

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

Also, we offer mandatory training courses throughout América Móvil that provide employees with the basic skills and compliance principles they need to carry out their daily 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, anti-corruption, data privacy, among others. In the same manner, we offer non-mandatory courses to improve employees' skills including leadership courses, project management (agile methodologies), to name a few. This year, technological partners supported us with webinars to enhance our knowledge in new technologies.

In 2021, we continued the Customer Experience and Sales Training for América Móvil employees, helping them develop a strategy aligned with the objectives and the necessary skills on customer experience throughout the Company. The training seeks to establish employees' confidence, knowledge, and abilities to meet and exceed customer expectations.

For us, it is vital to focus on enhancing the customer experience through our employees to continue building an authentic customer loyalty culture and ensure the growth of the business in the long-term. This program covers 4% of full-time employees within the Company.

We continue to provide leadership and skills development programs to promote employees' communication skills and tools to empower and inspire América Móvil's multidisciplinary teams, aligned with organizational culture and the Company's goals, resulting in an environment of empowerment, commitment, and trust.

Developing future organizational capabilities to face market challenges, gives continuity to the business, promotes new ways of collaboration that allow the organization to lead in the market and increases employee engagement. This program covers 9% of full-time employees within the Company. Generating leaders helps us drive employee productivity by building their confidence and creating a positive work environment.

Our Leadership Training and Development program is available to all employees, including part time and contractors, through the *Capacitate Carso* Platform. During 2021, over 44 thousand employees participated in leadership skills development courses.

In 2021, 88% of our employees, including part-time and contractors received training. Also, on average, we provided 61 hours of training per employee. Through the pandemic, we could transfer all training courses from on-site to digital, reflecting a positive impact on this investment. Our training and development investment shifted from an average of 30 million US dollars in 2019 to 15 million US dollars in 2020 and 16 million US dollars in 2021.

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

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

In 2021, 75% of employees 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, we provided close to 11 million hours of mandatory and non-mandatory training, resulting in an average of 61 hours of training per full-time equivalent employee. In this sense, we invested more than 300 million MXN (16 million dollars) in training.

## 1. Degree Programs & Certifications

The Company provides support for degree and continuous training programs and certifications. It is available to all employees subject to authorization. Applications are evaluated case by case, depending on the position, relevance of the program or certification selected to the employee's function and the employee's performance.

## 2. *Capacitate Carso* (Carso Training Platform)

The objective of the *Capacitate 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. The platform also enables us to share courses offered in a single operation to the rest of the Group, promoting the exchange of good practices throughout the Company.

On the other hand, *Capacitate Carso* allows the Human Resources team to obtain key information of the development stage achieved by each employee and general statistics on the progress reached in a certain area or topic within the group.

In 2021, our employees were offered 1,155,055 hours of training through the platform.