



WE CONNECT

Mexico to better possibilities

SUSTAINABILITY
REPORT **2023**



WE CONNECT

Mexico to better possibilities

At AT&T Mexico we believe that technology should benefit all people, we are convinced that technological development contributes to the advancement of humanity, that is where **we continue to change the game** by making a difference with initiatives that **generate a positive impact in people's lives** and the conservation of the planet we inhabit.

We know that change represents great challenges that we assume with responsibility, always supported by the leadership and commitment of our team.





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Message from **THE CEO**

GRI: 2-22

2023 was a key year in AT&T Mexico's growth path. We increased our revenues and operating profitability surpassing **22 million customers who now recognize us as the best value option in the market.**

We are proud to connect more people to better possibilities and drive our country's growth through connectivity, which is the foundation of the new digital economy and a powerful tool for inclusion to reduce inequalities and bridge social gaps.

Aware of this, we continually invest in strengthening our infrastructure and systems to expand the capacity and coverage of our network. We continue to advance in our digital

transformation, innovating and developing new ways of serving our customers to give them the best experience, with offerings focused on the needs of different segments of the population.

On our path to sustainability, we have implemented a portfolio of environmental, social and governance initiatives to continue promoting technological entrepreneurship, education, and inclusion to close the digital divide in our country. For example, we supported women who lead technological ventures with seed capital and mentoring; we provided connectivity and digital skills to vulnerable groups of the population so that they can integrate into the society we are building; we also connected a group of craftswomen through a model that links tradition with the digital world.



■ **Mónica Aspe**
AT&T Mexico CEO



Also we supported our customers in times of adversity. In the aftermath of Hurricane Otis, we provided them with free services and additional benefits, while our team reestablished mobile communications in Guerrero in record time, facing challenges such as power outages, fiber-optic cable cuts, and severe damage to our infrastructure.

None of this would have been possible without our extraordinary team, who every day give their time and effort for our customers. We have built a culture of inclusion based on values of equality and respect for human diversity in all its forms.

Although 2024 presents challenges, at AT&T Mexico we will continue to win in the market, focusing on our customers, investing in our network, and consolidating our digital tools.

Thank you to each and every one of the people who make up AT&T Mexico. Your talent and dedication are the foundation of our success.

Let's keep changing the game!

“We have the best telecommunications team in Mexico and that’s why we know we’re going to keep winning”.

■ **Mónica Aspe**
AT&T Mexico CEO

HIGHLIGHTS

2023

GOVERNANCE

98%

of our people were trained in anti-corruption policies and procedures.

PERSONNEL

36%

of leadership positions are held by women.

101 EMPLOYEES

with disabilities.

5,547

volunteer hours.

100%

of personnel in Acapulco supported after hurricane Otis.

ECONOMIC PERFORMANCE AND CUSTOMERS

3.93 BILLION

U.S. dollars in revenues.

+25%

growth vs. 2022.

583

million U.S. dollars EBITDA.

+75.6%

growth vs. 2022.

+22 MILLION

users.

+713 NET

net additions.

47

cities in Mexico with 5G coverage.

COMMUNITY

100 K U.S. DOLLARS

in seed capital to support Mexican technology entrepreneurs.

+51

sports fields renovated nationwide by AT&T Mexico volunteers.

100 K U.S. DOLLARS

in seed capital to support entrepreneurs developing 5G use cases.

+2,900

people trained in digital skills in mobile classrooms.

+2.5 MILLION

elementary and high school students in Mexico City have completed the digital citizenship course.

+54 K

people added to the commitment not to use cell phones while driving.

ENVIRONMENT

+600

cell towers using renewable energy.

8%

increase in the use of clean energy compared to 2022.

5,919

tCo_{2e} avoided thanks to the consumption of renewable energy.

21 TONS

of electronic waste recycled from our Green Urns.

SUPPLIERS

97%

are national suppliers.

88%

of new suppliers have completed social and environmental questionnaires for purchases over 100,000 MXN.

AT&T MEXICO

PROFILE

GRI: 2-6, 2-7

Since Alexander Graham Bell introduced one of the most revolutionary inventions of all time, the telephone, to the world in 1876, AT&T Corporation has been at the forefront of telecommunications, establishing connections that have transformed the way we communicate on a global scale. In Mexico, we have continued this tradition of innovation and leadership for nine years now, working to connect people, businesses, and communities.

We drive innovation and inclusion to connect more than 22 million people across the country.

Our 5G network is strengthened to foster the development of an innovative ecosystem that favors the country's growth.

In 2023, the 14,300+ employees who make up AT&T Mexico are committed to connecting more people to better possibilities. We focused our vision on offering simple, personalized, and seamless experiences to strengthen customer relationships, generate shared value with our different stakeholders, and consolidate our position as a leader in connectivity and technology in the country.

Our vision: “To create connections and deepen relationships with our customers through simple, personalized and seamless experiences”.

Our comercial OFFER

To connect people and generate value, we offer a variety of promotions, renewals, and hassle-free plans at points of sale, modules, and online stores.



- **Digital channels:** we motivate people to go digital and access products and services quickly and easily in our online store.
- **Online store:** enables quick and easy navigation for a complete, safe, and frictionless experience, where each user can consult our entire commercial offer.
- **eSIM:** consists of a virtual SIM that allows a second line to be enabled on the same device without the need of a physical SIM.

■ **We promote environmental sustainability and responsible consumption through the sale of products and accessories from enterprises that are committed to the circular economy within the technological world.**

- **My AT&T:** It was updated to simplify the cell phone line's procedures; on the prepaid side, we launched exclusive promotions at the moment there's a recharge granting more gigabytes than anywhere else. In postpaid you can monitor the benefits of the plan, consumption of the line and make payment of the bill.
- **Digital contract:** it is now possible to fill out and receive the service contract digitally, thus shortening response times and guaranteeing the security of the information by including biometric data. Saving paper also reinforces our commitment to the environment.
- **Your AT&T number:** is also a form of payment. It allows you to enjoy multiple entertainment options quickly, securely and without extra fees, including the most popular streaming services and content from the main app and game stores.

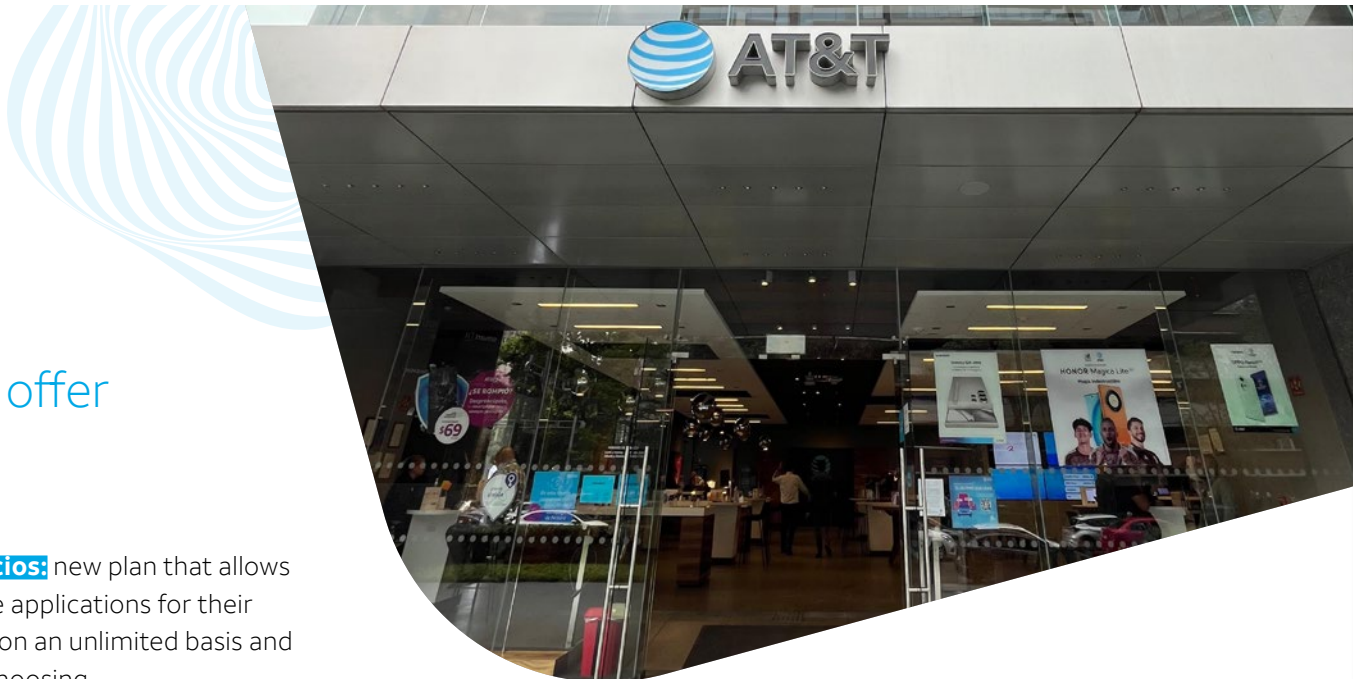
Commercial offer PEOPLE

At AT&T Mexico, we continue to change the game. In 2023, we are focused on launching and renewing differentiating services.

- **AT&T Armalo:** consists of a personalized experience so that the individual can decide which plan he or she needs according to his or her preferences.
- **AT&T Simple:** offer that allows you to get free months when you prepay the service in 12, 18 or 24 months.
- **Unefon Ilimitado:** this prepaid offer allows customers to enjoy unlimited internet browsing, social networks, messages and calls, videos, and music.
- **AT&T Más:** is the prepaid offer that provides automatic packages with GB for Internet browsing and video applications, as well as unlimited voice services, messages, and the most popular social networks with just one recharge.

Commercial offer BUSINESS

- **AT&T Armalo Negocios:** new plan that allows companies to choose applications for their day-to-day business on an unlimited basis and at the time of their choosing.
- **AT&T Mujeres de Negocios:** launch aimed at micro-entrepreneurs and entrepreneurs seeking greater connectivity and technology to boost their businesses.
- **Control de automóviles Lo/Jack:** enabled by AT&T Mexico for business customers; offers location, management, 24-hour support and vehicle recovery.
- **Flex Control:** is a mobile device management platform used by companies to secure and manage documents, applications and corporate content on business mobile devices.



