

# Conflict of Interest Policy

## América Móvil



### Contents

1. Introduction .....	2
2. Purpose .....	2
3. Scope .....	2
4. Definitions .....	2
5. General Guidelines .....	5
5.1. Prevention of Conflicts of Interest .....	6
5.1.1. Relationships with Third Parties .....	6
5.1.2. Hiring Employees .....	6
5.1.3. Interests in other Entities .....	7
5.2. Evaluation of Conflicts of Interest .....	7
5.2.1. How to recognize a Conflict of Interest? .....	8
5.2.2. Actual Conflict of Interest .....	8
5.2.3. Potential Conflict of Interest .....	8
5.2.4. Apparent Conflict of Interest .....	9
5.3. Declaration of Conflict of Interest .....	9
6. Policy Compliance Oversight and Verification .....	9
7. Training and Dissemination of Information .....	10
8. Cooperation and Coordination .....	10
9. Sanctions .....	11
10. Whistleblower Portal .....	11
11. Questions and Comments .....	12
Appendix A – Declaration of Conflict of Interest .....	13

# Conflict of Interest Policy

## América Móvil



### 1. Introduction

América Móvil, S.A.B. de C.V. and its Subsidiaries (“América Móvil” or the “Company”), confirm their commitment to the values and ethical principles of the Company, and hereby express that they will make their best efforts to combat corruption and illegal practices by implementing this Policy.

Thus, you and all the Employees of América Móvil agree to promote and encourage an ethical entrepreneurial culture in your day-to-day activities and decision-making, in order to act without regard for personal interests or seeking personal benefits for you or any Third Party.

América Móvil has developed an Integrity and Compliance Program which includes, among other things, its Code of Ethics, and this Policy. Any violation of our Code of Ethics, our internal policies or applicable laws, rules and regulations, may lead to civil and criminal penalties ranging from fines to imprisonment being imposed on individuals and the Company.

### 2. Purpose

This Policy was prepared to set the principles and guidelines to be followed by all Employees in order to identify, prevent and manage, in a transparent and ethical way, any Conflict of Interest that may arise as a result of activities performed as part of their duties.

Conflicts of Interest are a form of Corruption, so it is essential to prevent and mitigate them.

Effectively controlling Conflicts of Interest is a good practice to protect business integrity, transparency and sustainability, and to build trust between our company and the Third Parties we work with.

### 3. Scope

This Policy is applicable and mandatory for you and for each and every one of our Employees, both internal and external, as well as Third Parties, for all our lines of business in all our Subsidiaries and in each of the countries where we operate, so it is very important to know, understand and apply all the principles and guidelines contained herein.

### 4. Definitions

**Friend(s):** Any, other than family, with whom the Employee has a personal relation or some kind of affinity, including close friendships and personal business contacts.

**América Móvil’s Code of Ethics:** An institutional document that establishes the principles of conduct and values of América Móvil, it is generally applicable to all Employees and Third Parties, as well as any other person related to the Companies of América Móvil.

# Conflict of Interest Policy

## América Móvil



**Subsidiary's Ethics Committee:** A company body comprised of members of the top management of each Subsidiary, entrusted with managing complaints received through the Portal and sent to the Subsidiary, and overseeing the implementation of and compliance with the Code of Ethics and any internal policies derived therefrom. Likewise, this Committee is tasked with deciding the activities to be carried out in the event of failures by Employees or Third Parties to comply with the Code of Ethics and company policies.

**Competitor:** Any company that participates in the same or a similar business sector to that of América Móvil and its Subsidiaries.

**Conflict(s) of Interest:** This is a form of Corruption that consists of an action that may be unduly influenced by some personal, family or third party interest. A conflict of interest arises when the decisions or actions of an Employee or a Third Party are based on the Employee's or Third Party's own benefit (often of an economic or personal nature) as opposed to the responsibility of promoting the Company's best interests when acting on behalf of the Company.

