América Móvil has published a Sustainability Report annually since 2010; it describes our accomplishments regarding our employees, social development, and the environment in a clear and transparent manner in order to enhance our communication with our main stakeholders. This document is a summary of América Móvil’s 2019 Sustainability Report, which includes the company’s results for the period between January 1st and December 31st, 2019. We report information regarding the 25 countries where we operate, which have been grouped by region (unless otherwise specified).

The content of our reports is based on our materiality assessments, our commitment to the UN’s 10 Principles of the Global Compact and Sustainable Development Goals, and the methodology suggested by the Sustainability Index of the Mexican Stock Exchange.

Adhering to our commitment to share true and transparent information, Ernst & Young verified several of the indicators included in the report. The scope of the indicators that were subject to verification and the report issued by Ernst & Young are referenced in the sections entitled GRI Content Index and Independent Assurance Report in our América Móvil’s 2019 Sustainability Report.
We believe that empowering people through connectivity, delivering solutions that enable customers to achieve their own goals, while working along with our value chain in an ethical and environmental manner, is the best way we can provide value for our stakeholders and shareholders in the long run.
At América Móvil we are committed to build a better future through connectivity. This is why we have built reliable networks that promote economic development, education, health, culture, reduction of environmental impacts, equality and inclusion through innovation and technological development. We continue investing so that our infrastructure, products and services enable the digital transformation that our users demand, both personally and professionally, to meet their increasing communication needs.

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

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

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

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

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

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

To conclude, I would like to state that we appreciate our shareholders’ trust, which has enabled us to continue to grow profitably in a highly competitive sector.
América Móvil has been for many consecutive years the leading company in integrated telecommunications services in Latin America, as well as the largest telecommunications company worldwide in terms of total accesses, excluding China and India. We provide innovative communication solutions through our portfolio of value-added services and our world-class communications platform. América Móvil has presence in 25 countries in America and Europe.
MAIN BRANDS AND BUSINESSES IN THE COUNTRIES WHERE WE OPERATE

AUSTRIA AND EASTERN EUROPE *

<table>
<thead>
<tr>
<th>Country</th>
<th>Main Brand</th>
<th>Equity Stake</th>
<th>Percentage of Operation</th>
<th>Number of Accesses (in thousands)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austria</td>
<td>A1</td>
<td>51.00%</td>
<td>27,439</td>
<td>8%</td>
</tr>
<tr>
<td>Belarus</td>
<td>A1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bulgaria</td>
<td>A1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Croatia</td>
<td>A1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Macedonia</td>
<td>A1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Serbia</td>
<td>A1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Slovenia</td>
<td>A1</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total:** 359,323 (100%)

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

**Main Brands and Businesses in the Countries Where We Operate:**

- **Main Brands**
- **Main Businesses**
- **Equity Stake**
- **Number of Accesses (in thousands)**
- **Percentage of Operation (millions of accesses)**

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

**United States**
- TracFone 100.00% 20,876 6%

**Mexico (Corporate Headquarters)**
- Telcel 100.00% 98,910 28%
- Telmex Infinitum 98.80% 100.00% 90.00%
- Sección Amarilla 100.00% 100.00%
- Telvista 90.00%

**Central America**
- Guatemala Claro 99.30%
- El Salvador Claro 95.80%
- Honduras Claro 100.00%
- Nicaragua Claro 99.60%
- Costa Rica Claro 100.00%
- Panama Claro 100.00%

**Andean Region**
- Ecuador Claro 100.00%
- Peru Claro 100.00%

**Total**
- United States 8,772 2%
- Mexico 38,717 11%
- Central America 88,536 25%
- Andean Region 34,021 9%
- Brazil 88,536 25%
- Southern Cone 88,536 25%
- Caribbean 8,772 2%
- Total 359,323 100%
As of December 31st 2019, América Móvil had 359 million accesses. 278 million wireless subscribers (voice and data), and 81 million revenue generating units (RGUs).

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

1 The RGUs of the fixed services include the number of fixed voice and data services accounts and Pay TV (which include the number of users of both Pay TV services as well as other digital services).
By the year ended December 31, 2019, our capital expenditures totaled **Ps. 151.8 BILLION**, which allowed us to increase our network, to expand our capacity and to upgrade our systems to operate with the latest technologies.

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

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

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

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

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

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

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

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

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

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

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

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

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

CUSTOMER SATISFACTION

- Increase our Net Promoter Score (NPS). We monitor our customer satisfaction levels using the NPS, seeking to increase and maintain our customer recommendation.

- Maintain CHURN rate. We aim to retain our customers’ loyalty; by monitoring our CHURN rate we are able to determine the percentage of customers who drop out of our service.

- Improve the quality of our services. We constantly invest in our network infrastructure to improve our customers’ mobile communications and overall experience.

GROWTH

- Increase our subscribers’ base. We believe that offering high quality products and services will allow us to increase our subscribers’ base.

- Comply with income per service budget. We constantly work on identifying new business opportunities that improve customer service in order to meet our revenue budget.

- Increase market share. Promoting teamwork across all divisions is key to retain and grow our long-standing market leadership.

- Digital Transformation implementation. Accelerating business innovation through a technological platform that enables the processes’ standardization, as well as an efficiency and quality improvement that allow us to adapt and anticipate to the rapidly changing market.