+22 million users

4,987 points of sale nationwide

Red 5G network in 47 cities

[Find your AT&T Mexico store here](#) 📍



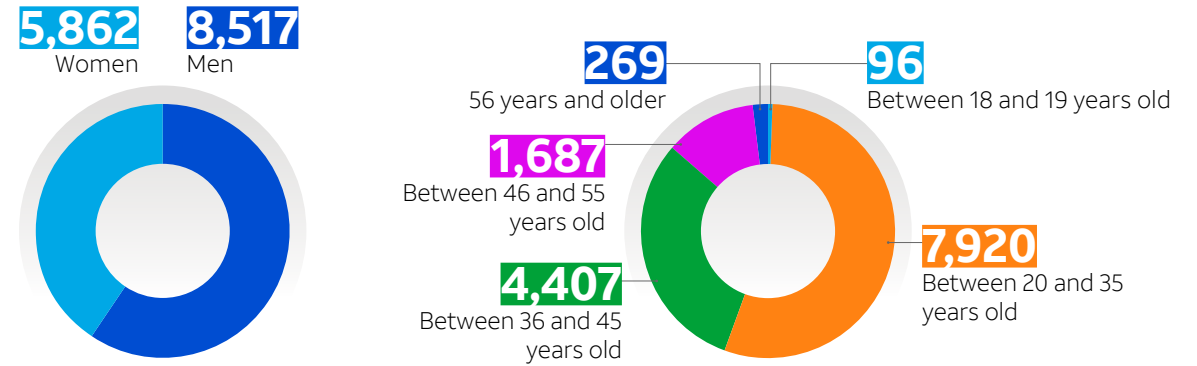
WORKFORCE

At AT&T Mexico we value the diversity of our talent and strive for an inclusive work environment for the more than 14,300 people who make up the company.

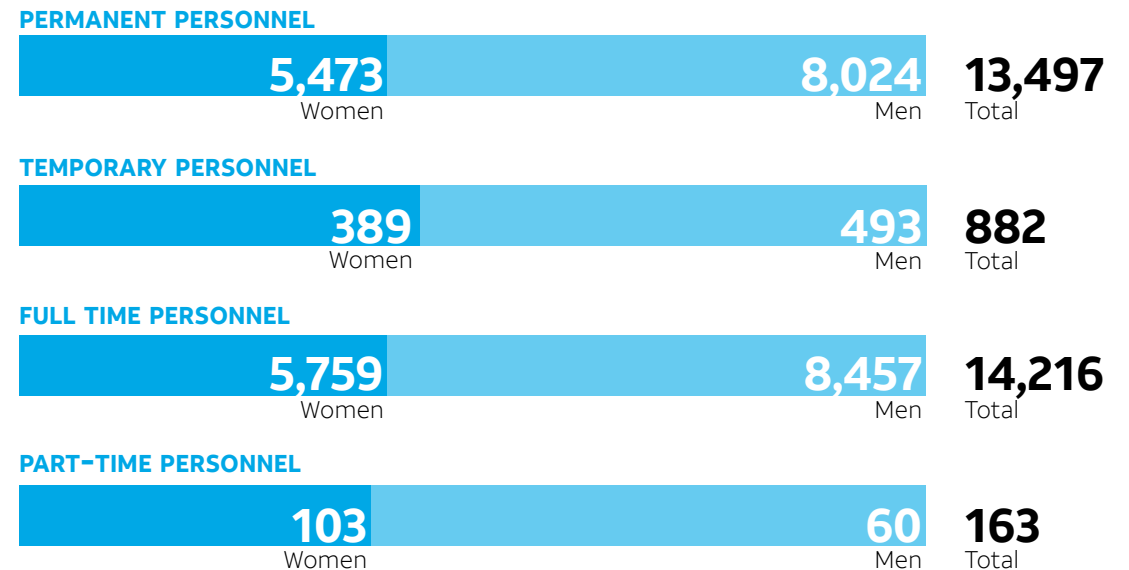
14,379

employees at the end of 2023.

TOTAL NUMBER OF EMPLOYEES, BY GENDER AND AGE



TOTAL NUMBER OF EMPLOYEES, BY TYPE OF CONTRACT AND GENDER



Generating **VALUE**

GRI: 2-23, 2-24, 2-29, 3-1, 3-2

Materiality and **GLOBAL ALIGNMENT**

With a view on generating shared value and to internally review and improve the relevance of this sustainability report, we conducted a cursory exercise to confirm the material issues identified in 2021. We focused on the company's sustainability context through industry benchmarking, stakeholder surveys, review of our media presence, and feedback on the previous report.

In contrast to the findings of the comprehensive materiality analysis conducted earlier, the 2023 performance highlights six material issues of greater relevance to our stakeholders. This allowed us to balance the information to be shared and refocus some issues in alignment with stakeholder expectations and linkage to the United Nations Sustainable Development Goals (SDGs).



For our performance and commitment to sustainable development, in 2023 we once again received the Socially Responsible Company Distinction.

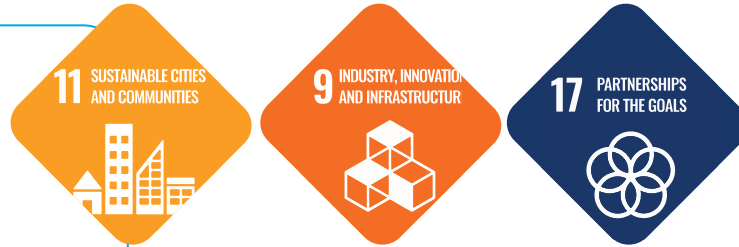


MATERIAL ISSUES AND CONTRIBUTION TO SUSTAINABLE DEVELOPMENT GOALS

HIGH RELEVANCE

NATURAL DISASTER CONTINGENCY

Emergency preparedness and response.



DIGITAL GAP

Refers to inequality in access, use or impact of information and communication technologies among social groups.



ETHICS AND COMPLIANCE

Measures and systems to ensure good behavior, adhering to applicable principles, values, laws, and regulations.



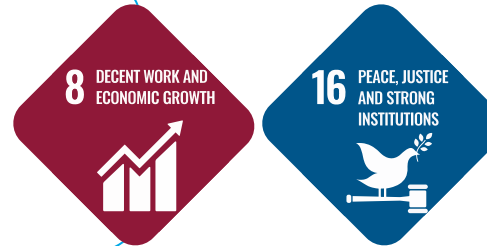
ELECTRONIC WASTE MANAGEMENT

Processes for decontamination of hazardous substances from dismantled and disused electronic equipment parts.



IMPROVE MANAGEMENT

Constant optimization of processes, resources, and tools to be more efficient and productive.



RESPONSIBLE USE OF TECHNOLOGY

Best practices to prevent health, safety, privacy, and information management risks.



HIGH RELEVANCE

WORK ENVIRONMENT

Involves both physical workspaces and emotional and psychological aspects of people



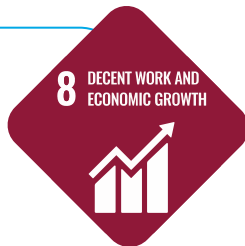
CYBERSECURITY AND PRIVACY

Protection of equipment, networks, applications, systems, and data from possible digital threats.



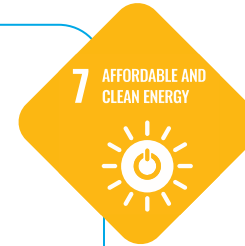
GENERATIONAL DIVERSITY

Coexistence of people of different ages, experiences, values, and expectations in the same environment.



GREEN ENERGY

Use of non-polluting resources from renewable sources.



GENDER EQUALITY

It implies that all people have the same rights, resources, and opportunities, regardless of their gender identity, and that they are treated with equal respect in all aspects of daily life.



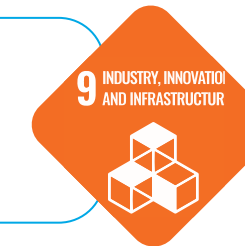
STRATEGIC INVESTMENT

Investments are aligned with the corporate strategy and allow the company's permanence, growth, and consolidation in the market.



CUSTOMER SERVICE

Actions before, during and after the sale.



STAKEHOLDERS

We deepen dialogue and cultivate relationships based on responsibility and commitment to the development of more opportunities for people. Our two-way communication and active listening allow us to address the concerns of our stakeholders in order to advance along the path of sustainable development and continue generating value.

We generate shared value by fulfilling our purpose of connecting people to greater possibilities.

Communication channels

- Social media
- Call center
- E-mail address
- Point-of-sale service
- Website
- Mobile application
- AT&T Mexico Chat
- Sustainability Report
- Internal portal
- Suppliers' portal
- Phone
- Financial results

Frequency

- Three monthly
- Annual
- Permanent

*Refers to communication with AT&T Inc. shareholders in the United States.

Shareholders* ■ ■

Your trust allows us to continue growing and connecting more people to our products and services.



Community ■

We are committed to sharing our values with the community and our goal is to use our network to generate social impact.



Authorities ■

We do the right thing by adhering at all times to the provisions of Mexican laws and regulations.



Personnel ■

We are a talented team that works daily to provide the best experience and connect people to the world.



Customers ■

They are at the center of every decision we make. They are our inspiration to be better and to foster their trust and loyalty.



Suppliers ■

We share values and work under a line of ethics and integrity, which allows us to become promoters of excellence in service.



Sustainability MANAGEMENT

Aligned to AT&T Corporation in generating value through all our interactions and in response to the material topics identified, in AT&T Mexico we integrate environmental, social and governance (ESG) issues to operations and use our platform to generate positive impacts.

We focus on three pillars to contribute to the sustainable development of the country and have internal policies that guide our management and actions.

We generate value through high quality connections and digital access.

SUSTAINABILITY PILLARS

Close the digital divide

through digital literacy so that more people use technology to their advantage.

Promote innovation and entrepreneurship through technology

by fostering an innovative, diverse, and purposeful technology entrepreneurship ecosystem.

Contribute to the sustainable development of people

through initiatives that make a difference in the communities in which we operate.

INTERNAL POLICIES TO MANAGE SUSTAINABILITY

- Internal policies for managing sustainable development
- AT&T Mexico's Code of Business Conduct
- AT&T Mexico's Anti-Bribery and Anti-Corruption Policy
- ASPR Policy (Safety Policy)
- Workplace Harassment, Sexual Harassment and Discrimination Policy
- Antitrust Policy and Antitrust Guidelines
- Customer Contracting Policy
- Prevention of Money Laundering and Terrorist Financing Policy
- Gifts and Hospitality Policy
- Social Responsibility Policy
- Diversity and Inclusion Policy
- Contingency Reporting Policy
- Green Policy



