produce prototypes using Watson in Claro's digital products.
  • Ideathon do Bem - With the pandemic, 5 United Nations Sustainable Development Goals

(SDGs) were chosen which, along with corporate clients and internal teams, made proposals to address these issues using Claro's technologies.
  • Hackathon Claro-API - It is an internal event to create new application programming interfaces "Application Programming Interface (APIs)" to export them to the market or use them to improve services.

c. Acceleration program with Plug and Play – in 2019 we closed the partnership with Plug and Play, one of the largest accelerators in the world where we became founding members of the Food (seed to table) program in Brazil. Our goal is to evolve the relationship with startups from an innovative provider model to a partnership or alliance model and the creation of joint intellectual property, scaling and monetizing these opportunities.

d. BeOn Claro Meetup Program – Monthly meetings to share experiences and knowledge with the innovation and entrepreneurship ecosystem. And,

e. BeOn ScaleUp Program – In association with Israel Trade & Investment we approach the Israeli startup ecosystem to promote the development of innovation in the country.

2. Product Development:

Using the concept First of a Kind, we seek solutions where we validate the new product development with Claro Brazil as the first client and later, we offer it in the corporate client market (Business to Business, B2B). For this, we promote co-creation environments:

a. beOn LAB 5G – along with important corporate clients (universities, industries, financial institutions, government, among others) and startups, we carry out a program to identify use cases with potential for product development based on new technologies.

b. beOn Data Lab – We are building a digital platform that enables the development process of new data-driven products.

3. Financing:

The objective of this pillar is to identify financial and fiscal incentives to promote innovation in Brazil and apply them to investment in new projects.

4. Projects:

The objective is to form teams with the ability to execute new technologies (artificial intelligence, blockchain, edge computing, virtual reality, etc.), which can propose and develop new medium and long-term products in collaboration with external entities (innovation centers, academy or startups).

Appendix

INFORMATION AND CONTACT

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If you wish to share with us your opinion on the contents of this report, please contact us via any of the following channels:

E-mail: contacto-rse@americamovil.com
Phone number: +52 (55) 2581 3700 ext. 1097
Website: http://www.americamovil.com

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ASSOCIATIONS IN WHICH WE PARTICIPATE

(102-13)

We are part of associations and organizations, national and international, that support the industry of which we are part or benefit society in some way.

AMÉRICA MÓVIL
- The Foundation for the Global Compact
- Asociación Iberoamericana de Centros de Investigación y Empresas de Telecomunicaciones (AHCIET)
- Groupe Speciale Mobile Association (GSMA)

A1 TELEKOM AUSTRIA GROUP
- 5GAA – 5G Automotive Association e. V.
- Next Generation Mobile Networks Alliance
- respACT
- ETNO
- UN Global Compact

AUSTRIA
- Code of Conduct on Data Centres Energy Efficiency

ARGENTINA
- Cámara de Comercio Argentina Mexicana (CCAM)
- Cámara Argentina de Internet (CABASE)
- Cámara de Comercio de los Estados Unidos en Argentina (AMCHAM)
- Cámara de Sociedades
- Cámara Argentina de Comercio Electrónico (CACE)
- Asociación GSM (GSMA)
- Asociación Interamericana de Empresas de Telecomunicaciones (ASIET)
- Cámara Argentina de Comercio (CAC)
- Instituto de Auditores Internos de Argentina (IAIA)

BRAZIL
- Associação Brasileira de TV por Assinatura
- Associação Brasileira de Recursos Telecom
- Associação Nacional de Operadores de Celulares
- Conselho de Desenvolvimento Econômico e SocialC
- Sindicato Nacional das Empresas de Telefonia e de Serviço Móvel Celular e Pessoal (SindiTeleBrasil)
- Grupo de Institutos, Fundações e Empresas (GIFE)

BULGARIA
- Bulgarian Red Cross
- BCause Foundation
- Bulgarian Donors' Forum
- National Foster Care Association
- Bulgarian Business Leaders Forum

CHILE
- Asociación de empresas de telefonía móvil (ATELMO)
- Instituto chileno de administración racional de empresas (ICARE)
- Cámara de integración chileno - mexicana (CICMEX)
- Sociedad de fomento fabril (SOFOFA)
- Asociación de operadores de televisión por suscripción (Acceso TV)
- Cámara chilena de infraestructura digital
- Asociación de Empresas de la V Región (ASIVA)
- Asociación chilena de empresas de tecnologías de la información (ACTI)

COLOMBIA
- Asociación Nacional de Empresas de Servicios Públicos y Comunicaciones de Colombia – ANDESCO
- Cámara Colombiana de Informática y Telecomunicaciones (CCIT)
- Cámara de Comercio Colombo Mexicana
- Asociación de Empresarios de Colombia (ANDI)
- Asociación de la Industria Móvil de Colombia – ASOMOVIL
- Asociación GSM – GSMA
- Cámara de Comercio Colombo Americana – AMCHAM
- Cámara de Comercio Electrónico – CCE
- Probarranquilla

COSTA RICA
- Cámara de Tecnologías de Información y Comunicación
- Cámara de Infocomunicación y Tecnología
- Cámara de Comercio Americana Costarricense
- Cámara de Industria y Comercio Costa Rica –México
- Alianza de Empresas para el Desarrollo

CROATIA
- UN Global Compact
- Croatian Business Council for Sustainable Development

DOMINICAN REPUBLIC
- Acción Empresarial por la Educación (EDUCA)
- Acción Pro Educación y Cultura (APEC)
- Asociación de Comerciantes e Industriales de Santiago (ACIS)
- Asociación de Empresas de Comunicaciones y Tecnología (COMTEC)
- Asociación Dominicana de Empresas FINTECH (ADOFINTECH)
- Asociación Nacional de Empresas Industriales de Herrera (ANEIH)
- 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)
- 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)