**Actual Conflict of Interest:** It is a Conflict of Interest that has materialized into a real situation.

**Potential Conflict of Interest:** This means a Conflict of Interest where competing interests may exist in certain circumstances; however, the Conflict of Interest has not materialized due to the fact that the Employee has not yet signed an agreement or accepted a job position.

**Apparent Conflict of Interest:** A situation in which an Employee may appear to have a Conflict of Interest, even if it does not actually exist.

**Corruption:** In the public sector, this means any abuse of power for the benefit of the Company or ourselves, and arises in interactions with Civil Servants or Government Entities. It is known as Public Corruption. In the private sector, this means actions or failures to act with the purpose of getting some kind of unduly benefit for the Company, personal benefits or advantages to a Third Party and is known as Private Corruption.

**Things of Value:** Any kind of payment in cash or in kind, including without limitation the following: cash or cash equivalents (securities, grocery coupons, gift certificates, electronic wallets, etc.), loans, gifts, rewards, meals and drinks, travels, Entertainment Expenses, Hospitality, plane tickets, discounts in the price of goods or services, invitations to travel, clothing, jewelry, job offers or promises of employment, either personal or for Third Parties, any kind of concession in a Contract, product or service, as well as the possibility or agreement to acquire shares of the company or its related parties.

**Declaration of Conflict of Interest:** A questionnaire that must be filled out by every Employee at onboarding and must be renewed every two years.

**Employee(s):** Any person or persons hired under an individual or collective bargaining agreement by América Móvil or any of its Subsidiaries.

# Conflict of Interest Policy

## América Móvil



**External employment:** This means paid work performed by an Employee of América Móvil at some other company.

**Relative(s):** Blood relatives up to the third degree. That is, sons, daughters, spouses, father, mother, grandparents, uncles/ aunts, nieces, nephews, grandchildren and cousins will be deemed close Relatives.

**Entertainment Expenses:** Sports, musical or cultural events such as tournaments, fairs, theater plays or concerts, among others.

**Hospitality:** Expenses for gestures with the purpose of strengthening a business relationship (payment of flights, transportation, hotels, business meals, courses, conferences, congresses or seminars, among others) with Third Parties or Civil Servants.

**Direct Interest:** When an Employee benefits directly from certain actions.

**Indirect Interest:** When a Relative, Friend or Third Party of the Employee benefits directly from the Employee's actions.

**Compliance Officer:** This is the department of América Móvil responsible for establishing an Integrity and Compliance Program with proper and efficient policies and control, surveillance and audit systems, and in charge of constantly monitoring compliance with integrity standards across the organization. [yocumplo@americamovil.com](mailto:yocumplo@americamovil.com)

**Subsidiary's Compliance Officer:** This means the department in the Subsidiary responsible for implementing, disseminating and overseeing observance of the Integrity and Compliance Program, according to the criteria, indications and assessments of the Compliance Officer of América Móvil.

**Individual(s):** This means any person other than a Civil Servant.

**Whistleblower Portal:** The internal platform provided by América Móvil for Employees or Third Parties to report anonymously and confidentially any conduct that infringes upon the Company's Code of Ethics and/or policies <https://denuncias.americamovil.com/>

**Integrity and Compliance Program:** This program was developed and is overseen by the Compliance Officer, and includes, without limitation: (i) the preparation of policies and other guidelines of the Company in order to comply with laws, rules and regulations in effect; (ii) the identification, prevention and mitigation of operational and legal risks in order to guarantee the Company's long-term reputational value and generate more certainty across its value chain; (iii) the establishment of appropriate and efficient systems of control, surveillance and audit for the constant and ongoing monitoring of compliance with integrity standards in all the organization; and (iv) management of the Whistleblower Portal and coordination of training in compliance matters.

**Gift:** Any Thing of Value or benefit delivered to a person as a sign of appreciation, esteem or friendship (Christmas gifts, promotional merchandise, among others).