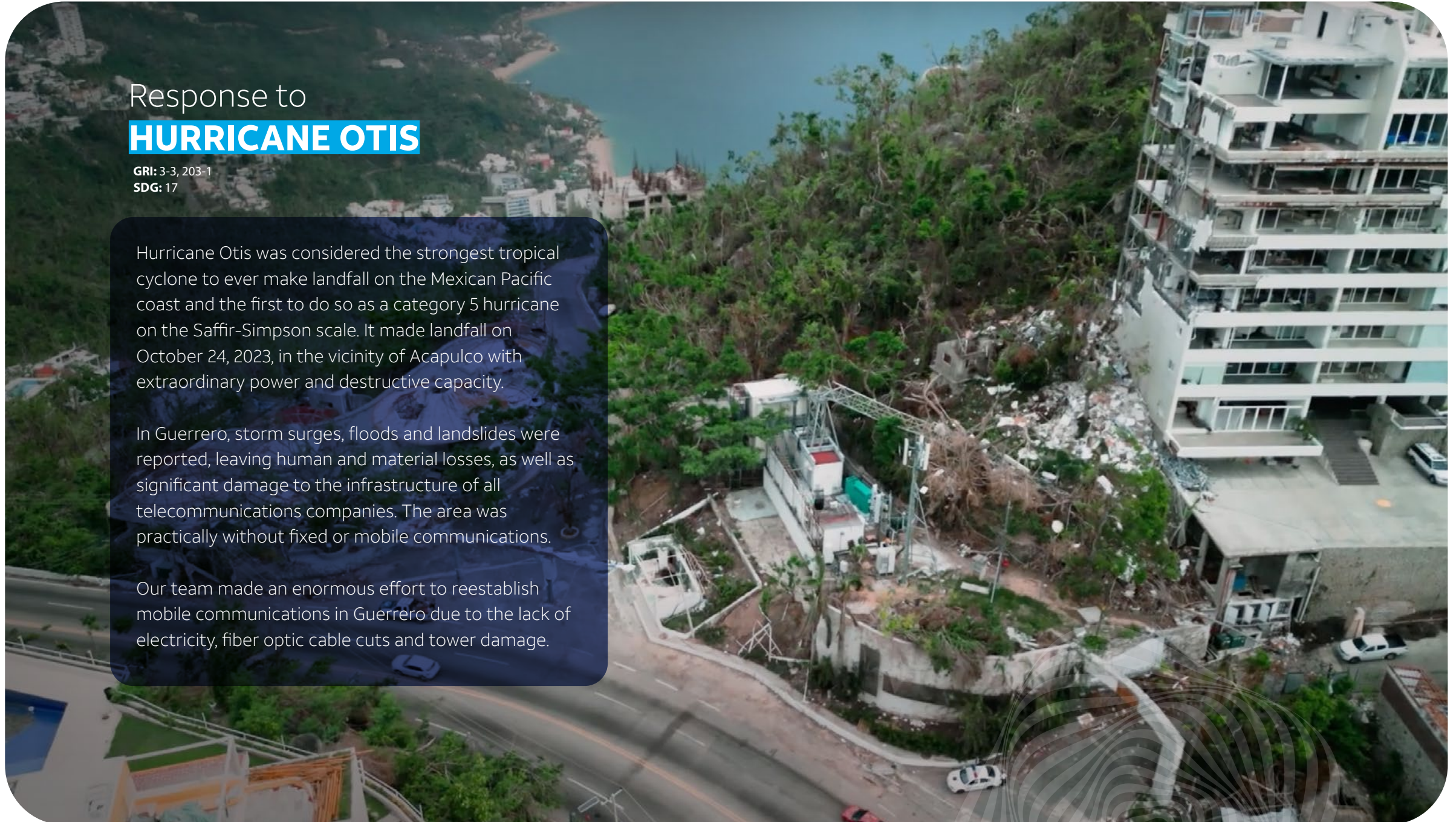
Response to **HURRICANE OTIS**

GRI: 3-3, 203-1
SDG: 17

Hurricane Otis was considered the strongest tropical cyclone to ever make landfall on the Mexican Pacific coast and the first to do so as a category 5 hurricane on the Saffir-Simpson scale. It made landfall on October 24, 2023, in the vicinity of Acapulco with extraordinary power and destructive capacity.

In Guerrero, storm surges, floods and landslides were reported, leaving human and material losses, as well as significant damage to the infrastructure of all telecommunications companies. The area was practically without fixed or mobile communications.

Our team made an enormous effort to reestablish mobile communications in Guerrero due to the lack of electricity, fiber optic cable cuts and tower damage.





■ **Nicole Rodríguez**
Vice President, and Chief
Technology Officer

“Our team made a great effort to restore communication in Acapulco; thanks to everyone in the organization who were there for our customers when they needed it most”.

Restoring Service IN ACAPULCO

Restoring the network after the hurricane was an unprecedented challenge because we did not know the level of damage in terms of utilities supply and ground communication routes for our engineering and logistics personnel to reach the facilities with the necessary equipment. In the face of this, we had to respond quickly with no resources in the area.

We activated the *Plan de Continuidad del Negocio* (Business Continuity Plan) led by representatives of the main areas of the company with extraordinary measures such as the mobilization of our engineering team with emergency units, mobile stations, fiber optic supplies and the establishment of a logistics center in Chilpancingo to facilitate support operations and the work of the personnel.

For the field work, we spent about **\$4 million U.S. dollars, which included the construction of 23 km of fiber optic cable in 10 days with long-distance output**; the creation of two redundancies in TX routes in less than three weeks to reduce network susceptibility; the production of a new satellite solution through VPN in a record time of 48 hours, allowing the enabling of 19 on-air sites; the creation of new routes for interconnection; links and HW for the satellite connection, among other tasks.

We worked jointly with other carriers to share resources and accelerate infrastructure recovery. In the first seven days following the impact of Otis, we were able to reestablish 60% of the population coverage, and by the close of this report, 100% of the service had been restored.

More than 200 people from our engineering team worked in the affected areas so that the people of Acapulco could communicate with each other.

Community solidarity and teamwork were key to making it possible for people to communicate again with their loved ones through our network.

The approximately two tons of damaged material owned by AT&T Mexico were destroyed following electronic waste management protocols.

¿How do we OPERATE?

1.

Advance preparation. Hours before the arrival of the hurricane, we initiated the C4I, a reaction procedure for natural disasters that contemplates reserving human and material resources to deal with the emergency.

2.

Deployment of teams. Teams of our personnel were sent from areas such as Puebla and Morelos to be close to the town of Acapulco and respond quickly.

3.

Impact assessment. After overcoming the physical difficulties in accessing critical sites, the actual impact of the hurricane was determined by observing the nature of the catastrophe and technical impact, in order to design a response plan according to reality.

4.

Command Center. We established a command center to coordinate and expand the response to the magnitude of the disaster.

5.

Re-establishment of communication. We were able to reestablish the first site in just 24 hours using mobile units and satellite links.

6.

Collaboration with different actors. We worked with the public sector and suppliers to speed up the reconstruction of the telecommunications infrastructure.

IMMEDIATE ACTION FOR OUR PERSONNEL



ACTIVATION OF THE PLAN DE CONTINUIDAD DEL NEGOCIO (BUSINESS CONTINUITY PLAN)



COLLECTION OF INFORMATION ON THE CONDITION OF OUR PERSONNEL WITHIN 24 HOURS



ACTIVATION OF RESPONSE MECHANISM



FOOD SUPPORT AND HYGIENE KITS



FINANCIAL SUPPORT FOR AT&T MEXICO PERSONNEL



SHELTER FOR THOSE WHO LOST THEIR HOMES



MEDICAL EQUIPMENT WITH VACCINES AND MEDICATIONS





Support for the **GUERRERO COMMUNITY**

At AT&T Mexico we demonstrated our social commitment by providing free calls for all of our customers in the affected areas for the remaining 2023. Customers with numbers from the state of Guerrero were provided with free access to data, as well as unlimited calling and texting from Mexico to any carrier's landline or mobile numbers nationwide.

During the preparation of supplies to assist those affected by the hurricane, our volunteers were actively involved in packing the items recommended by nutritionists and other products that were sent by air.

As part of our social responsibility, we made direct donations to the Mexican Red Cross to support the affected communities and invited the personnel of AT&T United States to participate in these donations through the same organization.

Our PERSONNEL

People are our priority. In order to assess the status and monitor the well-being and safety of our personnel in Guerrero after the hurricane, AT&T Mexico activated the “Sí Estoy Bien” (Yes, I’m Fine) program. As a result of the initiative, we were able to assist 100% of our working community. Our personnel reported by SMS or email to inform about their situation and to be assisted if needed.

To help personnel facing financial difficulties due to emergencies caused by natural disasters, we activated the “Fondo Solidario” (Solidarity Fund) in coordination with AT&T Foundation.

We identified **89** people from AT&T Mexico who completely lost their homes and received an immediate donation of between US\$1,800 and US\$2,000 or up to 10 times their salary. We also provided support by facilitating hotel accommodations for those who lost their homes.

To ensure that our personnel had adequate food, we provided nutritional support with the assistance of a nutritionist. Through the logistics and procurement area, essential supplies such as non-perishable food and hygiene kits were procured and distributed to affected personnel.

We sent a corporate medical team to provide necessary vaccinations and medicines, ensuring adequate medical care for our people and their families. In collaboration with the army and airlines such as Aeroméxico and Volaris, supplies were transported for company and community members.



What's NEXT

Lessons learned are being integrated into our disaster recovery measures to strengthen internal processes and capacity to respond to future emergencies. Ensuring the well-being of people and guaranteeing continuity of communications at critical times is a priority.

We are strengthening our partnerships with organizations such as the Red Cross by providing free communication in camps and shelters.

In collaboration with the BBVA Foundation, we will support school continuity and the recovery of educational spaces for the Guerrero youth, through the production of specialized content, technological equipment, and teacher training.



01

Governance

- ORGANIZATIONAL CULTURE
- ETHICS AND TRANSPARENCY
- CORPORATE GOVERNANCE

Connecting more people to keep doing the **right thing**

At AT&T Mexico we have a leadership structure that helps us make decisions with ethics and transparency, connecting with our values, people, and the future.

GRI: 2-9, 2-10, 2-11, 2-12, 2-13, 2-15, 2-16, 2-17, 2-18, 2-25, 2-26, 2-27, 2-28, 2-29, 3-3, 205-2

SDGs IMPACTED



Organizational **CULTURE**

Our organizational culture seeks to consolidate AT&T Mexico as the leading provider of mobile communications in the country through the following pillars of Corporate Culture and Values.



CULTURAL PILLARS

Focus on the customer. We are constantly searching for new consumption patterns, behavior, and business models to offer the most efficient and satisfactory service.

Agility in action. We simplify our operational processes to improve the experience for both customers and personnel. This means having clearly defined responsibilities in a more horizontal organization.

Bold innovation. We modernize our infrastructure and systems to compete in the marketplace with greater agility and efficiency. We keep up with the latest technologies to deliver innovative solutions.

Collaborative work. We recognize that teamwork is fundamental to achieve our objectives and generate a positive impact on the environment.



CORPORATE VALUES



LIVE WITH INTEGRITY

Always do the right thing.



MAKE A DIFFERENCE

Make an impact in your world.



BE PRESENT

When customers and colleagues need you most.



INSPIRE IMAGINATION

Give people what they don't expect.



CELEBRATE FREEDOM

Of the press, of expression, of beliefs.



THINK BIG

Be innovative and always first.



SUPPORT EQUITY

Let your actions speak for you.



STRIVE FOR EXCELLENCE

In everything and every moment.





Ethics and **TRANSPARENCY**

We have developed ethical tools that allow each stakeholder to report any action that jeopardizes their integrity or goes against our **Code of Conduct**.

[Click here for Ethics and Compliance](#)

ACTIONS TO PROTECT THE CODE OF CONDUCT

[Click here to read the Code of Conduct](#)

■ **AT&T *Háblalo* (Talk about it)**

Internal communication channel for reporting conduct contrary to AT&T Mexico's Code of Conduct and Policies. We guarantee confidentiality and objectivity with the participation of an external third party that channels the cases to the corresponding areas for investigation.

■ **Internal mailbox**

For consultation, follow-up and response to internal compliance concerns not limited to ethical complaints. Establishes two-way communication between personnel and the Compliance area.