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- 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 de Guatemala (CCG)
- Cámara de Industria de Guatemala (CIG)
- Gremial de Telecomunicaciones (De enero a mayo 2020, dejamos de ser socios en mayo)
- Cámara de Comercio e Industria Guatemalteco Mexicana (CAMEX)
- Fundación de Empresarios Mexicanos (FUNDAMEX)

GLOBAL HITSS
- CANIETI (Cámara Nacional de la Industria Electrónica de Telecomunicaciones y Tecnologías de la Información
- AMITI (Asociación Mexicana de la Industria de la Tecnología e Información)
- CANACO (Cámara Nacional de Comercio, Servicios y Turismo de la Ciudad de México)

HONDURAS
- Cámara de Comercio e Industrias de Siguatepeque
- Cámara de Comercio e Industrias de Tegucigalpa
- Cámara de Comercio e Industrias de Puerto Cortes
- Cámara de Comercio e Industrias de Progreso Yoro
- Cámara de Comercio e Industrias de Roatan
- Cámara de Comercio e Industrias de Tela

MEXICO
- Asociación Nacional de Telecomunicaciones (ANATEL)
- Capítulo Mexicano de la Cámara Internacional de comercial
- Consejo Coordinador Empresarial
- Confederación patronal de la República Mexicana

NICARAGUA
- Cámara de Comercio 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
- Cámara de Industria y Comercio Nicaragüense – Costarricense

MACEDONIA
- Red Cross

PANAMA
- Cámara de Comercio Industrias y Agricultura de Panamá
- Cámara de Comercio Industrias y Agricultura de Chiriqui
- 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)
- Red Paraguaya de Empresas Inclusivas (RPEI)

PERU
- Asociación para el Fomento de la Infraestructura Nacio¬nal (AFIN)
- Sociedad de Comercio Exterior del Perú (COMEXPERÚ)
- Asociación Nacional de Anunciantes (ANDA)
- Consejo Nacional de Autorregulación Publicitaria (CO¬NARP)
- Asociación de Buenos Empleadores (ABE)
- Asociación GSMA
- Cámara de Comercio Americana del Perú (AMCHAM)
- Sociedad Nacional de Industrias (SNI)

PUERTO RICO
- Asociación de Industriales
- Asociación de Ejecutivos de Ventas y Mercadeo
- Alianza Puertorriqueña de Telecomunicaciones
- Asociación de Condóminos y Acceso Controlado

SLOVENIA
- Forum EMS
- Green Network Slovenia

TELCEL
- Asociación Mexicana de Internet

URUGUAY
- Cámara Uruguaya de Tecnologías de la Información

UNITED STATES – TRACFONE
- 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)

UNITED STATES – CLARO ENTERPRISE SOLUTIONS
- Columbia University, Center for Technology Management

SERBIA
- UN Global Compact
- Co-founder of the Business Leaders Forum Serbia
- National Alliance for Local Economic Development (NALED)
- AmCham Serbia

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GRI CONTENT INDEX

(102-55)

INDICATOR	DISCLOSURE	PAGE	REFERENCE
	GRI 102: GENERAL DISCLOSURES, 2016		
102-1	Name of the organization	5, 8	
102-2	Activities, brands, products, and services*	8	
102-3	Location of headquarters	8	
102-4	Location of operations	5, 8	
102-5	Ownership and legal form	48	
102-6	Markets served	8	
102-7	Scale of the organization	12, 61	
102-8	Information on employees and other workers	61	
102-9	Supply chain	79	
102-10	Significant changes to the organization and its supply chain		No significat changes in the supply chain.
102-11	Principio o enfoque de precaución	79	
102-12	External initiatives	2, 19, 41	
102-13	Membership of associations	139	
102-14	Statement from senior decision maker	3	
102-15	Key impacts, risks, and opportunities	3, 22	
102-16	Values, principles, standards, and norms of behavior	16, 51	
102-17	Mechanisms for advice and concerns about ethics	51	
102-18	Governance structure	36, 48	You can find more information in the Annual Report/20 F: https://www.americamovil.com/Spanish/relacion-con-inversionistas/informes-financieros/reportes-anuales/default.aspx
102-19	Delegating authority	36, 48	
102-20	Executive-level responsibility for economic, environmental, and social topics	36	
102-21	Consulting stakeholders on economic, environmental, and social topics	21	
102-22	Composition of the highest governance body and its committees	48	
102-23	Chair of the highest governance body	48	You can find more information in the Annual Report/20 F: https://www.americamovil.com/Spanish/relacion-con-inversionistas/informes-financieros/reportes-anuales/default.aspx
102-24	Nominating and selecting the highest governance body	48	You can find more information in the Annual Report/20 F: https://www.americamovil.com/Spanish/relacion-con-inversionistas/informes-financieros/reportes-anuales/default.aspx
102-25	Conflicts of interest	48	You can find more information in the Annual Report/20 F: https://www.americamovil.com/Spanish/relacion-con-inversionistas/informes-financieros/reportes-anuales/default.aspxx

From our total revenues in 2020, 0.06% comes from adult content.

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INDICATOR	DISCLOSURE	PAGE	REFERENCE
GRI 102: GENERAL DISCLOSURES, 2016			
102-26	Role of the highest governance body in setting purpose, values, and strategy	36, 48	
102-29	Identifying and managing economic, environmental, and social impacts	21	
102-31	Review of economic, environmental, and social topics	21	
102-32	Highest governance body's role in sustainability reporting	36	
102-35	Remuneration policies	66	You can find more information in the Annual Report/20 F: https://www.americamovil.com/Spanish/relacion-con-inversionistas/informes-financieros/reportes-anuales/default.aspx
102-36	Process for determining remuneration	66	You can find more information in the Annual Report/20 F: https://www.americamovil.com/Spanish/relacion-con-inversionistas/informes-financieros/reportes-anuales/default.aspx
102-40	List of stakeholder groups	39	
102-41	Collective bargaining agreements	61	
102-42	Identifying and selecting stakeholders	39	
102-43	Approach to stakeholder engagement	39	
102-44	Key topics and concerns raised	39	
102-45	Entities included in the consolidated financial statements	12	
102-46	Defining report content and topic Boundaries	2	
102-47	List of material topics	21	
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	138	
102-54	Claims of reporting in accordance with the GRI Standards	2	
102-55	GRI content index	141	
102-56	External assurance	2, 147	
GRI 201: ECONOMIC PERFORMANCE, 2016			
201-1	Direct economic value generated and distributed	12	
201-2	Financial implications and other risks and opportunities due to climate change	22	
GRI 203: INDIRECT ECONOMIC IMPACTS, 2016			
203-1	Infrastructure investments and services supported	10, 103	
203-2	Significant indirect economic impacts	103	

