



HUMAN RIGHTS POLICY

América Móvil, S.A.B. of C.V. (individually or in conjunction with its subsidiaries, depending on the context, “América Móvil”, the “company” or “we”) is committed to the protection and advancement of human rights.

Purpose

While national governments play a primary role in establishing and protecting human rights, it is increasingly important for companies operating internationally to be attentive to the potential impact of their actions on human rights. As a telecommunications service provider with operations in 25 countries, we are well-positioned to be a constructive influence for

human rights in the countries where we do business. Consequently, we consistently seek out ways to promote respect for human rights in a manner consistent with our internal policies and all valid legal restrictions.

Our human rights policy is guided by the **Universal Declaration of Human Rights**¹ adopted by the United Nations, the

Declaration on Fundamental Principles and Rights at Work² proclaimed by the International Labour Organization (OIT) and the **Guiding Principles on Business and Human Rights**³ established by the United Nations. Additionally, América Móvil aligns this policy with its internal **Code of Ethics**⁴ and with the ten principles of the **United Nations Global Compact**⁵.

SCOPE

This policy establishes our commitment to the promotion and advancement of human rights in our company and entire value chain.

It is applicable to all of our employees and independent contractors in every country in which we operate. In electing and evaluating our distributors, suppliers and any other entity with whom we maintain a business relationship, we assess compliance with this policy.

PRINCIPLES AND COMMITMENTS TO HUMAN RIGHTS

At América Móvil, we commit ourselves to the following human rights principles and seek to ensure we are not complicit in human rights abuses:

Labor Standards

- We promote respect, diversity, and inclusion in the workplace without discriminating on the basis of disability, ethnic origin, religion, gender, age, marital status, medical condition, pregnancy status, nationality, economic capacity, sexual orientation or political opinion.
- We do not allow any type of harassment, intimidation, insults, threats, unfair accusations, bullying, or other acts of physical or psychological violence that could have a negative impact on an employee's dignity and cause him/her to feel uncomfortable or harassed in any manner.
- We value the safety and health of our employees and adopt the necessary measures to avoid and minimize labor risks in our operations.
- We do not interfere with our employees' rights of freedom of association and collective bargaining
- In AMX we are against child exploitation and we adopt preventive measures, including verification of the minimum age requirements applicable under domestic law, and we assure the care of rights and warranties of minors, in case of employment.
- We consider that child exploitation is any activity involving girls, boys or teenagers, whether paid or not, that is done outside the law and in dangerous or unhealthy conditions that infringe their rights or that can produce negative immediate or future effects to their physical, mental, psychological or social development or affect their education.

Social Responsibility

- We adopt measures to eliminate barriers and promote equal access for people with disabilities in our facilities and digital platforms.
- We respect the rights of indigenous people in our sphere of operations.
- We employ and encourage the employment of materials and/or products from legal and sustainable sources and have abolished the use of minerals from conflict zones and contiguous regions.
- We encourage equality and equity between men and women at work and contribute to reducing gender gaps through the use of technology.

Freedom of Expression and Privacy

- We protect the privacy and personal data of clients, employees, distributors, shareholders, and suppliers; as well as the privacy of communication of our users.
- We promote the freedom of our users to hold and freely share information

without interference; as well as the access to any content or service in the web.

- We do not discriminate, screen or interfere with any content transmitted in our network.
- We strive for the security of our network and the services rendered through it, and we take actions to preserve its quality.

Procedure and Review

We periodically monitor, through our Ethics Committee, the follow-up of complaints that refer to violations of human rights.

Employees, distributors, suppliers, independent contractors and any other entities with whom we maintain a business relationship who violate the principles and commitments established in this policy may be subject to disciplinary actions.

If you have any concerns, please email humanrights@americamovil.com

¹ Universal Declaration of Human Rights, GA Res 217A (III), UNGAOR, 3rd Sess, Supp No 13, UN Doc A/810 (1948) 71, accessible at <http://www.un.org/en/universal-declaration-human-rights/>.

² Declaration on Fundamental Principles and Rights at Work, OIT, 86th Sess. (1998), Annex revised 15 June 2010, accessible at <https://www.un.org/ruleoflaw/blog/document/ilo-declaration-on-fundamental-principles-and-rights-at-work/>.

³ Guiding Principles on Business and Human Rights, OHCHR, UN Doc A/HRC/17/31, accessible at https://www.ohchr.org/Documents/Publications/GuidingPrinciplesBusinessHR_EN.pdf

⁴ *América Móvil Code of Ethics*.

⁵ Accessible at <https://www.unglobalcompact.org/what-is-gc/mission/principles>