■ ***Cero Tolerancia* Campaign (Zero Tolerance Campaign)**

Promotes ethical practices, integrity, and honesty, prioritizing our values and the welfare of all people in the organization. At AT&T Mexico we seek to always do the right thing.

■ **Personal Data Protection Management System**

The policies and procedures that make up the Personal Data Protection Management System guarantee the security of customer and personnel information. We comply with current regulations and continuously improve internal practices. Annual audits and certifications are carried out to review their effectiveness and optimize the Data Breach Protocol.

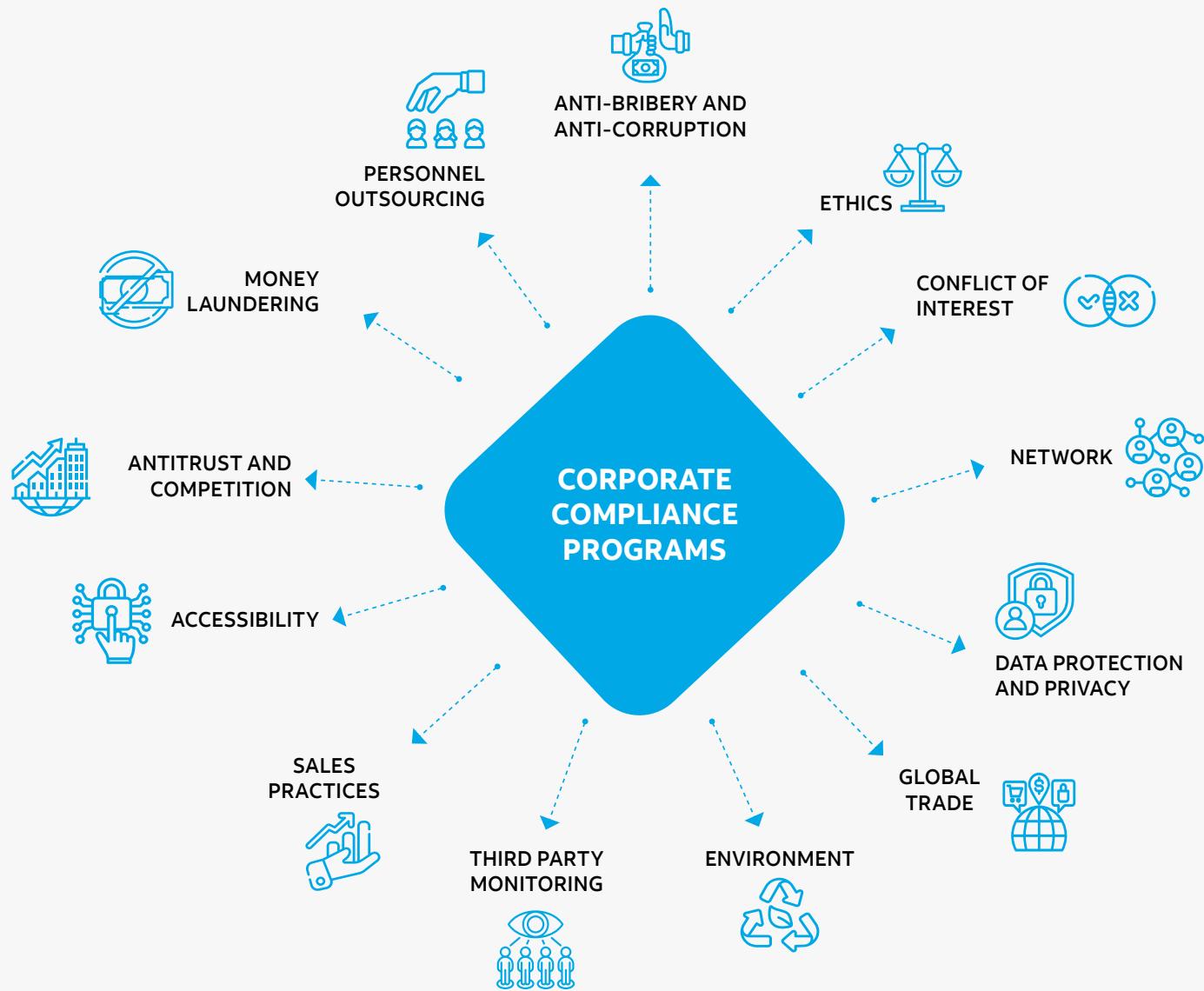
[Click here to read the Comprehensive Privacy Notice](#)

■ **Suppliers Program**

We collaborate with those who comply with ethical and transparent standards aligned with our Code of Conduct and Compliance Program. Annually, we evaluate their compliance through a survey to ensure their adherence to our ethical standards.

In order to reinforce our policies and ethical compliance, employees and management participate annually in anti-corruption training through AT&T Mexico University.

We extend communication on anti-corruption policies and procedures to all business partners. By 2023 we achieved 98% internal participation.



Corporate **GOVERNANCE**

At AT&T Mexico we have a corporate governance structure that promotes a culture of innovation and business ethics, always placing the customer at the center of all our decisions.

The Members' Assembly provides strategic direction aligned with our values. We have specialized committees and a defined leadership structure to effectively manage risks and identify opportunities; through strong governance, we ensure integrity and transparency in our operations and make sustainable progress toward meeting our objectives.



Our process for appointing and selecting the highest governance body and its committees in AT&T Mexico is governed by the General Law of Commercial Companies. The Shareholders' Meeting makes decisions by majority vote. The Board of Directors, which is responsible for the management of the company, is appointed by the Shareholders' Meeting in accordance with the bylaws and the law. The Board of Directors is responsible for the day-to-day management and operation of the company.

The Chairman of the Board of Directors also holds the position of CEO of the company. Through our compliance structure, strategies are established to ensure adherence to the guidelines of the U.S. Department of Justice and the National Anticorruption System.

MEMBERS OF THE 2023 BOARD OF DIRECTORS



■ **Mónica Aspe**
CEO
Executive Member
since 2020



■ **Gabriel Contreras**
Vice President, Legal,
Regulatory and External
Affairs Executive Member
since 2022



■ **Pauline Harnan**
Vice President, Finance
Executive Member
since 2022



■ **José Menchaca**
Vice President, Strategy
and Monetization
Executive Member since 2017



LEADERSHIP WITHIN THE COMPANY



■ **Mónica Aspe**
CEO



■ **Samy Abuyaghi***
Chief Revenue Officer



■ **Sergio Almallo**
VP & Chief Digital Marketing Officer



■ **Irma Wilde**
VP General Manager of Enterprises and Customer Service



■ **José Menchaca**
VP of Strategy and Customer Experience



■ **Pauline Harnan**
CFO & Chief Compliance Officer



■ **Mayra Rivera**
VP Supply Chain & Logistics



■ **Gabriel Contreras**
VP General Counsel Regulatory and External Affairs



■ **Keith Jackson**
VP & Chief Human Resources Officer



■ **Nicole Rodríguez**
VP & Chief Technology Officer



■ **Jerónimo Díez**
VP & Chief Information Officer

*In the middle of the year, this position was merged with the vice presidency of Marketing.



The leadership team, comprised of the CEO and vice presidents of the different areas of the organization, plays a crucial role in developing, approving, and updating the purpose, value statements, strategies, policies, and objectives related to sustainable development. In addition, it oversees due diligence and other processes to identify impacts on the environment, people, and the economy. Process effectiveness reviews are carried out on an ongoing basis through periodic reports and specific management tools.

DIVERSITY AND INCLUSION ON THE BOARD OF DIRECTORS

2 women and 2 men make up AT&T Mexico's Management Committee.

Management of the organization's Environmental, Social and Governance (ESG) impacts is delegated to the Members' Assembly and the Management Committee, with the support of various proxies, mainly vice presidencies of the different areas of the organization. Senior executives and members of other areas regularly report to the highest governance body on the management of impacts on the economy, the environment, and people, through periodic reports and specific management tools.

The leadership team reviews and approves the information presented in the sustainability report. Conflicts of interest are prevented and mitigated through internal conflict of interest policies.

Critical concerns are communicated to the leadership team through four town halls per year, one per trimester.





Collective knowledge of **GOVERNING BODIES**

AT&T Mexico promotes the strengthening of knowledge, skills and experience of executives and senior management in sustainable development through five lines of action:






The performance evaluation of executive members is directly established in the organization's general Performance Evaluation and Development System, without implying a different treatment due to their specific position or responsibilities.



Awards to OUR LEADERS

MÓNICA ASPE
CEO






Continues to stand out in **the list of Mexico's Best CEOs 2023, a title awarded by the Great Place to Work®** Institute, in recognition of her leadership in the company.

List of **300 Most Influential Leaders in Mexico**, by *Líderes Mexicanos* magazine.

200 most important women in Mexico, from *Mujer Ejecutiva* magazine.

KEITH JACKSON
Chief Human Resources Officer



It was designated as one of **the Best CHROs in Mexico 2023 by the Great Place to Work®** Institute, in recognition of its role in the structural transformation of new work models.

JERÓNIMO DIEZ DE SOLLANO VELASCO ACEVES, Chief Information Officer



He was distinguished as one of **the 100 best CIOs in Mexico in 2023 by CIO Mexico magazine**. This recognition is awarded by virtue of the most outstanding technological projects that have contributed to business success.

NICOLE RODRÍGUEZ-CTO, JERÓNIMO DIEZ DE SOLLANO VELASCO ACEVES-CIO, MYRNA LIRA- Assistant VP of Technology Marketing




They all are among the **50 Most Important Executives in Latin America according to the global executive leadership organization HITEC**. They were selected for their achievements in the industry, mentoring and professional activities driven by their agendas.

NICOLE RODRÍGUEZ
Chief Technology Officer



She was recognized in *Expansión Magazine's 41+1 LGBT+ Business 2023 Ranking*. This recognition highlights leaders who promote change within their organizations and help others feel freer by sharing their stories.

IRMA WILDE
VP and CEO of Customer and Business Services



She was honored with **the Service Visionaries 100 Award**, which celebrates innovative and influential leaders who have driven change and brought breakthroughs in service transformation. She is the only Mexican distinguished among 100 executives from around the world.

Membership in ASSOCIATIONS



AMERICAN CHAMBER OF COMMERCE OF MEXICO, AMCHAM
Vice-Presidency of the Executive Council



CONSEJO COORDINADOR EMPRESARIAL, CCE
Member of the Board



ALIANZA DEL SECTOR PRIVADO PARA SOCIEDADES RESILIENTES ANTE DESASTRES, ARISE MX
Affiliate



CONSEJO DE EMPRESAS GLOBALES, CEEG
Executive Board Member



ASOCIACIÓN INTERAMERICANA DE EMPRESAS DE TELECOMUNICACIONES, ASJET
Presidency



COPARMEX CIUDAD DE MÉXICO
Member of the Board of the Legislative Committee in CDMX



ASOCIACIÓN NACIONAL DE TELECOMUNICACIONES, ANATEL
Secretary-Counselor



GSMA
Member of the Public Policies Group



CÁMARA NACIONAL DE LA INDUSTRIA ELECTRÓNICA, TELECOMUNICACIONES Y TECNOLOGÍAS DE LA INFORMACIÓN, CANIETI
Vice-Presidency



Financial performance and customers

- DIRECT ECONOMIC VALUE
- CUSTOMERS AT THE CENTER
- 5G DEPLOYMENT AND NETWORK STRENGTHENING

02

Generating value by connecting more people

We grow because we have the best team and millions of customers who have trusted our company to stay connected to the ones, they love the most.