LEADERSHIP

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

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

2 CHURN rate. The number of mobile subscribers who drop our service during a specific period compared to the number of subscribers at the beginning of the period.
Sustainability is a priority for América Móvil. By incorporating sustainability in strategic decision-making in our daily operations, we are certain that we can maintain our market leadership. In 2019, we made significant efforts to implement our sustainability strategy and to work on achieving a set of objectives that could help us better contribute to economic, social, and cultural development in the communities where we have presence.
We have been working on updating our sustainability strategy since 2017. Our journey has included an in-depth materiality analysis, allowing us to identify the priority issues for our stakeholders, integration of a Corporate Executive Sustainability Committee, the definition of a sustainability strategy, the establishment of a first phase of 2020 goals, and the deployment of corporate initiatives throughout all our operations.

The strategy has four pillars:

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

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

- **Quality of life**, considering that the products and services that América Móvil offers help people to enjoy more free time, improve their health and wellbeing, and stay more connected to their loved ones.

- **Principles**, values, and ethics management in América Móvil ensures that the Company has a significant reputation, which we seek to extend along our value chain.

In order to develop América Móvil’s sustainability strategy, we followed several guidelines and methodologies, including ISO 26000, SA8000, RobecoSAM, GRI, and the ten principles of the UN Global Compact, among others.
Executive Summary

2019 Sustainability Report

About This Report

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Company Profile

Updating 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.

Uploading Quality of Life

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

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

SMART SUSTAINABILITY

Sharing Development

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

Related indicators:
- Training through aprende.org.
- Narrowing the digital divide.
- Financial services.
- Promoting entrepreneurship.
- Developing small suppliers.
- Volunteering.
- Local jobs.
In 2017 we carried out an extensive materiality assessment following the methodology suggested by the GRI Reporting Standards, involving our main stakeholders in almost all the countries where we operate.

The following chart shows the result of our materiality assessment:
We have identified nine América Móvil’s stakeholder groups with whom we maintain a constant two-way communication, for which purpose we have established several contact channels.

**Stakeholders**
- **CUSTOMERS**
  - Social networks
  - Corporate Communications
  - Press information on website
  - Events
  - In-person meetings
  - Whistle-blower Portal
  - Sustainability Report

- **COMMUNICATIONS MEDIA**
  - Communications (e-mail)
  - Press information on website
  - Events
  - In-person meetings
  - Whistle-blower Portal
  - Sustainability Report

- **INVESTORS**
  - Telephone calls
  - Events and in-person meetings
  - Whistle-blower Portal
  - Sustainability Report

- **SUPPLIERS**
  - e-mail
  - Call center
  - Internal Magazine
  - Manuals & Training
  - Internal Communication
  - Satisfaction surveys
  - Performance Evaluation
  - Whistle-blower Portal
  - Sustainability Report

- **EMPLOYEES**
  - e-mail
  - Call center
  - Trade Magazines
  - Manuals & Training
  - Advertising
  - Satisfaction surveys
  - Whistle-blower Portal
  - Sustainability Report

- **RETAILERS**
  - In-person meetings
  - Special events
  - Information shared by the sector
  - Whistle-blower Portal
  - Sustainability Report

- **ASSOCIATIONS AND INDUSTRY PARTICIPATION**
  - Partnerships
  - Agreements
  - In-person meetings
  - Whistle-blower Portal
  - Sustainability Report

- **AUTHORITIES**
  - Programs and social events
  - In-person meetings
  - Whistle-blower Portal
  - Sustainability Report

- **COMMUNITY**
  - Investment in development projects
  - Good neighbor
  - Environmental stewardship
RISK MANAGEMENT

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

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

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

- More common extreme temperature events or increase in the mean temperature.
- Increase of number and severity of tropical cyclones.
- Unexpected or short notice changes in air pollution limits.
- Changes in consumers’ expectations.
- Growing consumer demand for telecommunications companies to open their services to everyone in cases of emergency or humanitarian crisis.
- Competition in the telecommunications industry.
- Regulations that could have a significant adverse effect on our operations.
- Government limitations to acquire additional radio spectrum capacity.
- Lack of certainty in the renewal of concessions and licenses to operate.
- Corruption, bribery and money laundering.
- System failure and interruptions of service.
- Employee development and retention challenges.
- Cybersecurity incidents and other breaches of network.
- Relevance of customers’ and employees’ proper data management.
- Critical suppliers’ risk management in the value chain.
- Business impact regarding economic, political and social changes.
- Unexpected fiscal regime changes.
CORPORATE SUSTAINABILITY EXECUTIVE COMMITTEE AND SUSTAINABILITY MANAGEMENT