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INDICATOR	DISCLOSURE	PAGE	REFERENCE
GRI 204: PROCUREMENT PRACTICES, 2016			
204-1	Proportion of spending on local suppliers	79, 80	
GRI 205:ANI-CORRUPTION, 2016			
205-2	Communication and training about anticorruption policies and procedures	51, 56	
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://www.americamovil.com/Spanish/relacion-con-inversionistas/informes-financieros/reportes-anuales/default.aspx
GRI 302: ENERGY, 2016			
302-1	Energy consumption within the organization	117	
302-4	Reduction of energy consumption	120	
302-5	Reductions in energy requirements of products and services	120	You can find more information in the independent verification letter.
GRI 304: BIODIVERSITY, 2016			
304-2	Significant impacts of activities, products, and services on biodiversity	126	
304-3	Habitats protected or restored	126	
GRI 305: EMISSIONS, 2016			
305-1	Direct (Scope 1) GHG emissions	119	You can find more information in the independent verification letter.
305-2	Energy indirect (Scope 2) GHG emissions	119	You can find more information in the independent verification letter.
305-3	Other indirect (Scope 3) GHG emissions	119	
GRI 306: WASTE, 2020			
306-2	Management of significant waste-related impacts	123	You can find more information in the independent verification letter.
GRI 307: ENVIRONMENTAL COMPLIANCE, 2016			
307-1	Non-compliance with environmental laws and regulations		You can find more information in the independent verification letter.
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT, 2016			
308-1	New suppliers who have passed certain assessment and selection filters based on environmental engagement criteria	79	
GRI 401: EMPLOYMENT, 2016			
401-1	New employee hires and employee turnover	61, 64	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	66	

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INDICATOR	DISCLOSURE	PAGE	REFERENCE
GRI 403: OCCUPATIONAL HEALTH AND SAFETY, 2018			
403-5	Workforce training on occupational health and safety	74	
403-6	Employee health promotion	75	
403-9	Work-related injuries	73	You can find more information in the independent verification letter.
GRI 404: TRAINING AND EDUCATION, 2016			
404-1	Average hours of training per year per employee	68	
404-2	Programs for upgrading employee skills and transition assistance programs	68	
404-3	Percentage of employees receiving regular performance and career development reviews	67	
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY, 2016			
405-1	Diversity of governance bodies and employees	61, 62, 65	
405-2	Ratio of base salary and remuneration of women and men	66	
GRI 408: CHILD LABOR, 2016			
408-1	Operations and suppliers at significant risk for incidents of child labor	79	
GRI 409: FORCED OR COMPULSORY LABOR, 2016			
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	79	
GRI 410: PRÁCTICAS EN MATERIA DE SEGURIDAD 2016			
410-1	Security personnel trained in human rights policies or procedures	51	
GRI 413: LOCAL COMMUNITIES, 2016			
413-1	Operations with local community engagement, impact assessments, and development programs	113	
GRI 414:SUPPLIER SOCIAL ASSESSMENT, 2016			
414-1	New suppliers who have passed certain selection filters based on social engagement criteria	79	
414-2	Negative environmental impacts in the supply chain and actions taken	79	
GRI 418: PRIVACIDAD DEL CLIENTE 2016			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		In 2020, no substantiated complaints concerning customer privacy were presented.
GRI 419: SOCIOECONOMIC COMPLIANCE, 2016			
419-1	Non-compliance with laws and regulations in the social and economic arena	52	
CYBERSECURITY INFORMATION			
	Countires Certified in Management Security System	78, 92	

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FINANCIAL MATERIALITY:
SUSTAINABILITY ACCOUNTING STANDARDS BOARD

América Móvil covers the most relevant issues for the Company's stakeholders, as explained in detail in the materiality section of this report. However, this section specifically covers alignment with SASB's Telecommunications Services Financial Materiality and its accounting metrics, as explained in the following table.

SUSTAINABILITY DISCLOSURE TOPICS AND ACCOUNTING METRICS

Topic	Code	Accounting Metric	Unit of Measure	Company Response
Environmental footprint of operations	TC-TL-130a.1	(1) Total energy consumed	GigaJoules	22,914,754
		(2) Percentage grid electricity	Percentage (%)	86%
		(3) Percentage renewable	Percentage (%)	14%
Data privacy	TC-TL-220a.1	Description of policies and practices relating to behavioral advertising and customer privacy	NA	Go to page 93
	TC-TL-220a.2	Number of customers whose information is used for secondary purposes	Number	Not Available
	TC-TL-220a.3	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Reporting Currency	Go to page 53
	TC-TL-220a.4	(1) Number of law enforcement requests for customer information	Number	Go to page 95
		(2) Number of customers wwhose information was requested	Number	Not Available
		(3) Percentaje resulting in disclosure	Percentage (%)	Go to page 95
Data security	TC-TL-230a.1	(1) Number of data breaches	Number	Go to page 92
		(2) Percentaje involving personally identifiable information (PII)	Percentage (%)	0
		(3) Number of customers affected	Number	0
	TC-TL-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	NA	Go to page 30
Product end of life management	TC-TL-440a.1*	(1) Materials recovered through take back programs	Metic tons (t)	Go to pages 123 - 125
		(2) Percentage of recovered materials that were reused	Percentage (%)	3%
		(3) Percentage of recovered materials that were recycled	Percentage (%)	70%
		(4) Percentage of recovered materials that were landfilled	Percentage (%)	23%