GRI: 201-1, 418

SDGs IMPACTED





Financial

PERFORMANCE AND CUSTOMERS

In 2023, AT&T Mexico obtained important financial and commercial results thanks to the work of our people and their dedication to the millions of customers who give meaning to the organization and who today recognize us as the best value option in the market.

“We are celebrating surpassing the 22 million customer threshold! In 2023 we faced significant challenges, including highly priced spectrum costs and the reconstruction of the network in Acapulco after Hurricane Otis. However, we closed the year with a positive balance thanks to an extraordinary team focused on our more than 22 million customers, who now recognize us as the best value option in the market.

We are grateful for their trust and are ready to continue changing the game in 2024”.

■ **Mónica Aspe**
CEO, AT&T Mexico



DIRECT ECONOMIC
VALUE

CUSTOMERS AT THE
CENTER

NETWORK STRENGTHENING
AND 5G DEPLOYMENT

SDG

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12
13

Economic VALUE

Our financial and operational growth reflects our commitment to connect Mexico to what really matters. We continue to expand operations and strengthen our market presence, enabling us to offer reliable and affordable connectivity throughout the country. We are driven by innovation and excellence, as we work to improve people's lives and promote digital inclusion in all communities.

We closed 2023 with total revenues of US\$3.932 billion, representing an increase of 25.1% over the previous year (including the exchange rate effect), with an economic distribution of US\$3.349 billion in operating costs, personnel compensation, procurement, social investment, among others.

Our earnings before interest, taxes, and amortization (EBITDA) were US\$583 million, reflecting growth of 75.6% compared to 2022. Our financial success is attributable in part to the optimization of operating costs by about 8%, compared to the previous period, and an improvement in the performance of our postpaid segment.

U.S. \$3,9 billion in total revenues
25% more revenues

U.S. \$583 million of earnings (before taxes, interest, and amortization)
75% plus EBITDA



HISTORICAL EVOLUTION OF TOTAL REVENUES (DOLLARS)

2021	2022	2023
\$2,747 MM	\$3,144 MM	\$3,932 MM

HISTORICAL EBITDA EVOLUTION (DOLLARS)

2021	2022	2023
\$95 MM	\$332 MM	\$583 MM



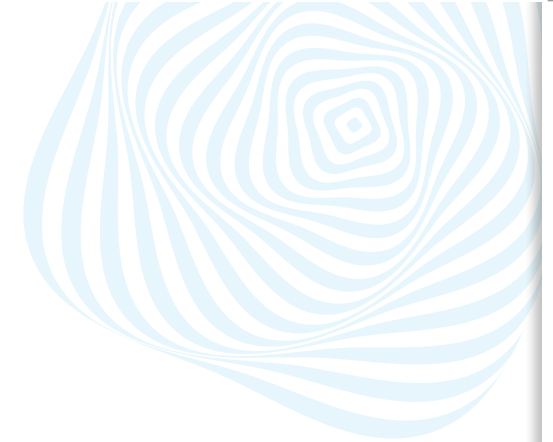
Customers at the **CENTER**

In 2023, we reached 22.3 million customers, with 713,000 net additions, of which 43.9% corresponded to the postpaid segment.

We focused on the satisfaction of those who choose to communicate with us, which in 2023 was reflected in our high capacity to retain customers and the decrease in complaints. Our Net Promoter Score (NPS) increased 60% in the postpaid segment compared to 2022.

We simplified the experience of those who use our network by making it as seamless as possible. In recent years, we have carried out a successful transformation to offer new product and service options and contribute to closing the digital divide in the country.

At AT&T Mexico, we put people at the center of all our decisions. In 2023, we continued to evolve to guarantee them high-quality service and to be their best choice.



713 K
new customers

27%
decrease in complaints



1.

Digital transformation as a continuous process. We see digital transformation as a constantly evolving process, not a one-time event. We are focused on integrating digital technologies into all aspects of the business to improve the experience of those who use the network.

2.

Reduction of interaction times. Especially in the sales process, we have implemented changes to reduce interaction times and increase efficiency in all media.

3.

Digital channels and applied technology. We are using digital channels and tools to enhance the experience by eliminating friction at touch points and ensuring a seamless and integrated shopping experience.

4.

Organizational culture. We promote a cultural change within the company focused on adopting digital thinking at all levels. We want the personnel to think from and for the satisfaction of each client and to be motivated to adapt and improve continuously.

5.

Internal and agile optimization. We adopted an agile approach to the way we work internally through methodologies such as Scrum Teams and the restructuring of teams to deliver value faster to those who choose us. This has led to a significant increase in the delivery of functionality to the business.

6.

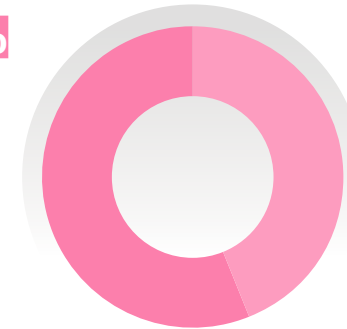
Transition to omnichannel. We have laid the groundwork to enable users to use both digital and physical channels according to their preference, seeking a frictionless experience tailored to the individual needs of each user.

7.

Cloud migration and data usage. We are working on a transformation of internal systems, including migration to the cloud, to improve service quality, performance, and internal efficiency. We are working on improving the management and use of data to make informed decisions faster.

NEW CUSTOMERS

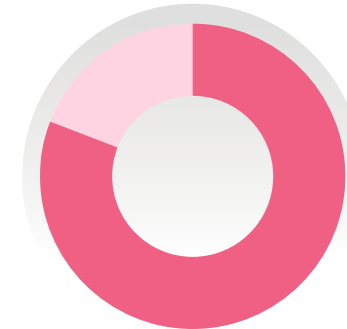
56.1% prepaid



43.9% postpaid

TYPES OF POSTPAID CUSTOMERS

19% business



81% personal

DIRECT ECONOMIC VALUE

CUSTOMERS AT THE CENTER

NETWORK STRENGTHENING AND 5G DEPLOYMENT

SDG

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Network Strengthening AND 5G DEPLOYMENT

Although we faced significant challenges this year, including highly priced spectrum costs and network reconstruction in Acapulco after Hurricane Otis, we continued to expand and optimize our network and infrastructure deployment, adding 17 5G market launches, with a target of 47 by the end of 2023.

We established a strategic collaboration with Red Hat, to boost, thanks to its open-source platform, the development of innovative applications based on 5G technology from our 5G Innovation Lab located in Mexico City.

Together with Qualcomm, Celona, Axity and Veea, we conducted private network technology trials in our 5G Innovation Lab that allowed us to explore new possibilities and optimize deployments in a controlled and collaborative environment.

We were recognized by the Federal Telecommunications Institute (IFT) in its “Good Practices in the Telecommunications Industry 2023” exercise.


 DIRECT ECONOMIC
VALUE

 CUSTOMERS AT THE
CENTER

 NETWORK STRENGTHENING
AND 5G DEPLOYMENT

SDG

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03 Personnel

- DEVELOPMENT OPPORTUNITIES
- DRIVING MAXIMUM POTENTIAL
- HEALTH AND SAFETY FIRST
- DIVERSITY AND INCLUSION TO ENRICH THE WORLD

We drive the best team to **connect** more people

At AT&T Mexico, we bet on long-term labor relationships for mutual benefit.

GRI: 2-20, 3-3, 401-1, 402-2, 401-3, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 404-1, 404-2, 404-3

SDGs IMPACTED





The team that makes up AT&T Mexico is the engine that drives the success and continued growth of the organization. We work to ensure the well-being and development of our personnel through training programs for their professional and personal growth, performance evaluations, and by providing them with the necessary tools to reach their maximum potential in a healthy work environment with opportunities.

We value and promote diversity in all its forms because we believe that having different perspectives and experiences enriches the lives of people in the workplace and the business project. Thanks to our diverse and committed team, we are prepared to continue to lead the industry and face the challenges of the future.

POSITION
01 OF THE
 SECTOR



Recognition to our commitment to our team and talent attraction and recruitment best practices.

POSITION
06



Recognition as one of the best places to work in Mexico, thanks to our inclusive labor practices and commitment to development and well-being.



Development OPPORTUNITIES

TRAINING

To ensure that each member of the company grows professionally and personally, we implemented programs to develop managerial and technical skills through digital platforms such as LinkedIn, Ericsson, AT&T University, among others. We also implemented digital transformation programs, mentoring, classes taught by the Universidad Iberoamericana and external training programs focused on technical skills such as database, programming, software development and agile methodologies

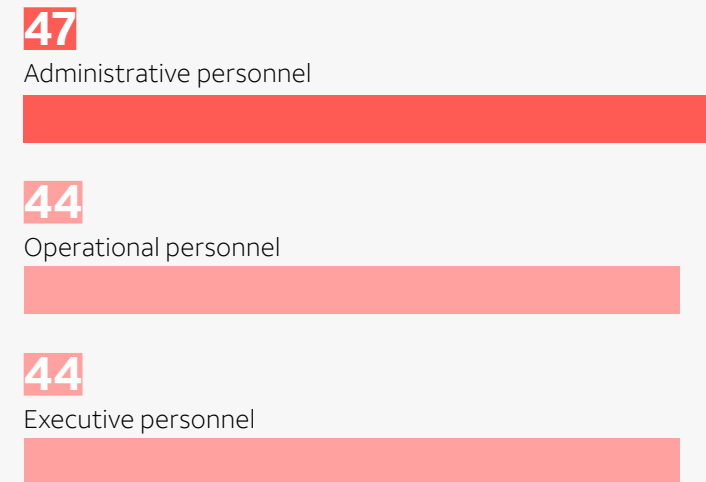
45 average hours of training per person in 2023

TRAINING HOURS

BY GENDER



BY JOB CATEGORY



Performance EVALUATIONS



- Annual evaluation with monthly follow-up.



- Includes individual and company objectives.



- Takes into account priorities of the year and responsibilities of the position.



- Mandatory for all job categories with more than three months in the position.

In 2023, 99% of the staff was evaluated to fine-tune the next steps associated with their development.

In addition to performance evaluations, we conduct annual 360° evaluations to study skills; perception of the leader and peers; and leadership capacity. The results help create development, succession, and replacement plans, as well as retention plans. Actions taken may include changes to organizational policies, processes and practices or the implementation of specific programs for critical issues.

In order to make sustainable progress, each year we review our compensation and compensation package to contribute to the economic growth of our employees and maintain our competitiveness in the labor market.

We follow the Global Grade System methodology for job evaluation and pursue a competitiveness strategy applied equally to each individual. External consultants support us in maintaining our position as an attractive company to work for.