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

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

2020 SUSTAINABILITY GOALS

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

<table>
<thead>
<tr>
<th>Issues</th>
<th>2020 Sustainability Goals</th>
<th>Progress until 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Renewable Energy</td>
<td>1. Use 50% of clean energy sources and commit to streamlining operations in order to minimize energy consumption.</td>
<td>94%</td>
</tr>
<tr>
<td></td>
<td>2. Perform evaluations in more than 80% of our employees.</td>
<td>Exceeded</td>
</tr>
<tr>
<td></td>
<td>3. Improve work environment satisfaction results from 78% to 80%.</td>
<td>92%</td>
</tr>
<tr>
<td>Human Capital</td>
<td>4. Increase by 20% the number of subscribers in the Group’s education platforms, maintaining an average of 2.5 courses per user.</td>
<td>95%</td>
</tr>
<tr>
<td>Education</td>
<td>5. Increase by 1% the average brand NPS for each country where we operate.</td>
<td>Exceeded</td>
</tr>
<tr>
<td>Customer Service</td>
<td>6. Align 35% of our suppliers with our Commercial Integrity Policy.</td>
<td>75%</td>
</tr>
<tr>
<td></td>
<td>7. Assess 100% of our Tier 1 suppliers in sustainability performance.</td>
<td>67%</td>
</tr>
<tr>
<td>Value Chain</td>
<td>8. Offer training to 30% of our local suppliers.</td>
<td>25%</td>
</tr>
<tr>
<td>Health &amp; Safety</td>
<td>9. Achieve 0 fatalities.</td>
<td>0%</td>
</tr>
</tbody>
</table>

1 2020 Sustainability Goals with respect to 2018.
2 Considers renewable energy from the grid.
3 Tier 1 suppliers, are the ones whose purchase orders exceeded USD 50M in 2018.
RELATIONSHIP WITH ASSOCIATIONS AND ORGANIZATIONS

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

UN SUSTAINABLE DEVELOPMENT GOALS (SDGs)

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

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

AMÉRICA MÓVIL PROJECTS AND ACTIONS WITH A HIGH IMPACT ON THESE GOALS

- Conservation of biodiversity with the WWF-Telmex Telcel Foundation Alliance
- Renewable energy
- Initiatives to reduce emissions, energy consumption, and fuel consumption
- Refurbishing electric and electronic equipment
- Disposal of handsets and accessories
- Value chain
- Disposal of handsets and accessories
- Volunteering
- Social development projects
- Aid in natural disasters
- Work benefits
- Research and development
- Infrastructure
- Initiatives to reduce emissions, energy consumption, and fuel consumption
- Accessibility
- Internet for all project
- Aprende.org
- Our employees
- Aprende.org
- Aprende.org
- Train for a Job
- Internet for all project
UN GLOBAL COMPACT PRINCIPLES

Since 2016, at América Móvil and our subsidiaries we have made a tangible effort to observe the Ten Principles of the Global Compact and to align our operation to them.

GSMA AND THE WE CARE PROGRAM

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

<table>
<thead>
<tr>
<th>PRINCIPLE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>DIGITAL INCLUSION</td>
<td>Helping connect people with no access to Internet or to mobile technology.</td>
</tr>
<tr>
<td>CHILD PROTECTION</td>
<td>Finding ways to protect children from unsafe content online.</td>
</tr>
<tr>
<td>ENVIRONMENTAL STEWARDSHIP</td>
<td>Implementing campaigns on how to ecologically dispose of mobile devices and recycling them, as well as conducting reforestation and environmental stewardship activities.</td>
</tr>
<tr>
<td>RESPONSE TO NATURAL DISASTERS AND HUMANITARIAN CRISIS</td>
<td>Enhance access to information and coordinate aid to people affected by natural disasters or humanitarian crises.</td>
</tr>
<tr>
<td>FIGHTING DEVICE THEFT</td>
<td>Develop initiatives that help decrease the number of mobile devices that get stolen. The GSMA Blacklist is an IMEI centralized database of stolen terminals that is managed by the GSMA, to which operators can connect in order to upload or download information that will later serve to deny access of stolen handsets to their networks.</td>
</tr>
<tr>
<td>CONNECTED WOMEN</td>
<td>Aims to reduce the gender gap in mobile Internet and financial services in low and medium-income countries, and to unlock significant commercial and socioeconomic opportunities. We now known that when women prosper, so do societies, companies and economies.</td>
</tr>
</tbody>
</table>
The principles behind our actions at América Móvil are the basis of the excellent reputation that we have in society and with our stakeholders. The framework of the principles with which we operate have enabled us to be sustainable over time and will allow us to maintain our leadership position in the industry.
CORPORATE GOVERNANCE AND ETHICS MANAGEMENT

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

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

2019 is the second consecutive year in which we have a centralized Whistle-blower Portal available to all our employees in our 25 operations, as well as to all our stakeholders around the globe, thus reaffirming our commitment to our corporate values and the best international practices in the field.

COMPLIANCE, ETHICS AND HUMAN RIGHTS MANAGEMENT

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

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

CODE OF ETHICS AND POLICIES

Our Code of Ethics serves as the ethical guideline for the decision-making process. It also establishes the following obligations for every América Móvil employee: to read and adhere to the Code of Ethics, comply with its principles, behave in an ethical manner, and report any deviation from the Code.