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

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SUSTAINABILITY DISCLOSURE TOPICS AND ACCOUNTING METRICS

Topic	Code	Accounting Metric	Unit of Measure	Company Response
Competitive behaviour and open internet	TC-TL-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Reporting Currency	0
	TC-TL-520a.2**	(1) Average actual sustained download speed of owned and commercially associated content	Megabits per second (Mbps)	14.08
		(2) Average actual sustained download speed of non associated content	Megabits per second (Mbps)	14.08
	TC-TL-520a.3	Description of risks and opportunities associated with net neutrality, paid peering, zero rating and related practices	NA	Go to pages 26, 27
Managing systemic risks from technology disruption	TC-TL-550a.1	(1) System average interruption frecquency	Disruptions per customer	7.60%
		(2) Customer average interruption duration	Hours per customer	0.35 hr. (21 min.)
	TC-TL-550a.2	Discussion of systems to provide unimpeded service during service interruptions	NA	Go to pages 10-12
Activity metrics	TC-TL-000.A	Number of wireless Subscribers (millions)	Number	287
	TC-TL-000.B	Number of Wireline Subscribers (millions)	Number	81
	TC-TL-000.C	Number of Broadband Subscribers (millions)	Number	29.8
	TC-TL-000.D	Network Traffic	Petabytes	89,902

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

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VERIFICATION LETTER

(102-56)

EY
Construyendo un mejor
entorno de negocios

Av. Ejército Nacional 843-B   Tel: +55 5283 1300
Antara Polanco   Fax: +55 5283 1392
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 América Móvil, S.A.B. de C.V. ("América Móvil" or the "Company") corresponding to the year calendar 2020, based on with the reporting criteria set forth in the GRI Standards (the "Criteria").

The preparation of this report is the responsibility of América Móvil's Management. América Móvil'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 América Móvil, 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

May 31, 2021, Mexico City

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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.	2,332,806	MWh of electric energy
				35,498,262	Liters of gasoline
				8,796,427	Liters of Diesel
				390,866	Liters of LP gas
		Brazil		1,383,779	MWh of electric energy
				4,293,890	Liters of gasoline
				1,235,717	Liters of Diesel
				4,200,069	Liters of bioethane
				0.522	m^3 of natural gas
		Colombia		462,572	MWh of electric energy
				670,699	Liters of gasoline
				9,677,401	Liters of Diesel
IP[2]	Direct GHG emissions (Scope 1)	Mexico	a.	118,394	Ton CO_2 e
		Brazil		14,584	Ton CO_2 e
		Colombia		29,737	Ton CO_2 e
IP[2]	Energy indirect GHG emissions (Scope 2)	Mexico	b, c.	1,028,105	Ton CO_2 e
		Brazil		452,874	Ton CO_2 e
		Colombia		74,243	Ton CO_2 e

[1] América Móvil's own indicator with coverage of the information regarding to operations of Telmex & Telcel in Mexico and to Claro for Brazil & Colombia.
[2] America Movl's own indicator based on GRI.

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GRI / KPI	Disclosure title	Scope of the information[1]	Compliance level (Clauses)	Reported information	UNIT
IP	Waste by type and disposal method[3]	Mexico	-	3,373	Tons of non-hazardous waste generated (recycled)
				20	Tons of non-hazardous waste generated (repurposed)
				36	Tons of non-hazardous waste generated (recovered)
		Brazil		2,688	Tons of non-hazardous waste generated (recycled)
				3	Tons of non-hazardous waste generated (repurposed)
		Colombia		1,695	Tons of non-hazardous waste generated (recycled)
				13	Tons of non-hazardous waste generated (incinerated)
				157	Tons of non-hazardous waste generated (landfill)
IP[3]	Number of occupational accidents by gender[4]	Mexico	-	818	Total number of accidents (men)
				253	Total number of accidents (women)
		Brazil		110	Total number of accidents (men)
				6	Total number of accidents (women)
		Colombia		50	Total number of accidents (men)
				23	Total number of accidents (women)
IP	Fines generated by cibersecurity incidents	Mexico, Brazil, Colombia	-	0	Number of fines generated by cibersecurity incidents

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[3] Accidents that caused lost days.