# Conflict of Interest Policy

## América Móvil



**Civil Servant (domestic/foreign):** This is a person who holds a government position or is an Employee at a Government entity or any other decentralized government office, either by election or appointment, and may represent any level of the, federal, national, state or municipal Government including, without limitation, the congress, ministries, judicial bodies, research agencies and organizations. It also includes members of political parties or candidates to any position of election. Officers in public international organizations (World Bank, United Nations, International Monetary Fund) are also deemed Civil Servants.

**Bribery:** This is a form of Corruption that consists of offering, promising or granting, as well as demanding or accepting any benefit, either in cash or in kind, directly or indirectly to other person, to get that person to do or refrain from doing something to ensure an undue advantage, or to secure, lead or retain business for a specific company.

**Subsidiary:** Any entity controlled by América Móvil.

**Line Manager:** The Employee that has the responsibility of leading and supervising the work of another Employee in a direct line.

**Third Party(Parties):** Distributors, representatives, advisors, commercial partners, agents, brokers, customers, contractors, managers, lobbyists, consultants or suppliers who are part of the value chain of América Móvil or represent the Company in interactions with another Third Party, a Government or Civil Servants. This includes organizations of the civil society and the education, charitable, cultural or sports institutions.

## 5. General Guidelines

You and all the Employees must comply with the following guidelines so that your actions and decisions are always based on the best interests of América Móvil as opposed to personal interests or those of Third Parties.

### 5.1. Prevention of Conflict of Interest

#### 5.1.1. Relationships with Third parties

- Timely request the Third-Party Declaration of Non-Conflict of Interests attached as “Appendix A” of América Móvil’s Procurement Policy.
- Gifts from Third parties must be received in accordance with provisions in América Móvil’s Gifts, Entertainment Expenses and Hospitality Policy.
- All Employees whose duties include defining, negotiating or making decisions with respect to the management of business relations, must perform these duties according to the principles of honesty, transparency, respect, equality and sustainability.
- Any Employees who have Relatives related to Third Parties, and whose duties in the Company could give rise to Conflicts of Interest owing to such relation, should inform the Director of their department and the Compliance Officer to assess the situation. Senior management Employees shall inform and get approval from the Compliance Officer and, in exceptional cases, will need the Company’s CEO’s sign off.

# Conflict of Interest Policy

## América Móvil



- Whenever Third Parties are hired, if a Relative or Friend of an Employee has a senior management role or a financial interest, the relevant Employee will not be allowed to participate or influence in any manner whatsoever the negotiation, selection and onboarding process, and must inform the Director of the Employee's department and the Compliance Officer about such situation for assessment. Senior level Employees will inform and get approval from the Compliance Officer and, in exceptional cases, will need the Company's CEO's sign-off.
- Any contract with Third Parties controlled by or which currently employ former senior-level Employees of the Company must be authorized by the Compliance Officer.

### 5.1.2. Hiring Employees

- The relevant Employee must not participate or have any influence in the onboarding process of Relatives or Friends.
- The proposed onboarding of any Relatives or Friends of senior-level or key Employees must be notified to the Compliance Officer, or the CEO in special cases, and express authorization requested.
- Employees cannot be line managers of any Relatives to supervise their work. When existing Employees become Relatives, the line manager must be informed, and will need to determine if the performance of the Employees' duties gives rise to any overlapping of interests, and if the line manager deems it necessary, the Compliance Officer may be called upon to assess the situation.
- Employees shall refrain from influencing the onboarding or promotion of any of their Relatives or Friends so that the person to be hired or promoted gets a benefit disproportionate to the duties, role, skills and abilities defined by the Company.
- No former civil servants shall be appointed to senior-level positions unless approved by the Compliance Officer. For lower-ranking employees, the Personnel Deputy Director will conduct this assessment.

All Employment agreements for the Company shall comply with the terms and conditions of América Móvil's Pre-Employment Due Diligence Protocol as well as applicable Human Resources policies and procedures.