In 2019, we trained the 100% of our employees in our Code of Ethics – Code of Conduct through a digital course that lectured with a practical focus and specific case studies.
WHISTLE-BLOWER WEBSITE

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

The América Móvil Whistle-blower website is available at: https://denuncias.americamovil.com
Our Code of Ethics is available at: https://www.americamovil.com/English/corporate-governance/code-of-ethics/default.aspx

For more detailed statistics on the América Móvil Whistle-blower Website, Click Here.
HUMAN CAPITAL MODEL

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

TALENT DEVELOPMENT

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

ATTRACTING AND RETAINING TALENT

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

191,523 EMPLOYEES
WHERE 37% ARE WOMEN AND 63% ARE MEN,
99% ARE PERMANENT POSITIONS, AND ONLY 1% ARE TEMPORARY.

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

OUR EMPLOYEES AS OF 2019:

<table>
<thead>
<tr>
<th></th>
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<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>173,174</td>
<td>191,156</td>
<td>195,475</td>
<td>194,431</td>
<td>191,851</td>
<td>189,448</td>
<td>191,523</td>
</tr>
</tbody>
</table>
EXECUTIVE SUMMARY 2019 SUSTAINABILITY REPORT

PERCENTAGE OF FULL TIME EQUIVALENTS (FTEs) BY REGION

- **United States**: 858 (0.4%)
- **Mexico**: 87,803 (45.1%)
- **Central America**: 10,372 (5.3%)
- **Andean Region**: 7,018 (3.6%)
- **Caribbean Region**: 10,751 (5.5%)
- **Southern Cone**: 18,344 (9.4%)
- **Brazil**: 31,946 (16.4%)
- **Europe**: 87,803 (45.1%)
- **Mexico**: 184,553 (100%)

**Total FTEs**: 184,553

This figure excludes our Call Centers.

For América Móvil it is important to maintain a low employee turnover. In 2019 our turnover rate was **12.9%**.

This year we created **2,009 new positions** across the organization, of which internal candidates occupied 56%.

### FTEs by Country or Region and Gender by Type of Contract

<table>
<thead>
<tr>
<th>Country / Region</th>
<th>Permanent Contract</th>
<th>Temporary Contract</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Women</td>
<td>Men</td>
</tr>
<tr>
<td>Mexico</td>
<td>31,540</td>
<td>55,356</td>
</tr>
<tr>
<td>Brazil</td>
<td>11,082</td>
<td>20,858</td>
</tr>
<tr>
<td>Colombia</td>
<td>4,290</td>
<td>5,237</td>
</tr>
<tr>
<td>Southern Cone</td>
<td>3,350</td>
<td>4,504</td>
</tr>
<tr>
<td>Andean Region</td>
<td>3,096</td>
<td>3,856</td>
</tr>
<tr>
<td>Central America</td>
<td>3,375</td>
<td>6,995</td>
</tr>
<tr>
<td>United States</td>
<td>239</td>
<td>324</td>
</tr>
<tr>
<td>Caribbean Region</td>
<td>4,298</td>
<td>6,229</td>
</tr>
<tr>
<td>Europe</td>
<td>7,091</td>
<td>11,078</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>68,361</td>
<td>114,476</td>
</tr>
</tbody>
</table>

1 This figure excludes our Call Centers.
DIVERSITY

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

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

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

In 2019, we have been able to evaluate 88% of our headcount. Europe and BCC are not included in performance evaluation figures.

In 2019, more than 90% of our employees across the Group participated in our work environment survey, for a score of 79.75%. We continue to strengthen our efforts to communicate and engage our employees in the process to assess our work environment in order to achieve our 2020 goal of improving the score from 78% to 80%.

The retention rate after maternity and paternity leave in América Móvil is 81%.

TO DATE, WE HAVE 34.3%1 WOMEN IN MANAGEMENT POSITIONS AND 45% IN MANAGEMENT POSITIONS WITH A COMMERCIAL ROLE.

<table>
<thead>
<tr>
<th>Level</th>
<th>Percentage of women</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st level manager</td>
<td>35.8%</td>
</tr>
<tr>
<td>Executive</td>
<td>30.9%</td>
</tr>
<tr>
<td>Women in management positions with a commercial role3</td>
<td>45.1%</td>
</tr>
</tbody>
</table>

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

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

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

1 Includes: Females in all management positions, including junior, middle and senior management. Telmex is not included.
2 Telmex is not included.
3 Females in all management positions, including junior, middle and senior management as a % of all such managers.
4 Working less than 40 hours per week.
TRAINING

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

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

TRAIN YOURSELF CARSO (CAPACITATE CARSO)

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

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

In 2019, more than
46,000
EMPLOYEES GLOBALLY
RECEIVED FORMAL TRAINING ON DIFFERENT CONTINUOUS-IMPROVEMENT-RELATED ISSUES,
WITH AN INVESTMENT OF
$133 MILLION PESOS1.

CONTINUOUS IMPROVEMENT AND AGILE PHILOSOPHY

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

TELCEL’S AGILE PHILOSOPHY

AGILE PRINCIPLES

1. Effective communication on long-term agreements
2. Functional services on excessive documentation
3. Clients’ experience on contractual agreement
4. Response to change on general plan
5. Enhance clients’ experience
6. Collaborative work
7. MVP* deliver
8. Accept changes
9. Turn solutions into ecosystems
10. Continuous improvement
11. Adapt the best technology to Telcel

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

* Minimum Viable Product
HEALTH & SAFETY

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

MANAGING THE VALUE CHAIN

We maintain close commercial ties with all leading industry and telecommunications suppliers to offer the best service with the best products, technologies and devices, to all mobile-service units.