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TAX TABLE APPENDIX I

Residence tax jurisdiction	Denomination or company name of the entities resident in the tax jurisdiction	Main economic activities	Residence tax jurisdiction	Denomination or company name of the entities resident in the tax jurisdiction	Main economic activities
Argentina	AMX ARGENTINA S.A.	Provision of services to independent third parties	Austria	TELEKOM AUSTRIA PERSONALMANAGEMENT GMBH	Provision of services to independent third parties
Argentina	ARRENDADORA MOVIL ARGENTINA S.A.	Others	Austria	TELEKOM FINANZMANAGEMENT GMBH	Internal group finances
Argentina	ERTACH S.A.	Provision of services to independent third parties	Austria	WEDIFY GMBH	Others
Argentina	IDEAS MUSICALES S.A.	Provision of services to independent third parties	Austria	WORLD DIRECT EBUSINESS SOLUTIONS GMBH	Provision of services to independent third parties
Argentina	METRORED HOLDINGS S.A.	Shareholder	Austria	A1NOW TV GMBH	No Activity
Argentina	MIXPLAY S.A.	Provision of services to independent third parties	Belarus	ADELFINA LTD.	No Activity
Argentina	RODECORD S.A.	Others	Belarus	UNITARY ENTERPRISE SOLAR INVEST	Provision of services to independent third parties
Argentina	TELMEX ARGENTINA S.A.	Provision of services to independent third parties	Belarus	UNITARY ENTERPRISE TAENGINEERING	Provision of services to independent third parties
Argentina	U.T.E. ERTACH S.A. Y PRIMA S.A.	Provision of services to independent third parties	Belarus	VITEBSKIY OTTC GARANT	No Activity
Austria	A1 DIGITAL INTERNATIONAL GMBH	Provision of services to independent third parties	Belarus	A1 CONTENT BELARUS	Provision of services to independent third parties Others
Austria	A1 TELEKOM AUSTRIA AG	Provision of services to independent third parties	Belarus	UNITARY ENTERPRISE A1	Provision of services to independent third parties
Austria	CABLE RUNNER AUSTRIA GMBH	Provision of services to independent third parties	Brasil	AMERICEL S.A.	Provision of services to independent third parties
Austria	CABLE RUNNER AUSTRIA GMBH & CO KG	Others	Brasil	BRASIL CENTER COMUNICACOES LTDA	Provision of services to independent third parties
Austria	KROATIEN BETEILIGUNGSVERWALTUNG GMBH	Shareholder	Brasil	CLARO CORPORTE EMPREENDIMIENTOS INMOBILIARIOS LTDA.	No Activity
Austria	MK LOGISTIK GMBH	Others	Brasil	CLARO TELECOM PARTICIPACOES S.A.	Shareholder
Austria	MOBILKOM BELARUS BETEILIGUNGSVERWALTUNG GMBN	Shareholder	Brasil	CLARO S.A.	Provision of services to independent third parties
Austria	MOBILKOM BETEILIGUNGS GMBH	Shareholder	Brasil	DLA DISTRIBUIDORA E ENTRETENIMIENTO LTDA.	Provision of services to independent third parties
Austria	MOBILKOM BULGAREIN BETEILIGUNGSVERWALTUNG GMBH	Shareholder	Brasil	EG PARTICIPACOES S.A.	Shareholder
Austria	MOBILKOM CEE BETEILIGUNGSVERWALTUNGS GMBH	Shareholder	Brasil	EMBRATEL TVSAT TELECOMUNICACCOES LTDA.	Provision of services to independent third parties
Austria	MOBILKOM MAZEDONIEN BETEILIGUNGSVERWALTUNGS GMBH	Shareholder	Brasil	HITSS DO BRASIL SERVICOS TECNOLOGICOS LTDA.	Provision of services to independent third parties
Austria	PAYBOX BANK AG	Regulated financial services	Brasil	LATAM TOWERS INFRAESTRUCTURA DE TORRES LTDA.	No Activity
Austria	PAYBOX SERVICE GMBH	Provision of services to independent third parties	Brasil	MPO PROCESADORA DE PAGAMENTOS MOVEIS S.A.	No Activity
Austria	TELEKOM AUSTRIA AG	Administration management or support services			

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Residence tax jurisdiction	Denomination or company name of the entities resident in the tax jurisdiction	Main economic activities	Residence tax jurisdiction	Denomination or company name of the entities resident in the tax jurisdiction	Main economic activities
Brasil	NET RF 1 TELECOM LTDA.	No Activity	Colombia	INFRACEL S.A. E.S.P.	Provision of services to independent third parties
Brasil	NET RF 2 TELECOM LTDA.	No Activity	Colombia	OPERADORA DE PAGOS MOVILES DE COLOMBIA S.A.S.	Provision of services to independent third parties
Brasil	NEXTEL PARTICIPACOES LTDA	Provision of services to independent third parties	Colombia	TELMEX COLOMBIA S.A.	Provision of services to independent third parties
Brasil	NEXTEL TELECOMUNICACOES DE LONGA DISTANCIA TDA	Provision of services to independent third parties	Costa Rica	CLARO CR TELECOMUNICACIONES S.A.	Provision of services to independent third parties
Brasil	NEXTEL TELECOMUNICACOES TLDA	Provision of services to independent third parties	Croatia	A1 HRVATSKA D.O.O.	Provision of services to independent third parties
Brasil	PRIMESYS SOLUCOES EMPRESARIAIS S.A.	Provision of services to independent third parties	Ecuador	CONSORCIO ECUATORIANO DE TELECOMUNICACIONES S.A.	Provision of services to independent third parties
Brasil	REYC COMERCIO E PARTICIPACOES LTDA	Purchases and procurement	Ecuador	HITSS ECUADOR S.A.	Others
Brasil	SUNBIRD PARTICIPACOES LTDA	Provision of services to independent third parties	El Salvador	ARRENDADORA DE TELECOMUNICACIONES S.A. DE C.V.	Others
Brasil	SUNBIRD TELECOMUNICACOES LTDA	Provision of services to independent third parties	El Salvador	COMPANIA DE TELECOMUNICACIONES DE EL SALVADOR S.A. DE C.V.	Provision of services to independent third parties
Brasil	TELMEX DO BRASIL LTDA.	Provision of services to independent third parties	El Salvador	CTE TELECOM PERSONAL S.A. DE C.V.	Provision of services to independent third parties
Brasil	TELMEX SOLUTIONS TELECOMUNICACOES LTDA.	Provision of services to independent third parties	El Salvador	PUBLITEL S.A. DE C.V.	Provision of services to independent third parties
Bulgaria	A1 BULGARIA EAD	Provision of services to independent third parties	El Salvador	SERVICIOS LABORALES S.A. DE C.V.	Provision of services to independent third parties
Bulgaria	CABLETEL PRIMA AD	Provision of services to independent third parties	El Salvador	TELECOM PUBLICAR DIRECTORIOS S.A. DE C.V.	Provision of services to independent third parties
Chile	CLARO CHILE S.A.	Provision of services to independent third parties	El Salvador	TELECOMODA S.A. DE C.V.	Provision of services to independent third parties
Chile	CLARO COMUNICACIONES S.A.	Provision of services to independent third parties	Slovenia	A1 SLOVENIJA D.D.	Provision of services to independent third parties
Chile	CLARO HOLDING S.A.	Shareholder	Slovenia	P&ROM ELEKTONIKA IN TELEKOMUNIKACIJE D.O.O.	Provision of services to independent third parties
Chile	CLARO SERVICIOS EMPRESARIALES S.A.	Provision of services to independent third parties	Slovenia	SB TELECOM LTD.	Shareholder
Chile	TELECOMUNICACIONES INALAMBRICAS S.A.	No Activity	Slovenia	TS RPL D.D.	Provision of services to independent third parties
Chile	CLARO SERVICIOS S.A.	Provision of services to independent third parties	Slovenia	DOSTOP KOMINIKACIJE TELEKOMIIKACIJE IN DRUGE STORITVE D.O.O.	Provision of services to independent third parties
Colombia	COMUNICACION CELULAR S.A.	Provision of services to independent third parties	United States of America	AMX TREASURY LLC	No Activity
Colombia	HITSS COLOMBIA S.A.S.	Provision of services to independent third parties	United States of America	CLARO ENTERPRISE SOLUTIONS LLC	Others
Colombia	IDEAS MUSICALES DE COLOMBIA S.A.S.	Provision of services to independent third parties			