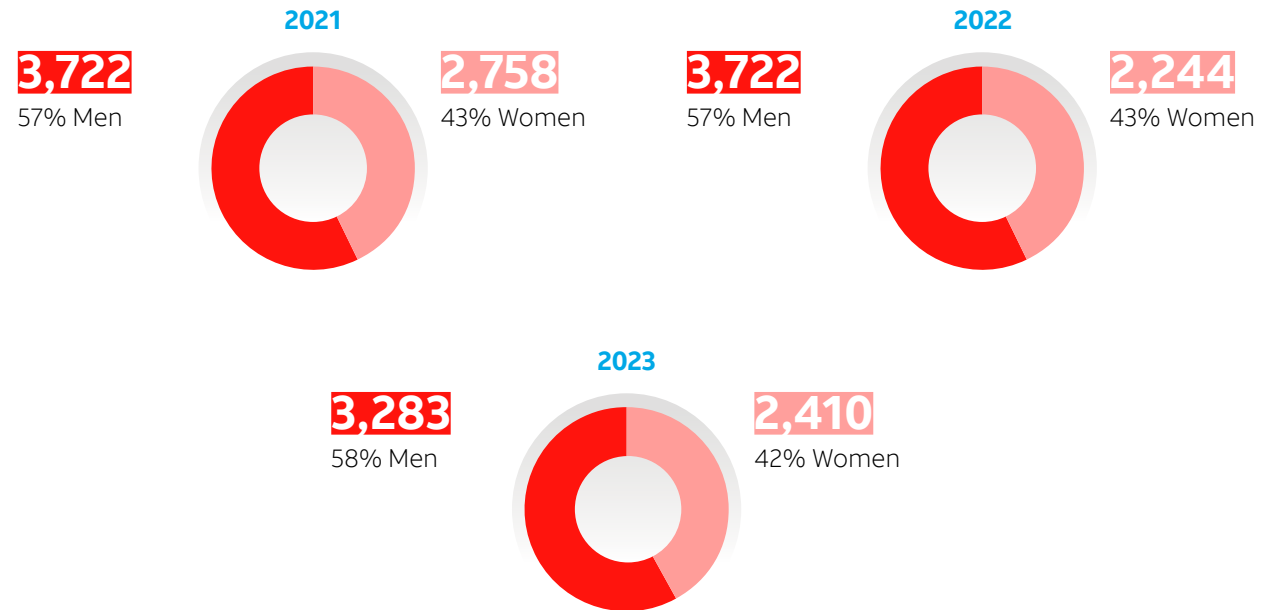
Boosting the MAXIMUM POTENTIAL

At AT&T Mexico, we have a dynamic, talented, and diverse team that reflects the energy and commitment of the organization's diverse age ranges that contribute value from their position, regardless of the generation to which they belong to or their gender. This diversity allows us to better understand our customers and the community in which we operate.

We are focused on remaining an attractive company to work for, which is why we take care of our people and work to provide opportunities for growth, dignified work, and interesting labor benefits within a framework of safety and security.

5,693 new hires
in 2023

NEW HIRES, BY GENDER



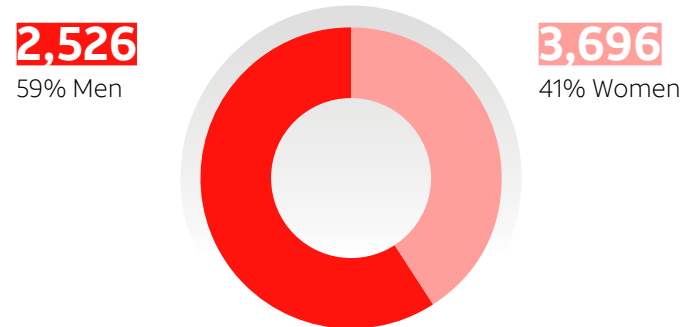
NEW HIRES BY AGE GROUP

Age group	2021		2022		2023	
	Amount	Rate	Amount	Rate	Amount	Rate
Between 18 and 19 years old	319	5%	160	5%	293	5%
Between 20 and 35 years olds	5,141	79%	4,209	79%	4,400	77%
Between 36 and 45 years old	772	12%	624	12%	771	14%
Between 46 and 55 years old	243	4%	185	4%	194	3%
Over 56 years old	32	>1%	25	<1%	35	1%

In 2023, people between the ages of 20 and 35 were the largest age group, reaching 77% of our total workforce.

During 2023 the overall turnover rate was 43% with higher male turnover than female turnover, **4% less than the previous year.**

PERSONNEL TURNOVER DURING THE YEAR, BY GENDER



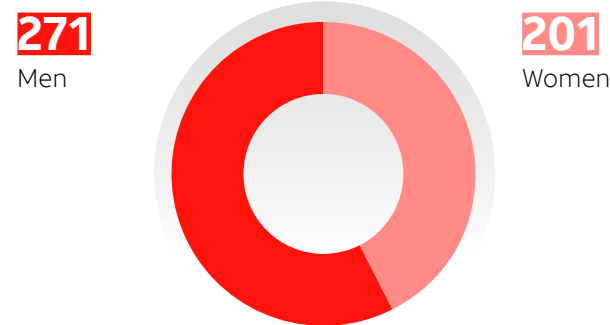
PERSONNEL TURNOVER DURING THE YEAR, BY AGE RANGE

Age group	2023	Percentage
Between 18 and 19 years old	184	3%
Between 20 and 35 years old	4,553	73%
Between 36 and 45 years old	1,044	17%
Between 46 and 55 years old	361	6%
Over 56 years old	80	1%

At AT&T Mexico we offer economic and emotional support benefits for all personnel, according to their needs, the characteristics of the position and the type of hiring. Four additional benefits are offered to those hired on a permanent basis: integration and sports events, attendance and punctuality awards, Christmas bonus above law requirements, and work clothes or uniforms.

Each member of the company is entitled to five additional days of parental leave in addition to those established by law.

PERSONNEL ON PARENTAL LEAVE





Health and Safety

FIRST

In order to provide a safe work environment, AT&T Mexico employees are covered by the Health and Safety Management System, which is subject to internal audits and third-party certifications to ensure its effectiveness. It is organized around the Benefits Department, where the Occupational Health and Wellness area operates.

This team, made up of a medical manager, nine occupational physicians, a nursing coordinator and nine nurses, offers services in the six companies through equipped clinics. They comply with NOM-030- STPS-2009 regulations and design plans and programs that include preventive campaigns, periodic medical examinations, and admission examinations, as well as specific protocols for COVID-19. Health and Safety standards are applied to manage risks identified by the company.

We have physician offices in the six corporate work places where we provide general first contact consultation with initial treatments and complementary prescriptions. We have applications such as MIDOC ONLINE for virtual care.

MEDICAL AND COMPREHENSIVE WELLBEING SERVICES



MEDICAL OFFICES



NUTRITION AND PHYSIOTHERAPY AREAS



LACTATION ROOMS



COLLABORATIONS WITH EXTERNAL INSTITUTIONS

SOME HEALTH PROMOTION ACTIVITIES

- First contact consultations
- Attention to incidents and accidents
- Health campaigns
- First aid training
- Follow-up and health protocol advice
- Periodic and specific examinations
- Hearing conservation programs
- Ergonomic evaluations

Identifying RISKS AND HAZARDS

Processes to identify hazards and evaluate risks include periodic tours by joint health and safety committees, ergonomic evaluations, accident investigation protocols, and the development of internal civil protection programs. A telecommuting policy is also in place.

The occupational health team carries out projects to identify risks and hazards and develop hearing conservation programs, specific medical evaluations, and periodic examinations to identify chronic illnesses.

We have a formal personnel-company health, safety and hygiene committees that meet periodically to review and improve protocols. Sessions are held to review risks arising from accidents at work and training courses are promoted for workers on health and safety.

HEALTH AND SAFETY TRAINING

- We provide CPR, AED handling and First Aid courses in all the corporations where medical services are available. We prepare the people who want to be part of the Civil Protection Brigade of our different buildings (Corporate, Store, MSO) and for awareness we teach several online courses: Know your Facility (Evacuation and Signaling)
- Handling of Fire Extinguishers
- Hygiene, Safety and Identified Risks Commissions
- Accident Reporting
- Ergonomics

Based on the risks identified for personnel involved in high-risk activities, the following courses are offered:

- Working at High Towers
- Working at High Ladders
- Handling of Chemical Substances (Fuel)
- Medium and Low Voltage Electrical (Safety)
- Grounding Systems (Safety)
- Ignition Sources (Safety-Supervision)
- Working in Confined Spaces (Supervision)
- Signaling
- Fire Prevention and Fire Fighting
- Material Storage Safety
- Virtual training on risk issues for employees



Diversity and Inclusion to **ENRICH THE WORLD**

With the employee networks, each year we strengthen our culture of diversity and inclusion both inside and outside the company. We foster a work environment of respect, harmony, and prosperity for all people.

In 2023, we renewed our participation in the Gran Acuerdo por el Trato Igualitario / Great Agreement for Equal Treatment (GATI) of the Consejo para Prevenir y Eliminar la Discriminación / Council to Prevent and Eliminate Discrimination (COPRED), which seeks to recognize companies that generate efforts to be referents of inclusion, equality, and non-discrimination.



AT&T *Incluyéndote* / **INCLUDING YOU**

At AT&T Mexico we are proud to have a diverse and inclusive work culture that we promote every day. We want those who are part of the company to reflect authenticity and to favor the organizational climate, as well as to close the gap in terms of access to employment.

For people with disabilities, we promote AT&T Incluyéndote, an initiative that provides job opportunities in an optimal environment for their development.

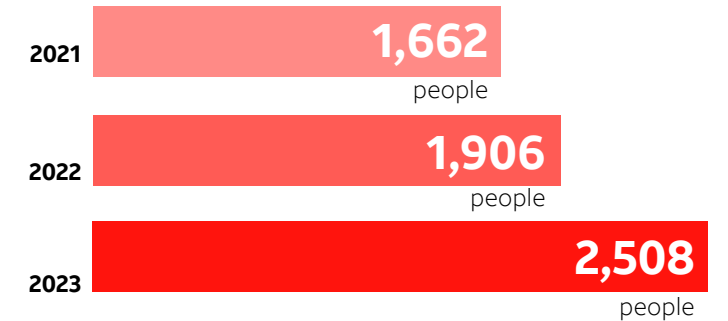
We trained more than 900 people with the How to Work with People with Disabilities playbook, developed in 2022 under the recommendations of the Éntrale Alliance. The tool compiles best practices to promote a culture of inclusion on disability issues in companies.

For our promotion of inclusion and generation of opportunities for people with disabilities, for the fourth consecutive year we received the Distinction of a Company Committed to the Labor Inclusion of People with Disabilities, awarded by the Éntrale alliance.

PERSONNEL WITH DISABILITIES



PERSONNEL TRAINED ON INCLUSION ISSUES



AT&T WOMEN IN ACTION

At AT&T Mexico we promote gender equality and the empowerment of women to increase their participation in leadership positions. We promote spaces where men are allies in issues of equality and the eradication of gender stereotypes.

	2021	2022	2023
Number of programs	85	65	35
Participants	10,317	4,066	6,161
Partnerships with business organizations	4	4	4

**FIRST
CERTIFIED
COMPANY
IN MEXICO**



Gender Equity and Diversity certification by the consulting firm Aequales, highlighting our high standards in managing a work environment based on equity, equality and diversity.