### 5.1.3. Interests in other Entities

Employees who have or get an External Employment (paid or not) must ensure that it does not compete with the interests of the Company, or that due to the nature of the relevant activities it does not:

- Interfere in the correct performance of the Employee's duties in the Company.
- Affect the Employee's judgment in performing his/her responsibilities at the Company.
- Affect the reputation of the Company.
- Establish connections with a Competitor of the Company or impact its ability to compete fairly and legally in the market.

# Conflict of Interest Policy

## América Móvil



Any participation or economic or financial interests an Employee may hold directly or indirectly in any kind of company other than the Company must be specified in the Declaration of Conflict of Interest.

### 5.2. Assessment of Conflicts of Interest

The Compliance Officer, the relevant Direction or, if applicable, the Company's CEO, are responsible for assessing and managing any declared Conflicts of Interest and will adopt any necessary measures to adequately assign roles, responsibilities and line managers to supervise the Employee's duties, as well as to identify any situations in which the Employee may unduly influence decisions, votes, negotiations or contracts.

If no adequate measure to prevent the Conflict of Interest is identified, the Employee will be required, and shall agree, to refrain from performing the activity giving rise to a Conflict of Interest.

All situations reported by the Employee must be evaluated impartially and independently, taking into account the risks to the Company.

Any measures adopted to mitigate Conflicts of Interest must be clearly communicated and explained to the Employee, giving sufficient reasons for the Employee to confirm acceptance of and compliance with such measures.

The Compliance Officer is responsible for carrying out Pre-Employment and Third-Party due diligence procedures, in order to guarantee that any Potential Conflicts of Interest will be identified and appropriate measures will be implemented to manage, supervise and mitigate them.

#### 5.2.1. How to recognize a Conflict of Interest?

In order to facilitate the understanding of situations that may affect Employees' ability to be objective in their decisions and activities, here are examples of a number of situations that can give rise to or represent a Conflict of Interest:

#### 5.2.2. Actual Conflict of Interest

- Participate in the onboarding process of a Relative or Friend.
- Supervise the work of a Relative or Friend.
- An Employee who works in the procurement area requests or acquires goods or services on behalf of the Company from a Third Party in which the same Employee, Relative or Friend holds a (direct or indirect) interest.
- Use confidential or privileged information of the Company for personal benefit or for the benefit of a Relative or Friend, or disclose that information to a Third Party in which the Employee holds an interest.
- Perform board and senior-level duties at the same time.
- Get Gifts from a Third party.





### 5.2.3. Potential Conflict of Interest

- Have a personal relationship with an Employee of the Company.
- Be Relative of an Employee who works in the strategic planning department of a Competitor.
- A senior-level Employee who is also a member of the board of directors of another company, not related to the Company. This may generate a Conflict of Interest if these two companies do business in the future.
- An Employee who owns, or has a Relative who owns, a personal business that may provide services to the Company.
- An Employee who has a Relative or Friend that works in a supplier of the Company, and/or who takes part in the relevant negotiations with the Company.
- An Employee with decision-making powers that may unduly benefit Third Parties.
- Have an External Employment that may interfere with our work for the Company.

### 5.2.4. Apparent Conflict of Interest

- The Company hires a new Employee who shares a last name with a senior officer of the Company, but they are not Relatives.
- The wife of one of the Company's senior officers works at a company that provides services to the Company, but in a different area.

## 5.3. Declaration of Conflict of Interest

The Declaration of Conflict of Interest is an opportunity to identify activities or relationships that may interfere with the exercise of your duties as an Employee or in your decision-making; this is why, as part of their responsibilities, all Employees must submit a Declaration of Conflict of Interest (Appendix A to this Policy) as follows:

- Newly-hired Employees should fill out the form as part of the onboarding process. The Human Resources department must make sure that all new Employees understand this policy and fill out the Declaration of Conflict of Interest, which is an element of their employment file.
- Every two years, Employees must confirm or, as applicable, update their Declaration of Conflict of Interest; for such purposes, the Compliance Officer must send out an email containing the corresponding notice and request.
- Employees must review, respond and sign the Declaration of Conflict of Interest format and return to the Compliance Officer who, in turn, must classify and treat the information as confidential.
- If any Employee is promoted to a manager-level position, or appointed deputy director or director, the Employee must submit a Declaration of Conflict of Interest before officially taking office.
- Even if the Declaration of Conflict of Interest is updated every year, if an Employee identifies a situation or has concerns regarding a Potential or Actual Conflict of Interest, the Employee must promptly inform its line manager about this, and immediately fill out a Declaration of Conflict of Interest.