By December 31st, 2019, we had contracts with more than 38 THOUSAND SUPPLIERS and over 5 THOUSAND RETAILERS GLOBALLY.
EXECUTIVE SUMMARY
2019
SUSTAINABILITY REPORT

ABOUT THIS REPORT
MESSAGE FROM THE CEO
COMPANY PROFILE
UPDATING SUSTAINABILITY
CONNECTING WITH PRINCIPLES
ACTIVATING SAFETY
UPLOADING QUALITY OF LIFE

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

1. Critical Suppliers for the type of provision: They are the active suppliers that are critical from the point of view of their impact to our business.

2. Critical for internal supplier management practices: They are those active suppliers that, by not incorporating the best practices in the field of human rights, care for the environment and money laundering prevention could constitute a reputation risk for our Company.

As part of our commitment to contribute to the economies of the countries where we operate, on average more than 85% of our suppliers are local, that number in some operations is higher than 90%.

Currently, more than 85% of our handset suppliers globally have signed contracts including our sustainability clause.

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

1. To align 35% of our suppliers with our Commercial Integrity Policy.

   To date, 26% of our suppliers and 35% of our retailers have signed our Policy.

2. To assess 100% of our Tier 1 suppliers in sustainability performance.

   By the end of 2019, we reached 67% of progress towards achieving this goal.

3. To offer training to 30% of our local suppliers.

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

VALUE CHAIN DEVELOPMENT

COMMERCIAL INTEGRITY POLICY

During 2019, 100% of our main suppliers and retailers were asked to align with this Policy, and the adhesion is a mandatory requirement for new commercial partners.

3RD PARTY RISK EVALUATION MODEL: COLOMBIA CASE

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

Acknowledging the differences in kind, size, and criticality of our allies, we base our strategy on the segmentation of all of our third parties according to the amount spent in our procurement budget, and the identification of critical suppliers (those who have direct contact with our end consumer) and non-replaceable suppliers.

Finally, we close the loop by participating in the PAR Alliance, a joint effort of several public and private institutions that aim to align local suppliers to international best practices.

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

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

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

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

Among the initiatives we continue to carry out this year, it stands out the agreement upon all operations to evolve our approach from Customer Service to Customer Experience Strategy through two approaches:

1. Evaluate customer satisfaction integrating components of Big Data Analytics and artificial intelligence, so that with this information, every Country/Operation could develop strategies to enhance customer experience.

2. Considering all markets are different and many of the strategies to better address the customer are local, we decided to establish an aligned metric to measure customer loyalty among countries/operations that could help us identify if the strategies that every operation puts in place, work. This metric is the Net Promoter Score (NPS) indicator.

The number of transactions done through our digital channels has been increasing steadily over the past few years. Today, more than 2 BILLION MANAGEMENT AND SUPPORT TRANSACTIONS ARE BEING PERFORMED THROUGH DIGITAL CHANNELS.

Today almost 88% OF TRANSACTIONS ARE MADE THROUGH SELF-SERVICE CHANNELS, thus addressing the trend in consumer behavior toward self-service, while 12% are carried out in channels that offer personal service, including our Customer Service Centers and our Call Centers.

USSDs represent 53% OF SELF-SERVICE TRANSACTIONS, Apps are in second place with 24%, virtual IVR is in third place with 12%, and in fourth place Web with 10%. Other self-service channels employed by our customers include visual IVR, Chat with an agent, virtual Chatbot, Networks, Web, among others.
Safety has become one of the top priorities for communities, governments, and people in general. New technological trends and the way in which society is now interacting with them is one of the main reasons why we have a strong focus on safety issues. Therefore, in América Móvil we constantly work so that the solutions and services we offer not only allow people to feel safer when using them, but also helps us to be one step ahead and contribute to the overall safety of the societies where we operate.
América Móvil has an all-encompassing Security Strategy that includes cybersecurity, data, and communications privacy, based on three main pillars:

**Integrity:** Personal information must remain complete and exact, for which we will establish the corresponding measures.

**Availability:** Information must be available to its owners or authorized users at the exact moment they need it.

**Confidentiality:** Personal data will be used exclusively by authorized personnel who have the necessary justification to use it.

**INFORMATION SECURITY**

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

We have a General Information Security Policy in place, which provides guidelines for each operation to follow when setting up their local security framework, as well as to assure an efficient communication of these policies to all employees. We also have a Corporate Information Security Executive Committee that oversees the implementation of our Information Security Strategy and a Corporate Information Security Managing Committee, which meets once a month and is in charge of operating América Móvil’s Information Security Strategy across operations.

This year we offered training on information security issues to more than 128,000 employees and over 47,000 external parties across the whole América Móvil Group.

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

1 These figures exclude BCC, Claro Enterprise Solutions, OPITEL and AMOV.
Currently, 44% of our operations have the ISO 27001, while the rest of them continue working to obtain the certification.

All our operations processes align to ISO 27001 and other international standards, which guarantee the correct operation of the activities. We also have other certifications such as PCI DSS, SOC 1 Type II, SOC 2 Type II, Level V HSHA-WCQA, Eco Datacenters, to mention some of them. In addition, 64% of our operations have an Intelligence Team to address all possible cyber-threats.