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Residence tax jurisdiction	Denomination or company name of the entities resident in the tax jurisdiction	Main economic activities	Residence tax jurisdiction	Denomination or company name of the entities resident in the tax jurisdiction	Main economic activities
United States of America	CLARO VIDEO LLC	Provision of services to independent third parties	United States of America	AIRFONE HOLDINGS LLC.	Shareholder
United States of America	FINTEL HOLDINGS LLC.	Shareholder	Guatemala	CABLENET S.A.	Provision of services to independent third parties
United States of America	HITTS INC.	Provision of services to independent third parties	Guatemala	DESTEL S.A.	Others
United States of America	IMUSICA LLC.	Others	Guatemala	EUROTEC S.A.	Provision of services to independent third parties
United States of America	INTERNET HOLDING LLC.	Shareholder Others	Guatemala	MULTICORPORATION DEFENDERS S.A.	No Activity
United States of America	LATAM HOLDINGS INC.	Shareholder	Guatemala	OPERADORA DE AGENCIAS S.A. DE C.V.	Administration management or support services
United States of America	LATAM TELECOMUNICATIONS LLC.	Provision of services to independent third parties	Guatemala	OPERADORA DE PAGOS MOVILES GUATEMALA S.A.	No Activity
United States of America	MCCAW INTERNATIONAL (BRAZIL) LLC	Shareholder	Guatemala	OPERADORA LABORAL S.A. DE C.V.	Administration management or support services
United States of America	ORA MEDIA LLC	Others	Guatemala	SERVICIOS DIVERSOS DE RECURSOS HUMANOS S.A. DE C.V.	Administration management or support services
United States of America	RIVOLI REINSURANCE COMPANY	Insurance	Guatemala	TELECOMUNICACIONES DE GUATEMALA S.A.	Provision of services to independent third parties
United States of America	SAFELINK WIRELESS INC.	Provision of services to independent third parties	Guatemala	TELECOSMOS S.A.	No Activity
United States of America	TAKEHOLLYWOOD INC	Others	Guatemala	CLARO GUATEMALA S.A.	Provision of services to independent third parties
United States of America	TECHNOLOGY AND INTERNET HOLDING CO.	Provision of services to independent third parties	Honduras	COMPANIA DE RELACIONES LABORALES S.A.	No Activity
United States of America	TELMEX HOLDING INC.	Shareholder	Honduras	ESCUCHA (HONDURAS) S.A. DE C.V.	No Activity
United States of America	TELMEX VENTURES USA INC.	Shareholder	Honduras	SERVICIOS DE TELECOMUNICACIONES DE HONDURAS S.A. DE C.V.	Provision of services to independent third parties
United States of America	TELVISTA INC.	Shareholder	Honduras	TELECOMUNICACIONES GLOBALES S.A. DE C.V.	No Activity
United States of America	TF PLATAFORMS INC.	No Activity	Honduras	TELECOSMOS DE HONDURAS S.A. DE C.V.	No Activity
United States of America	TF PROPERTY HOLDINGS LLC.	Others	Macedonia	TELEMEDIA DOOEL	Provision of services to independent third parties
United States of America	TF WIRELESS PRODUCTS LLC.	Others	Macedonia	A1 MACEDONIA DOOEL	Provision of services to independent third parties
United States of America	TRACFONE WIRELESS PRODUCTS LLC.	Provision of services to independent third parties	Mexico	360 HQ S.A. DE C.V.	Provision of services to independent third parties
			Mexico	ADMINISTRADORA DE ACTIVOS TRANSFER S.A.P.I. DE C.V.	Others
			Mexico	ADMINISTRADORA DE MARCAS RD S. DE R.L. DE C.V.	Internal group finances Others
			Mexico	ADMINISTRADORA DE PAGOS MOVILES S.A. DE C.V.	Others

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Mexico	AEROCOMUNICACIONES S.A. DE C.V.	Others
Mexico	AEROFRISCO S.A. DE C.V.	Others
Mexico	ALQUILADORA DE CASAS S.A. DE C.V.	Provision of services to independent third parties
Mexico	AM LATIN AMERICA S.A. DE C.V.	Internal group finances Shareholder
Mexico	AMERICA CENTRAL TEL S.A. DE C.V.	Internal group finances Shareholder
Mexico	AMOV CANADA S.A. DE C.V.	Internal group finances Shareholder
Mexico	AMOV COLOMBIA S.A. DE C.V.	Internal group finances Shareholder
Mexico	AMOV I S.A. DE C.V.	Internal group finances Shareholder
Mexico	AMOV III S.A. DE C.V.	Shareholder
Mexico	AMOV IV S.A. DE C.V.	Internal group finances Shareholder
Mexico	AMOVECUADOR S.A.	Internal group finances Shareholder
Mexico	AMX COLOMBIA S.A. DE C.V.	Internal group finances Shareholder
Mexico	AMC CONTENIDO S.A. DE C.V.	Sales, marketing or distribution
Mexico	AMX ECUADOR S.A. DE C.V.	Internal group finances Shareholder
Mexico	AMX EL SALVADOR S.A. DE C.V.	Internal group finances Shareholder
Mexico	AMX GUATEMALA S.A. DE C.V.	Internal group finances Shareholder
Mexico	AMX HONDURAS S.A. DE C.V.	Shareholder
Mexico	AMX NICARAGUA S.A. DE C.V.	Internal group finances Shareholder
Mexico	AMX TENEDORA S.A. DE C.V.	Internal group finances Shareholder
Mexico	AMX USA HODING S.A. DE C.V.	Internal group finances Shareholder
Mexico	AMX WELLINGTON GARDES S.A. DE C.V.	Internal group finances Shareholder
Mexico	ANUNCIOS EN DIRECTORIOS S.A. DE C.V.	Others
Mexico	BUSCATEL S.A. DE C.V.	Others