# Conflict of Interest Policy

## América Móvil



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### 6. Policy Compliance Oversight and Verification

The Audit and Corporate Practices Committee of the Board of Directors of América Móvil, through the Compliance Officer, is responsible for supervising, overseeing and, as applicable, auditing the due compliance of all provisions in this Policy, and periodically assessing its effectiveness.

The Compliance Officer is also responsible for evaluating periodically the Integrity and Compliance Program which includes, among other things, a series of measures intended to prevent acts of Corruption. It is also responsible for providing guidance to Employees regarding this Policy, via this email address [yocumplo@americamovil.com](mailto:yocumplo@americamovil.com), along with line managers.

If any audits are necessary, they will be conducted regularly and randomly in the various departments of the Company.

All Company Employees must support and cooperate with the work teams in charge of such audits, refraining from obstructing or blocking audit processes and from providing incorrect or false information.

Remember that we all have an obligation to comply and ensure compliance with this policy, and to report any act in violation of this policy, through the Whistleblower Portal <https://denuncias.americamovil.com/>

### 7. Training and Dissemination

It is extremely important for us to understand and implement all actions described herein, and with the purpose of promoting a culture of transparency, ethics and values, América Móvil offers its Employees and Third Parties online or in-person courses, which will be promoted through the Company's official means of communication, in order to provide training to help them understand the concepts, scope, and situations that may occur during daily operations, and to express any concerns they may have.

We at América Móvil or its Subsidiaries are responsible for attending the allocated sessions, complying with the specified times and requested assessments.

### 8. Cooperation and Coordination

The Compliance Officer is responsible for preparing and making its best efforts to harmonize this Policy with respect to the Subsidiaries. However, the Subsidiaries will be responsible for complying with applicable legal obligations before the Authorities of each individual country.

Accordingly, Subsidiaries must have an internal procedure to ensure legal compliance adapted to specific anti-corruption, Conflict of Interest and anti-bribery obligations in each country.

# Conflict of Interest Policy

## América Móvil



Furthermore, the Subsidiaries must ensure to have in place efficient mechanisms that may allow them to cooperate and, applicable, coordinate internal efforts to develop and implement policies and activities designed to prevent Conflicts of Interest in particular, and acts of Corruption in general.

### 9. Sanctions

Failures to comply with this Policy may lead, both for Employees and Third Parties, to administrative, labor, or even criminal sanctions, depending on the seriousness of the particular act, which will be determined in accordance with internal workplace regulations and/or applicable laws, rules and regulations.

Within América Móvil, the Ethics Committee of each Subsidiary shall be the authority of last resort to determine sanctions in the event of default of this Policy, without prejudice to such defaults being also penalized by applicable laws and authorities having jurisdiction.

### 10. Whistleblower Portal

To file a complaint in connection with any default to this Policy or our Code of Ethics, we have made available the Whistleblower Portal at <https://denuncias.americamovil.com/>

Each Employee of América Móvil and Third Party have the right and an obligation to directly report their line manager to the Compliance Officer or through the Whistleblower Portal in connection with any behavior that infringes this Protocol or any applicable laws, rules, regulations, Policies or internal procedures and, in general, any non-ethical conduct.

Further, it is our duty to cooperate with any internal or external investigation and keep it confidential. Employees who make a false or misleading complaint may be subject to disciplinary actions.

Remember that failures to report a serious breach of ethics may have disciplinary consequences, as you may be covering up an unethical act or a crime. Reports can be made anonymously if the person filing the report wishes to do so; however, we encourage informants to leave some contact details for follow-up during the investigation.