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

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

HPE and Aruba Networks both recognized Telmex as the best service provider in Latin America due to its high quality and state of the art technology.

PRIVACY MANAGEMENT

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

PERSONAL DATA PROTECTION

We have established the necessary guidelines for the adequate use of personal information and the physical, technical, and administrative security measures that all our operations, employees, subcontractors, and authorized third parties need to comply with. All of our operations are constantly working on improving their privacy management. For example:

- In Claro Colombia, we assured the supervision of allied companies managing personal data from users, which must report evidence of their own personal data protection policy.
- Digital Rights Association recognized Claro Chile, as the Company that best safeguards its clients’ personal data.
- In A1 Telekom Austria, we launched the “Greenlight App”, which supports security and privacy by designing, optimizing approval and tracking relevant security projects and changes.
- In Central America, we established a protocol for identity management in all the applications that the user will be able to access. While we monitor the five critical operation processes using Data Lost Prevention (DLP) technology.
- In 2019, Telcel modified its Privacy Notice, reinforcing our commitment to treat our customers’ personal data in a fair and transparent manner.

PRIVACY IN COMMUNICATIONS

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

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

Disclosing information is only allowed when properly required by competent authorities and in the cases provided by applicable law, in each of the countries where we operate.
EMERGENCY RESPONSE

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

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

Additionally, we participate in GSMA’s initiative and collaborate with the authorities and other companies in our industry to share best practices and strengthen our emergency response protocols for these incidents.

**PREDICTABLE EVENTS**

<table>
<thead>
<tr>
<th>METEOROLOGICAL</th>
<th>SUMMITS</th>
<th>SOCIAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hurricanes</td>
<td>Presidential visits</td>
<td>Elections, traffic jams, demonstrations, social unrest</td>
</tr>
</tbody>
</table>

**UNPREDICTABLE EVENTS**

<table>
<thead>
<tr>
<th>GEOLOGICAL</th>
<th>TECHNOLOGICAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volcano eruptions, earthquakes</td>
<td>Fires, explosions, chemical risks</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>METEOROLOGICAL</th>
<th>OTHERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Storms, tornadoes, floods</td>
<td>Vandalism, terrorism, humanitarian crisis</td>
</tr>
</tbody>
</table>
At América Móvil, one of our main objectives is to promote social development within the communities where we operate. We believe that finding a solution to world poverty is key for economic growth, progress, and social development. Our duty in the countries where we operate is to continue being a catalyst of development and inclusion, contributing to building a better world, aligned with the United Nations Sustainability Development Goals.

In 2019, América Móvil invested almost 12 MILLION USD in corporate citizenship and philanthropic contributions, 19% of which were donations in kind.
APRENDE

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

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

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

The platform can be accessed through the Aprende mobile app and the www.aprende.org website.

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

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

The 3 countries with the highest number of registered users are Mexico, Colombia and the Dominican Republic. Among their insignia initiatives are:

In Mexico this year we carried out the Aprende national tour through Mexico, visiting low-income communities in Tuxtla, Tijuana, Orizaba, Monterey, Leon, Hermosillo, Guadalajara, Chihuahua, and Mexico City. During the tour we provided smartphones for more than 5,000 people that otherwise would not have been able to afford one, and trained them on the use of the devices and the platform. Three years after the first tour took place, the Carlos Slim Foundation and the Telmex Telcel Foundation continue to bring technology closer to people, enabling them to have access to world-class educational content through the Aprende.org platform, offering them job-training and the possibility to obtain official certifications for their studies, which in turn could provide them better opportunities in life. Furthermore, the platform offers job listings for graduates.

In Colombia this program benefited more than 322 thousand people who participated in more than 1 million courses. “Claro for Colombia” (Claro por Colombia) positioned the Train for a Job (Capacitate para el Empleado) platform as a technology-based solution to the problems of coverage and access to training for employment and entrepreneurship. Allowing through technology that all Colombians (especially those in a condition of vulnerability) can access quality free content, from any part of the country to be trained, certified and improve their occupational profile.

Seeking to strengthen academic excellence and the quality of education in Colombia, in 2019, the “Evaluate to Advance Strategy” was implemented by the Ministry of National Education, in association with the Carlos Slim Foundation and the Claro for Colombia (Claro por Colombia) program. This strategy includes the application of the Improve Yourself Tests (Supérate Test) through the Self Evaluation Test (PruebaT) platform, over 289 thousand students carrying out more than 167 thousand tests in over 4 thousand educational institutions all over Colombia. More than 400 children and teenagers from 37 cities participated in the semifinals.
In the case of Self Evaluation Test (PruébaT) 19.32% of users did not report gender.
Young students collaborate with us to train the seniors in the different uses of their new phone as well as the app, emphasizing in programs related to health, culture, scholar subjects, hobbies, and job training. “Digital Hub Iztapalapa Telmex Telcel” (Aldea Digital Iztapalapa TELMEX Telcel), are programs aimed to reduce digital divide. During 2019, the Iztapalapa Digital Village brought the community closer to new technologies in a playful way to promote their economic, social and human development, which contributes to improving their quality of life, benefiting more than 174 thousand people. Additionally, the “Telmex Digital Library” (Biblioteca Digital Telmex) is a free comprehensive education initiative equipped with state-of-the-art technology, that establishes a bridge in the teaching-learning process through creative world-class activities for children’s development, as well as youngsters and adults, enabling them to excel in their academic and professional performance. The Telmex Digital Library furnishes spaces with equipment and Internet access at schools and education-oriented public spaces, computer equipment loaning service for their later use at home and digital literacy activities, job training, human development, and entrepreneurship with the use of technologies. Thanks to this program, more than a million users have been benefited.