**POSITION
04**



We stand out in the PAR Ranking for our processes and policies in favor of gender equity and diversity.

**POSITION
09**



Recognized as one of the best places to work in Mexico for women, due to our fair practices and the value we place on the participation of all female employees.

AT&T GENERATIONAL DIVERSITY

This program brings together all the stories, skills and experiences that enrich those who work in the organization. Courses and workshops are given to share relevant information about each generation, being aware of the value that each person contributes according to his or her life trajectory.

	2021	2022	2023
Network members	1,180	987	1,131
Beneficiaries	651	337	382



AT&T LGBT+ ALLIANCE

We support and empower the LGBT+ community through the creation of policies, programs, procedures, and an environment free of discrimination that allows full labor development in the company.

	2021	2022	2023
Network members	965	752	984
Beneficiaries	1,603	3,048	2,371
Number of programs	25	38	36

Additionally, this year we signed a collaboration agreement with The Trevor Project to offer LGBTQ+ youth information and assistance in times of crisis and vulnerability, for which we launched a three-year campaign focused on disseminating the organization's crisis care services and other activities.

During 2023, we sent more than 19.7 million information and awareness SMS messages, which generated 74,387 visits to the organization's website. In addition, the 2023 campaign generated at least 5,336 interested parties in its service.

For the seventh consecutive year we received the Best LGBTQ+ Places to Work distinction, for meeting all the parameters of the HRC Equidad MX index of the Human Rights Campaign Foundation.


 DEVELOPMENT
OPPORTUNITIES

 BOOSTING THE
MAXIMUM POTENTIAL

 HEALTH AND
SAFETY FIRST

 DIVERSITY AND INCLUSION
TO ENRICH THE WORLD

SDG

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AT&T AGENT OF CHANGE


At AT&T Mexico we work for the well-being of people and the development of the communities in which we operate.


Thanks to volunteering, we have strengthened our ties with the community. Through this network, we foster a culture of responsibility with the support of our personnel and make a difference in the communities of Mexico. The initiatives mainly seek to promote a culture of teaching, social and environmental awareness. **In 2023 we had an 8% growth in the number of people participating in the network.**

	2021	2022	2023
AT&T Mexico Volunteers	535	2,061	2,615
Network members	1,906	1,573	1,693
Volunteering hours	925	5,657	5,544
Beneficiaries	4,449	5,180	348,119
Products collected for donation	1,500	5,180	5,465
Virtual volunteering activities	36	43	26

VOLUNTEER ACTIVITIES 2023

	 Volunteer participants	 Total hours
Collection of school supplies	1,143	1,818
December toy collection	1,049	1,083
<i>Revive tu Cancha</i> – Revive your Court	339	1,372
Acapulco Hurricane OTIS	58	116
Reforestation Mexico City	56	448
Other volunteering actions	44	186
Connecting Roots	30	6
Reforestation Puebla	21	168
STEM Movement	17	272
Pride Summit	10	64
TENT Mentorships	2	5
AT&T Summer	2	6
High Tech Day	1	3

 Volunteer participants

 Total hours

DEVELOPMENT OPPORTUNITIES

BOOSTING THE MAXIMUM POTENTIAL

HEALTH AND SAFETY FIRST

DIVERSITY AND INCLUSION TO ENRICH THE WORLD

SDG

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Community

- TECHNOLOGICAL ENTREPRENEURSHIP
- DIGITAL INCLUSION AND COMMUNITY EMPOWERMENT
- DIGITAL EDUCATION

04

Connecting our community to more possibilities

We use technology as an enabler, so more and more people have access to all benefits from our network and enhance their relationships and projects.

GRI: 3-3, 413-1

SDGs IMPACTED





At AT&T Mexico we work every day for digital inclusion and to connect people to better possibilities. We drive innovation and the development of our society through technology with various initiatives based on digitalization and sustainability.

During 2023, we implemented our projects and programs framed in three lines of action: Technology Entrepreneurship; Digital Education, Community Empowerment and Digital Inclusion, aimed at fostering the responsible use of technology and digital skills, boosting the technology-based entrepreneurial community, and contributing to the well-being of the communities where we operate and the accessibility of people.

TECHNOLOGICAL
ENTREPREURSHIP

DIGITAL INCLUSION AND
COMMUNITY EMPOWERMENT

DIGITAL EDUCATION

SDG

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- 10



Technological **ENTREPRENEURSHIP**

At AT&T Mexico we are convinced of empowering the entrepreneurial environment by using technology as a vehicle to accelerate the development of innovation, use and technological knowledge to contribute to the progress of our society.

AT&T **5G Fund**

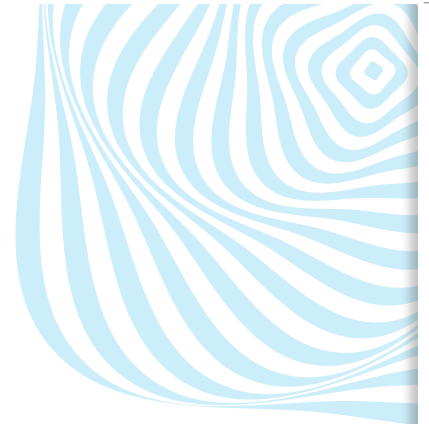
5G technology will build a new innovation paradigm with unprecedented potential to connect people and things. Therefore, at AT&T Mexico we seek to boost innovation to solve the great social, economic, and environmental challenges we face by strengthening the entrepreneurial ecosystem.

At AT&T Mexico we seek to explore the potential of the 5G network to boost the development of use cases and applications that can solve the great challenges we face.

During 2023, we selected three winning projects of the first edition of our AT&T 5G Fund, through which we allocated \$100,000 U.S. dollars to 5G use cases developed by 100% Mexican companies.

In addition to the cash award, the winners received mentoring from experts on business models and 5G technology and had access to our AT&T Mexico 5G Innovation Lab to carry out various tests in the development of their projects.

We know the value of partnerships, so we conducted this first edition in collaboration with Endeavor and the Entrepreneurship and Transformation Lab of the School of Government and Public Transformation of the Tecnológico de Monterrey.





Use cases of the AT&T 5G 2023 Fund winners



■ Aidicare

MedTech with seven years of experience developed a medical device that helps to remotely monitor in real time the health status of patients, you can measure the pressure, see an ultrasound, or an electrocardiogram, it can even prevent cardiac-metabolic diseases and save lives.



■ BlockNode

Data Science solution using 5G technology focused on improving and enhancing business logic, enabling open traceability, as well as secure interactions for companies in their supply chain through the Internet of Things, Artificial Intelligence and Blockchain.



■ 5G-Enabled Robotics

Open innovation and use case development lab featuring a wide range of testbeds, such as collaborative and autonomous mobile robotics that require a fifth-generation network to offer smart manufacturing and logistics solutions to industry and society.

Through this project, AT&T Mexico, in collaboration with Ericsson and the Instituto Tecnológico y de Estudios Superiores de Monterrey, enabled the first private 5G network at a university in Latin America, located within the Centro de Desarrollo Empresarial y Tecnológico Cemex (CEDETEC) of the Tecnológico de Monterrey campus in Mexico City. With this new network, we reaffirm our commitment to foster a technological ecosystem that can fully exploit 5G technology for the benefit of Mexico and its industries. The Laboratory will develop applications with Artificial Intelligence or Blockchain and will promote the creation of human capital specialized in this technology.



eNOVADORAS / eNOVATORS

In the ecosystem of entrepreneurship and digital transformation, women play a crucial role. Today we face a reality where their opportunities for equal inclusion are limited by gender stereotypes that result in less access to connectivity, training, and financing, so it is essential to create active spaces for participation where they are also protagonists of technological progress.

Based on this commitment, during 2023 we launched the second edition of our eNovadoras project, a comprehensive program aimed 100% at women to provide them with a \$100,000 U.S. dollars seed capital fund, training, and networking. We seek to promote their technology-based ventures, while recognizing their value, promoting change, and strengthening their participation in the technology sector and in Mexico's economy.

Since its first edition, eNovadoras has stood out for giving way to the relevant growth of technological ventures led by women, supported by a survival rate of 50% of the projects received in the first edition. We highlight that two of the participants doubled their income after their participation in eNovadoras and maintain the support of the eNovadoras community where they continue to exchange experiences.

In the second edition we had 10 finalists who participated in the acceleration process for four months under the Endeavor methodology, from which our five winners were awarded \$20 000 U.S. dollars in seed capital to develop and scale their business model with the support of AT&T Mexico. We cannot leave anyone behind in this digital transformation.

We received the ICT Industry Award in the Digital Transformation category, for the eNovadoras project.

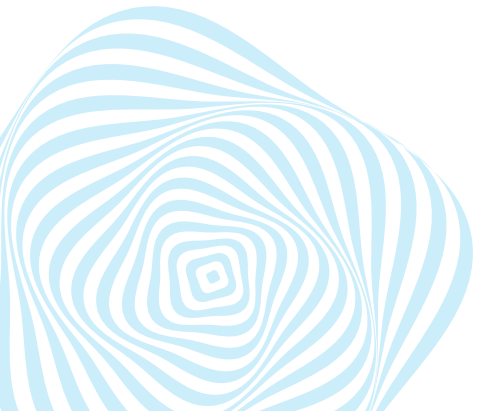


Conectando **RAÍCES AT&T MÉXICO** / Connecting **ROOTS** **AT&T MEXICO**

Connecting with purpose involves looking at all sectors of society, so during 2023 we launched the Conectando Raíces AT&T Mexico initiative, which seeks to create a network of craftswomen in the digital world. We equipped them with mobile devices, connectivity and training focused on the development of digital skills among craftswomen to promote their technological inclusion and the effective use of all the benefits of the ICT ecosystem.



During 2023 we implemented the program in the community of Tequisquiapan in the state of Querétaro, in alliance with the LUUM organization, a 100% Mexican project that has been producing interior design objects for more than ten years in conjunction with Mexican craftswomen and craftsmen. The 25 beneficiaries received, in addition to mobile equipment with unlimited connectivity, workshops on the use and benefits of ICTs, social networks, digital content design and marketing on digital platforms. The artisans received telemarketing training from our technology, systems, and marketing teams.


 TECHNOLOGICAL
ENTREPREURSHIP

 DIGITAL INCLUSION AND
COMMUNITY EMPOWERMENT

DIGITAL EDUCATION

SDG

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Digital Inclusion and **COMMUNITY EMPOWERMENT**

At AT&T Mexico we promote the inclusion of all people and sectors as a way to close gaps and connect more people to better possibilities.

We use technology to encourage their participation and a culture that values diversity both in our team and in the communities where we work.



TECHNOLOGICAL
ENTREPRENEURSHIP

DIGITAL INCLUSION AND
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ACCESSIBILITY

For AT&T Mexico, accessibility is more than a word, it is a commitment to connect and communicate people with disabilities with their environment, and the places where they live, work, and have fun, that is, to be and to make an inclusive company.

We seek to contribute to the quality of life of people with disabilities through innovation in technology and we are convinced of the importance of generating new efforts to ensure that our products and services are accessible to all, while at the same time ensuring our compliance with the accessibility regulations that apply to us.