It is important to note that América Móvil has adopted reasonable and justified measures to protect the confidentiality of the complaint and of the complainant; furthermore, we guarantee that no retaliation will be taken against you for filing the complaint.

It is also important to note that nothing in this Policy is meant to discourage employees from reporting any misconduct directly to law enforcement authorities. In such cases, our suggestion is that it should be reported to Legal and/or the Compliance Officer, so that they can cooperate with the authorities, if necessary.

All reports will be investigated by América Móvil's Compliance Officer, who reports to the Audit and Corporate Practices Committee of América Móvil.

# Conflict of Interest Policy

## América Móvil



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The Compliance Officer is in charge of the supervision and operation of the Whistleblower Portal and will send to the Ethics Committees of each Subsidiary the corresponding complaints, for their proper investigation.

### **11. Questions and Comments**

If you have questions, comments or suggestions regarding this Policy, please contact us in the following email address: [yocumplo@americamovil.com](mailto:yocumplo@americamovil.com)



### Appendix A – Declaration of Conflict of Interest

Please read carefully and answer the following questions before signing the Declaration.

1. Have your blood Relatives up to the third degree and/or you or your Friends bought shares of América Móvil or its Subsidiaries?

Yes  No

If yes, please provide the name of the company or companies:

\_\_\_\_\_

2. During the last 2 years, did you get an external full- or part-time job (paid or not), in any entity other than América Móvil or its Subsidiaries?

Yes  No

If yes, declare the activity and the number of hours devoted each day:

\_\_\_\_\_

3. During the last 2 years, did you or any Relative or Friend hold a position in a charity, sports, volunteer or civil organization related to América Móvil?

Yes  No

If yes, specify the organization and your relationship:

\_\_\_\_\_

4. Do you, or any of your Relatives or Friends, have or at any moment had any senior- and/or manager-level position, or directly or indirectly controls or holds an interest, in companies that are supplies, distributors or Competitors of América Móvil?

Yes  No

Name of the Company or Third Party

\_\_\_\_\_

Name of the Relative and job position \_\_\_\_\_

5. Are you related to a Civil Servant, and could that relationship give rise to a Conflict of Interest?

Yes  No

6. During the last 2 years, did you have any involvement in the onboarding of a supplier where a Relative or Friend has a senior management role or holds an economic interest?

Yes  No

# Conflict of Interest Policy

## América Móvil



7. During the last 2 years, were you involved in the onboarding of a Relative or Friend in América Móvil?

Yes  No

8. Have you offered or received any kind of Gift, donation, invitation, travel, Entertainment expenses, Hospitality or any Thing of Value to or from a company with which América Móvil did business or is interested in establishing a contractual relation?

Yes  No

What kind of Gifts? (Describe as accurately as possible the Gifts or Things of Value) \_\_\_\_\_

To or from whom and/or to or from which company?  
\_\_\_\_\_

9. Have you informed Human Resources or the Compliance Officer of any personal conflict of interest in connection with a Third Party (supplier, agent, distributor) of América Móvil?

Yes  No

10. If you took part in a purchase and/or an onboarding process, even if the approval of the Procurement Committee is not necessary, did you follow the guidelines and policies established by América Móvil?

Yes  No

11. Did you act ethically and transparently in all your work-related actions and decisions, without seeking personal benefits, or benefits for Relatives, Friends or Third Parties?

Yes  No

I hereby conform that I have read and understood the Conflict of Interest Policy of América Móvil. I further certify that I have informed about any situation of Actual or Potential Conflict of Interest, and that the responses above, including all the details following affirmative answers in this Declaration, are true and complete, and that I will timely inform about any change to these answers, in accordance with the guidelines of the Conflict of Interest Policy, if any of my circumstances change during the year. Furthermore, I acknowledge that I am responsible for reporting any situation that may affect my independence or objectivity and which, given its specific nature, is not included in this policy.

**Name:** \_\_\_\_\_

**Company:** \_\_\_\_\_

**Employee No.:** \_\_\_\_\_

**Place and Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_