- In **Europe**, the “A1 Internet for All” media literacy initiative is helping children, young people, adults, and seniors to actively participate in and personally benefit from the digital transformation.

- In **Chile**, we have the “Mobile Classroom” (Aula Móvil) program, which travels all over the country supporting the most vulnerable sectors by offering digital literacy to low-income people. This year we reached 1,200 people. Also in Chile, the “Digital Inclusion for the Elderly program” (Inclusión Digital para Personas Mayores) sets up digital laboratories with computers connected to the Internet where seniors are trained on the use of digital ecosystem, benefiting over 400 people.

- In **Brazil**, we have the “Knowledge Vessels program” (Naves do Conhecimento), which provides Internet access to highly vulnerable communities in the municipality of Rio de Janeiro, promoting inclusion, education, and civic responsibility through technology, benefiting close to 124,000 people.

- In **Honduras**, we offer the “Internet is Everyone-Connection to the World program” (Internet es Todos-Conexión al mundo), providing broadband access to the Internet at education facilities, including public schools, academies, and libraries, as well as community centers, and public remote-access centers. Thanks to this project, we benefited over 74,500 people this year.

- Since 2000, **Claro Guatemala**, in alliance with Fundamex, the Mexican Embassy, and the Rotary Club, provides internet connectivity to the Educational Center Rotario Benito Juárez, who offers education for high IQ children in poverty. This benefits 312 children.

- In **Paraguay**, we have established 24 “Claro Telecenters” (Telecentros Claro) throughout the whole country. These are digital centers in public education institutions where low-income people are trained on the use of the Internet, as well as online training in platforms such as “Capacitate para el Empleo”, benefiting over 7,000 people.
VOLUNTEERING AND DEVELOPMENT PROJECTS

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

PROMOTING ENTREPRENEURSHIP AND INNOVATION IN THE COMMUNITY

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

- In Brazil we carry out the “Rinobot” project in collaboration with the local university, Universidad Federal de Juiz de Fora. The goal of this initiative is to promote innovation and new technologies through the development of robotics projects.
- In Mexico we collaborate with the “Knowledge Communities project” (Comunidades de Conocimiento), which brings together public and private entities as well as civil associations with expertise in an issue of interest for the community.
- In Europe, this year we launched the “A1 Coding Labs for Kids program”. It consists of a one-week event where children and youngsters have the opportunity to create their own computer games for the first time using the programming languages scratch and python. Also “A1 Start-up Campus” program was launched, which enables and integrates external innovation into our organization by cooperation with start-ups and supporting the Economic European Union (EEU) start-up ecosystem.

VOLUNTEERING

In 2019, we had

10,589 VOLUNTEERS

25% MORE THAN 2018

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

We invested a total of

48,648 HOURS.

VOLUNTEERING

25% MORE THAN 2018

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

We invested a total of

48,648 HOURS.
The products, services, and solutions we offer to our customers intend to increase their quality of life. At América Móvil, we constantly work to empower our clients and consumers through connectivity and innovation, enabling them to take advantage of the benefits of an increasingly digital world. Accordingly, we focus our efforts to offer state-of-the-art products and services that directly influence the quality of life of our customers, clients and the society as a whole.

Innovation

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

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

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

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

DIGITAL TRANSFORMATION

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

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

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

- Business Architecture
- Agile Methodology
- Skill Development
- Process Automatization
- Project Portfolio
- Cultural Change

Claro Colombia

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

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

Austria

A1 Telekom - Innovation. Internally, A1 Idea Management (UWE Ideas) UWE stands for “user simply know it” (User Wissen’s Einfach). Every employee can submit a valuable contribution to the Company success through the “UWE ideas” platform considering the following criteria: 1) “cost reduction”; 2) “sales increase”; 3) “customer experience improvement”, and 4) “process optimization”. The target is to improve A1 with the least resources/input. In the background, designated teams of employees within a department tend to manage these ideas, along with their regular functions, so that such ideas are channeled to the correct business department, where they are evaluated and if applicable, implemented.

ENABLING DIGITAL TRANSFORMATION, EFFICIENCY AND SUSTAINABILITY

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

The number of connections for Internet-of-Things (IoT) and Machine-to-Machine (M2M) devices, that América Móvil operates, is growing over 30% every year. While the principle of transmitting real-time data from remote sensors to enable proactive decision making is common to all IoT applications, the use-cases are constantly emerging across practically all industries from Transport, Manufacturing, Agriculture, Health Care to Smart Cities, Smart Buildings, Smart Energy and Utilities.
MANAGED CONNECTIVITY SERVICES FOR LOCAL AND GLOBAL IOT
ORIGINAL EQUIPMENT MANUFACTURER (OEM) AND SOLUTION PROVIDERS

América Móvil provides Managed Connectivity Services for manufacturers of connected products and solution providers such as connected cars, fleet and asset tracking solutions, smart meters, environmental sensors and many more.