Residence tax jurisdiction	Denomination or company name of the entities resident in the tax jurisdiction	Main economic activities
Mexico	CGTEL S.A.P.I. DE C.V.	Shareholder
Mexico	CLARO SAT S.A. DE C.V.	No Activity
Mexico	CLARO TV S.A. DE C.V.	Others
Mexico	COMERTEL ARGOS S.A. DE C.V.	Administration management or support services
Mexico	CONSORCIO RED UNO S.A. DE C.V.	Provision of services to independent third parties Others
Mexico	CONSTRUCCIONES Y CANALIZACIONES S.A. DE C.V.	Others
Mexico	CONTROLADORA DE SERVICIOS DE COMUNICACIONES TMX S.A. DE C.V.	Shareholder
Mexico	CONTROLADORA DE SERVICIOS EN TELECOMUNICACIONES S.A. DE C.V.	Internal group finances Others
Mexico	DUONO S.A. DE C.V.	Provision of services to independent third parties
Mexico	E35 S.A. DE C.V.	Provision of services to independent third parties
Mexico	EMPRESA DE LIMPIEZA MEXICANA S.A. DE C.V.	Administration management or support services
Mexico	EMPRESA DE SERVICIOS Y SOPORTE INTEGRAL GC S.A.P.I. DE C.V.	Shareholder
Mexico	EMPRESA DE SOPORTE INTEGRAL GC S.A. DE C.V.	Shareholder
Mexico	EMPRESA DE SOPORTE Y ADMINISTRACION GC S.A. DE C.V.	Shareholder
Mexico	EMPRESAS Y CONTROLES EN TELECOMUNICACIONES S.A. DE C.V.	Shareholder
Mexico	ENITEL DE NICARAGUA S.A. DE C.V.	Internal group finances Shareholder
Mexico	FOLTENA S.A. DE C.V.	Others
Mexico	FUERZA Y CLIMA S.A. DE C.V.	Others
Mexico	GRUPO TECNICO DE ADMINISTRACION S.A. DE C.V.	Administration management or support services
Mexico	GRUPO TELVISTA S.A. DE C.V.	Provision of services to independent third parties
Mexico	HITSS CONSULTING S.A. DE C.V.	Others
Mexico	HITSS SOLUTIONS S.A. DE C.V.	Shareholder
Mexico	IDEAS MUSICALES SERVICIOS INTERACTIVIDAD Y COMUNIDAD AUDIOVISUALES S.A. DE C.V.	Others

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Mexico	IMPULSORA MEXICANA DE ENERGIA S.A. DE C.V.	Provision of services to independent third parties	Mexico	SCITUM S.A. DE C.V.	Provision of services to independent third parties Others
Mexico	IMPULSORA MEXICANA DE TELECOMUNICACIONES S.A. DE C.V.	Others	Mexico	SERCOTEL S.A. DE C.V.	Internal group finances Shareholder
Mexico	INMOBILIARIA EL RECUERDO S.A. DE C.V.	Internal group finances Others	Mexico	SERVICIOS ADMINISTRATIVOS TECMARKETING S.A. DE C.V.	Shareholder
Mexico	INMOBILIARIA LAS TRUFAS S.A. DE C.V.	Internal group finances Others			
Mexico	INMUEBLES MADAG S.A. DE C.V.	Others	Mexico	SERVICIOS DE TELECOMUNICACIONES ULTIMA MILLA S.A. DE C.V.	Provision of services to independent third parties
Mexico	INSTITUTO TECNOLOGICO DE TELEFONOS DE MEXICO S.C.	Others	Mexico	SERVICIOS ESPECIALIZADOS SCITUM S.A. DE C.V.	Administration management or support services
Mexico	INTEGRACION DE SERVICIOS EMPRESARIALES Y CORPORATIVOS S.A. DE C.V.	Sales, marketing or distribution Internal group finances Shareholder	Mexico	SERVISYS VS S.A. DE C.V.	Administration management or support services
Mexico	INTERCOMUNICACION DEL PACIFICO S.A. DE C.V.	Provision of services to independent third parties	Mexico	SIGMATAO FACTORY S.A. DE C.V.	Others
Mexico	INTERCOMUNICACION INTEGRAL S.A. DE C.V.	Administration management or support services	Mexico	SIGTAO SOFTWARE S.A. DE C.V.	Provision of services to independent third parties
Mexico	LATAM SERVICIOS INTEGRALES S.A. DE C.V.	Administration management or support services Others	Mexico	SOPORTE DE SERVICIOS INTEGRADOS LATAM S.A. DE C.V.	Administration management or support services Others
Mexico	MULTICOMUNICACION INTEGRAL S.A. DE C.V.	Administration management or support services	Mexico	SPEEDY MOVIL SERVICIOS S.A. DE C.V.	Administration management or support services
Mexico	MULTIMEDIA CORPORATIVO S.A. DE C.V.	Shareholder	Mexico	SPEEDY MOVIL S.A. DE C.V.	Internal group finances Shareholder Others
Mexico	OPERADORA DE PAGOS MOVILES S.A. DE C.V.	Others	Mexico	SVT SERVICIOS NUBE S.A. DE C.V.	Provision of services to independent third parties
Mexico	OPERADORA MERCANTIL ADMINISTRACION Y SOPORTE INTEGRAL S.A. DE C.V.	Administration management or support services	Mexico	TECMARKETING S.A. DE C.V.	Others
Mexico	PRESTACIONES PROFESIONALES EMPRESARIALES S.A. DE C.V.	Administration management or support services	Mexico	TEINTL S.A. D C.V.	Titular o gestor de la propiedad intelectual
Mexico	PROCESADORA DE PAGOS MOVILES S.A. DE C.V.	Titular o gestor de la propiedad intelectual	Mexico	TELECOMUNICACIONES CONTROLADORA DE SERVICIOS S.A. DE C.V.	Provision of services to independent third parties
Mexico	RADIOCOMUNICACIONES Y DESARROLLO DE MEXICO S.A. DE C.V.	Provision of services to independent third parties	Mexico	TELECONSTRUCTORA S.A. DE C.V.	Others
Mexico	RADIOMOVIL DIPSA S.A. DE C.V.	Purchases and procurement Internal group finances Shareholder Others	Mexico	TELEFONOS DE MEXICO S.A.B. DE C.V.	Provision of services to independent third parties
Mexico	RED NACIONAL ULTIMA MILLA S.A. DE C.V.	Provision of services to independent third parties	Mexico	TELEFONOS DEL NOROESTE S.A. DE C.V.	Provision of services to independent third parties
Mexico	RED ULTIMA MILLA DEL NOROESTE S.A. DE C.V.	Provision of services to independent third parties	Mexico	TENEDORA TELPRI S.A. DE C.V.	Internal group finances Shareholder
Mexico	REDES DE INFORMACION Y EDUCACION DEL SIGLO XXI S.A. DE C.V.	Sales, marketing or distribution	Mexico	TENINVER S.A. DE C.V.	Provision of services to independent third parties Shareholder
Mexico	RENTA DE EQUIPO S.A. DE C.V.	Others	Mexico	TIARA.COM S.A. DE C.V.	Provision of services to independent third parties

