

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

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

América Móvil has compensation policies aligned with each company's strategy, organizational culture, and objectives. We seek to compensate each employee in a balanced manner according to their performance and contribution to the Company, with equitable salaries internally and competitive wages compared to those in the local markets. We manage salaries in a structured manner with several compensation plans and financial incentives, supporting talent retention.

On December 31st, 2023, more than 57.94% of our employees implemented variable pay linked to performance.

Our policies promote equality, respect diversity, and recognize the capacity and potential of each employee. We ensure that the positions are filled with the most competent personnel, with equal opportunities and without discrimination.

Regarding the development of our talent, we offer four training programs that, in addition to enhancing internal productivity, aim to improve customer perception, directly impacting key organizational performance indicators.

1. Leadership Program: Impact on Organizational Climate, Performance Evaluation, and Productivity

The Leadership Program directly impacts improving the organizational climate by fostering effective communication, assertive decision-making, and empathy among teams. Strong and well-trained leadership contributes to a positive work environment, which is reflected in the employees' Performance Evaluations. Trained leaders can guide their teams toward achieving objectives, increasing productivity and efficiency in daily operations. Thus, this program not only strengthens leadership skills but also has a multiplier effect on overall organizational satisfaction and performance.

2. Skills Development Program: Impact on Performance Evaluation and Productivity

Continuous skill development is essential to maintain competitiveness in the market. This training program enables employees to acquire new competencies that are key to their professional growth and the Company's success. Implementing this program significantly improves Performance Evaluation, as employees feel more confident and equipped to face daily challenges. Additionally, acquiring new skills increases productivity, allowing the Company to optimize processes and achieve goals more efficiently.

3. Commercial Skills Program: Impact on NPS

The Commercial Skills Program is designed to enhance sales techniques and customer interactions. This program directly impacts the Net Promoter Score (NPS), a key indicator measuring customer loyalty and willingness to recommend the Company. Strengthening employees' commercial skills improves customer service quality and enhances cross-selling opportunities, increasing customer satisfaction and, consequently, a higher NPS.

4. Customer Experience Program: Impact on NPS

The Customer Experience Program is focused on improving every touchpoint between the customer and the Company, ensuring that each interaction is positive and memorable. This customer-centric approach is crucial to raising the NPS, as an exceptional user experience leads to more satisfied customers willing to recommend the Company to others. Through this training, employees learn to anticipate customer needs, efficiently resolve issues, and provide personalized service, strengthening customer loyalty and enhancing América Móvil's reputation.

Program	Male	Female	Total
Leadership	7,121	4,536	11,657
Customer Experience	2,656	2,052	4,708
Commercial Skills	5,146	4,742	9,888
Skills Development	7,798	5,408	13,206
Total	22,721	16,738	39,459

Table 1. Number of employees trained in each program during 2023, broken down by gender.

Commitment to Employee Well-being and Equal Opportunities

Our company offers a comprehensive range of programs and benefits for maternity and paternity, designed in compliance with the various regulations applicable in the countries where we operate. On average, our female employees are granted 184¹ days of maternity leave, while our male employees receive an average of 80.4 days of paternity leave. Additionally, 16.67% of our operations provide access to childcare services, and 70% of our facilities are equipped with lactation rooms, creating a more inclusive and supportive work environment for our families. These benefits reflect our commitment to our employees' well-being and work-life balance.

¹ Average is influenced upwards due to the inclusion of European countries where maternity leave extends to 365 days or even up to 1,000 days. Without these countries, the average would be 96 days.