In 2019 América Móvil has started to deploy its IoT HUB-architecture, that allows IoT customers to access and to use the network of any subsidiary within the territory of América Móvil with a unified Connectivity Management Platform and a single integration point.

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

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

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

BUILDING THE INFRASTRUCTURE FOR A SUSTAINABLE FUTURE

In 2019 América Móvil has implemented the next generation of Low-Power-Wide-Area (LPWAN) networks for IoT devices: NB-IoT and LTE-M. These technologies will enable devices to operate at ultra-low energy consumption, improved network reception and most importantly at much lower costs.
HEALTH SERVICES

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

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

In Austria, the “Medical Data Network” connects doctors, hospitals, laboratories, and other medical institutions with each one and share updated and timely information. This program provides infrastructure for some areas of the Austrian e-card system. The “e-care terminal”, multimedia hospital bed, helps to a hospital with several services with nursing staff’s work processes.

SIIVAC

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

As of December 2019, SIIVAC has records of more than 2 MILLION CHILDREN five years old or younger, operating in over 3.5 HUNDRED HEALTH UNITS WITH MORE THAN 7 THOUSAND PEOPLE IN CHARGE OF APPLYING VACCINES. It also has detailed information on more than 17.4 BILLION DOES OF VACCINES THAT HAVE BEEN APPLIED.

CASALUD

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

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

ACCESSIBILITY

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

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

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

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

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

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

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

ENERGY

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

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

RENEWABLE ENERGY

In order to achieve our goal of operating in a more eco-efficient manner, one of our most important initiatives is to use renewable sources of energy, mainly wind and solar.

DURING 2019, 20% OF OUR SUBSIDIARIES SIGNED ENERGY PURCHASE CONTRACTS AND/OR THEY SELF-GENERATED RENEWABLE ENERGY.

OUR AUSTRIAN SUBSIDIARY OPERATES ITS ENTIRE NETWORK ON A 100% CARBON-NEUTRAL BASIS SINCE 2014.

THE A1 TELEKOM AUSTRIA GROUP OPERATES TWO LARGE PHOTOVOLTAIC FARMS OF ITS OWN. ONE IN BELARUS, WHICH HAS PRODUCED MORE THAN 27 MILLION KWH PER YEAR SINCE 2016, AND ONE IN AUSTRIA, WHICH HAS PRODUCED AROUND 125.000 KWH OF ELECTRICITY PER YEAR SINCE 2013.
EMISSIONS
We constantly monitor the direct and indirect greenhouse gas emissions of our operations in order to develop projects that will allow us to mitigate them and be more eco-efficient and environmentally friendly every year.

JOINING THE UN BUSINESS AMBITION FOR 1.5°C PLEDGE
In line with our sustainability strategy and our intention to keep adding actions to reduce climate change, we continue to implement corporate initiatives which reduce our impact on the environment. For instance, in August 2019, in collaboration with the UN and the GSMA, we decided to reinforce América Móvil’s commitment to mitigate our greenhouse gas emissions in order to limit global warming to a maximum of 1.5°C and join efforts towards a carbon neutral economy.

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

In 2019, we reused 3.4 TONS OF MOBILE EQUIPMENT AND 7 TONS OF ACCESSORIES IN TELCEL THROUGH DIFFERENT SUPPLIERS.

As a result of this, América Móvil is committing TO REDUCE ITS SCOPE 1 AND 2 GHG EMISSIONS BY 52%, AS WELL AS OUR ABSOLUTE SCOPE 3 GHG EMISSIONS 13.5% BY 2030, FROM 2019 LEVELS.

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

This year, more than 88,000 USD WERE INVESTED IN THE DIFFERENT BIODIVERSITY AND CONSERVATION PROGRAMS HELD BY THE WWF-TELMEX TELCEL FOUNDATION PARTNERSHIP, WHICH RESULT IN MANY SOCIAL AND ENVIRONMENTAL BENEFITS, SUCH AS NEW EMPLOYMENT OPPORTUNITIES, ENVIRONMENTAL EDUCATION, ECOTOURISM, REFORESTATION, AND COMMUNITY COHESION, AMONG MANY OTHERS.
**CONSERVATION PROGRAM FOR THE MONARCH BUTTERFLY**

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

Since the beginning of the program, more than **13,500 HECTARES HAVE BEEN REFORESTED, WITH NEARLY 15 MILLION TREES PLANTED WHICH WERE PRODUCED IN 13 COMMUNITY GREENHOUSES.**

**JAGUARS PROTECTION PROGRAM**

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

Since the beginning of the Program we have achieved:

- Creation of Jaguar Guarding Centers (“RESJAGUAR”), and construction of the first site in Oaxaca aimed at the rehabilitation and temporary maintenance of jaguars for their potential release.

- Two jaguar censuses were conducted in Mexico, allowing us to estimate a population of approximately 4,800 adult individuals, demonstrating that despite the continuous change in the Mexican landscape, large forest areas with large jaguar populations are still preserved.

**CONSERVATION OF MARINE SPECIES IN THE SEA OF CORTEZ**

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