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Mexico	TV MEX CONTENIDO S. DE R.L. DE C.V.	Sales, marketing or distribution
Mexico	UNINET S.A. DE C.V.	Provision of services to independent third parties
Mexico	VSYS S.A. DE C.V.	Provision of services to independent third parties
Mexico	WIDCOMBE S.A. DE C.V.	Shareholder
Mexico	AMERICA MOVIL S.A.B. DE C.V.	Purchases and procurement Internal group finances Shareholder
Mexico	COMPANIA DE TELEFONOS Y BIENES RAICES S.A. DE C.V.	Provision of services to independent third parties Others
Mexico	CONTROLADORA DE SERVICIOS DE TELECOMUNICACIONES TMX S.A. DE C.V.	Shareholder
Mexico	AMATECH S.A. DE C.V.	Provision of services to independent third parties Others
Nicaragua	CABLENET S.A.	Provision of services to independent third parties
Nicaragua	EMPRESA NICARAUENSE DE TELECOMUNICACIONES S.A. DE C.V.	Provision of services to independent third parties
Nicaragua	ESTACIONES TERRENAS DE SATELITE S.A.	Provision of services to independent third parties
Nicaragua	INFORMATICA Y TECNOLOGIA DE NICARAGUA S.A.	No Activity
Nicaragua	INGENIERIA DE TELEFONOS Y COMUNICACIONES S.A.	No Activity
Nicaragua	MENSAJERO ELECTRONICO S.A.	No Activity
Panama	CLARO PANAMA S.A.	Sales, marketing or distribution Provision of services to independent third parties
Panama	ESTESA HOLDING CORP.	No Activity
Panama	LIBERTY WIRELESS CORP.	Provision of services to independent third parties
Paraguay	AMX PARAGUAY SA	Provision of services to independent third parties
Paraguay	OPERADORA DE PAGOS MOVILES PARAGUAY SA	No Activity
Peru	AMERICA MOVIL PERU S.A.C.	Purchases and procurement
Peru	AMX TORRES PERU S.A.C.	No Activity
Peru	HITSS PERU S.A.C.	Provision of services to independent third parties

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Peru	OLO DEL PERU S.A.C.	Provision of services to independent third parties
Peru	TVS WIRELESS S.A.C.	Provision of services to independent third parties
Puerto Rico	COQUINET CORPORATION	Provision of services to independent third parties
Puerto Rico	PUERTO RICO TELEPHONE COMPANY INC	Titular o gestor de la propiedad intelectual Fabricación o producción Sales, marketing or distribution Administration management or support services
Puerto Rico	TELECOMUNICACIONES DE PUERTO RICO INC	Titular o gestor de la propiedad intelectual
Republic of Serbia	VIP MOBILE D.O.O.	Provision of services to independent third parties
Dominican Republic	AMOV INTERNATIONAL TELESERVICES SAS	Provision of services to independent third parties
Dominican Republic	COMPANIA DOMINICANA DE TELEFONOS S.A.	Provision of services to independent third parties
Dominican Republic	OPERACIONES DE PROCESAMIENTO DE INFORMACION Y TELEFONIA SAS	Provision of services to independent third parties
Uruguay	AM WIRELESS URUGUAY SA	Provision of services to independent third parties
Uruguay	FLYMAY S.A.	Provision of services to independent third parties
Uruguay	TELEPHONE 2 SA	No Activity
Uruguay	TELSTAR S.A.	Provision of services to independent third parties

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WORKFORCE BREAKDOWN: RACE/ ETHNICITY & NATIONALITY

Nationality	Share in total workforce (as % of total workforce)	Share in all management positions, including junior, middle and senior management (as % of total management workforce)
Mexico	55	54
South America	32	28
Central America	6	7
United States	1	2
Caribbean	6	9

The breakdown of FTE per nationality includes only full-time employees with permanent positions and excludes data from Europe. Thus, covering around 84% of our total workforce.

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