The Federal Telecommunications Institute recognized us for promoting best practices such as:

- Personalized service directly at the home of a customer with a disability who requests it.
- We are positioned as one of the companies with the highest percentage of compliance with web accessibility for our fixed products and we continue to make progress in mobile services.
- We have more options available for people with disabilities and senior citizens to consult the adhesion contract.
- We conducted voluntary accessibility self-assessments for our website in order to ensure compliance and updating on accessibility issues, as well as the applicability of the IFT's Accessibility Guidelines.



At AT&T Mexico, our customers are at the center of everything. That is why we remain a benchmark for best practices in accessibility in the Sixth Accessibility Report of the Federal Telecommunications Institute (Instituto Federal de Telecomunicaciones).



AT&T BELIEVES *REVIVE TU CANCHA*

This project combines the passion, creativity, values, and generosity of AT&T Mexico’s personnel with the transformational will of various partner organizations to carry out actions to rehabilitate sports facilities with a positive impact on the community.

By the end of 2023, we met our first goal of rehabilitating 51 multisport spaces in Mexico and the United States, a task we began in 2022. This work was supported by 339 volunteers and was carried out hand in hand with our allies, Comex with its social impact program “*Por un México Bien Hecho*” and the Blue Women Pink Men Association.

Through this program, we joined this year, the Bicentennial commemoration of Diplomatic Relations between Mexico and the United States, and we inaugurated the first restored courts in an event organized by the company and the U.S. Embassy in Mexico celebrating the bilateral relationship between our countries.

Volunteers worked nearly 1,400 hours to restore multi-sport areas that benefited more than 340,000 people.

Alliance with **YO TAMBIÉN**

For the past two years we have supported the Journalism and Disability Contest presented by *Yo También* with the theme “Women with Disabilities: Stories of Freedom”. The winner was “¿Y tú qué quieres, Eri?” written by Luis Alberto González Arenas and Mariela Valdez Osornio from Mexico City. It is an illustrated story that tells the inspiring story of Eri, a 30-year-old with cerebral paralysis who is preparing for a marathon.

The prize was awarded by *Yo También*, AT&T Mexico, Anfibias Literarias, Diageo and La Cadera de Eva, which provided \$50,000 pesos, five hours of editorial advice from *Yo También*'s expert team and additional monetary support for publication of the story in accessible formats, so that it can be available to all people with disabilities.



On the other hand, AT&T Mexico has been sponsoring the only 100% accessible newscast in Mexico for three years, “*Yo También TVO*”, which consists of a weekly news capsule with a summary of the most important economic, political, business, sports, and entertainment news. This digital format integrates subtitles and interpretation in Mexican Sign Language (LSM), giving equal weight to audio, LSM and text. To date, this newscast has 115 broadcasts and more than 46 million views.



Llamando **A CASA** / Calling **HOME**

We continued our collaboration with the National Migration Institute (INM) to help migrants in vulnerable situations to connect free of charge with their families anywhere in the world, through the installation of telephone stations.

In 2023, we kept 32 telephone stations active in INM Migration Centers in 18 states of the country. Likewise, we continued with the operation of the telephone station installed in 2022 in the DIF Municipal de Centro Tabasco to attend to unaccompanied migrant children and adolescents.

**At the end of the year,
we facilitated +14,300
calls, mainly to women
and minors.**



Amber ALERT

We do what we can to care for Mexican children. Through the power of our network and in collaboration with the *Procuraduría General de la República (PGR)*, we have been supporting the Amber Alert program since 2015. Our purpose is to add eyes and ears to the search and location of missing children by sending SMS to our users.

DURING 2023:

7 out of 10

minors were located thanks to broadcasting

+ 4 million

text messages sent

462

broadcasted alerts

Since 2015, we have accumulated a total of 35,539,001 Amber Alert SMS messages disseminated nationwide.





World CAR FREE DAY

Together with companies such as HSBC, BBVA and the Mexican Stock Exchange, we renewed our commitment to the Alliance for Ecological Mobility in Mexico City, led by the MOVIN group. In this regard, during the year we activated the bike-schooling campaign to encourage more workers to use sustainable means of transportation to get from their homes to our corporate offices. In addition, we conducted a survey to find out the needs and limitations for making the change and adopting a sustainable means of mobility to the office.

Within the framework of World Car Free Day, we promoted sustainable mobility policies among all our personnel and encouraged alternative means to the use of individual cars to get to the workplace.

TECHNOLOGICAL
ENTREPRENEURSHIP

DIGITAL INCLUSION AND
COMMUNITY EMPOWERMENT

DIGITAL EDUCATION

SDG

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Digital EDUCATION

Digitalization is a powerful enabler of rights that must be promoted in a fair and ethical manner, so for us the commitment to connect more people to better possibilities also involves developing skills for the responsible use and exploitation of technology and the internet among society. We pay special attention to minors and older adults because they are populations that require greater accompaniment in preventing digital risks and reaping the benefits of the internet in the digital age.

WE DEPLOY OUR WORK AT THE NATIONAL LEVEL THROUGH VARIOUS LINES OF ACTION:

Digital Citizenship

Program that we delivered in collaboration with the *Autoridad Educativa Federal en la Ciudad de México (AEFCM)*, training more than 2.5 million elementary and high school students, as well as teachers and parents in more than three thousand schools in CDMX. Through this collaboration, we also donated digital civics booklets that are aligned with the educational authority’s curriculum, enabling girls, boys, and young people in 500 additional basic education schools to acquire tools for the healthy use of the Internet and technology.

The program promotes digital rights, self-care, and the integral development of more than one million children and adolescents in primary and secondary schools, bringing educational materials, webinars and awareness materials to the educational community and families during the following year.

CiberBienestar / CyberWelfare

To amplify the scope of our actions, in 2023 we entered into an alliance with the Ministry of Public Education of the state of Nuevo Leon and the Education for Sharing Foundation to add our content to the statewide *CiberBienestar / CyberWelfare* program focused on helping teachers in the state, together with students, to develop strategies for a healthy and conscious culture in the use of technology.

In collaboration with the Autoridad Educativa Federal en la Ciudad de México (AEFCM), we trained more than 2.5 million elementary and high school students, as well as teachers and parents in more than 3,000 schools in Mexico City.

Mobile Classroom

The company's itinerant program dedicated to digital literacy to provide free digital skills courses and digital citizenship workshops. All of our classrooms are equipped with computers and connectivity provided by the AT&T Mexico network and travel to different states of the country, changing locations every three months to reach more people.

In 2023, we taught more than 38,370 hours nationwide to 2,610 direct and more than 10,336 indirect people, promoting their literacy and digital skills training.

With this project, we took more than four thousand courses and workshops to various communities, reaching different segments of the population, especially the elderly.



MOBILE CLASSROOM ROUTE 2023:

Mobile Classroom in Mexico City. We provided more than 3,770 hours of training at the end of the year in two main municipalities of the district. At the close of the report it is located in the Parque de los Periodistas Ilustres, in the municipality of Venustiano Carranza.

Nuevo León Mobile Classroom. It has traveled to different points such as the San Bernabé Sports Center in Monterrey, the CROC Camellón and Valle Soleado in the municipality of Guadalupe, accumulating 14,910 hours of training. At the close of this report it is located at the La Alianza Community Center in the municipality of Monterrey.

Tabasco Mobile Classroom. We accumulated 9,930 hours of training during the year with a transfer to the municipality of Tierra Colorada. At the close of the report it is in the community of Parque La Esperanza Centro.

Jalisco Mobile Classroom. At the close of the report it accumulated 12,210 hours of training and is located in the municipality of Zapopan.

2,610
direct beneficiaries
in 2023

10,336
indirect beneficiaries
in 2023

38,370
training hours
nationwide



Puede **ESPERAR** / It can **WAIT**

We celebrated eight years of launching the permanent campaign Puede Esperar in Mexico, with the aim of calling on drivers in general to focus on the road and not on their cell phones.

During 2023, together with the Alianza Nacional por la Seguridad Vial (ANASEVI), we presented the results of the third Puede Esperar study, showing findings on distractions caused by cell phone use while driving in Mexico. Highlights include:

- The five cities in the country with the highest incidence of road accidents are Mexico City, Guadalajara, Merida, Monterrey, and Tijuana.

Following its publication, we conducted public awareness campaigns as part of our efforts to raise awareness of the importance of avoiding distractions while driving and fostering a better road culture.

+54 000 people have signed the pledge not to use cell phones while driving since the campaign was launched eight years ago.

[Read the full study here](#)

05

Environment

- ENERGY EFFICIENCY
- MATERIALS AND WASTE

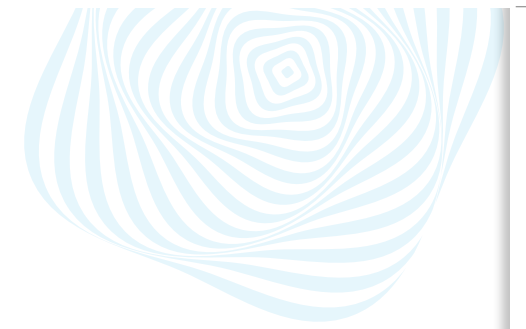
We connect with sustainable practices **to take care** of the planet we inhabit

Our commitment to the environment leads us to take on increasingly ambitious goals to promote a prosperous future for all people.

GRI: 3-3, 302-1, 305-1, 305-3, 305-5, 306-1, 306-2, 306-3, 306-4

SDGs IMPACTED





As part of AT&T's global commitment to be a carbon neutral company by 2035, in Mexico we focus our efforts on energy efficiency, emissions control and management of materials and electronic waste. Our commitment to the environment drives us to work continuously to reduce our carbon footprint and implement more sustainable practices by optimizing logistics operations, renewing equipment, strengthening alliances, and raising awareness among our personnel and communities.

We want a safe and healthy future for all people, so we continue to work towards sustainable development and adopt practices that confirm our leadership as an environmentally responsible company.

Energy

EFFICIENCY

Green

ENERGY

Two years after the start of the transition to clean energy sources to reduce our carbon footprint, in 2023 we increased the number of cell towers powered by clean energy by 10%, reaching a cumulative total of 622. This migration involves technological renovation and the hiring of specialized personnel to contribute to our environmental goals.

We have the goal of converting 1,200 low-consumption cell sites to run on clean energy; we are more than 50% ahead of achieving this target.

As a complementary initiative to reduce energy consumption, we are gradually incorporating LED lighting in our facilities. We are starting in those areas and spaces that require remodeling or corrective maintenance.



Logistics network OPTIMIZATION

We carried out a thorough optimization of the logistics network, including the strategic relocation of warehouses and the opening of new distribution centers. This generated significant annual savings in assortment changes and in sales channel consolidations. In addition, we worked on optimizing delivery routes to minimize the distance traveled and thus reduce our carbon footprint. Measures such as the optimization of distribution routes and the use of more sustainable packaging materials were implemented.

As a result, we generated annual savings of \$10 million pesos in transportation and a considerable reduction in pollution, through the use of more efficient vehicles. For the future, AT&T Mexico plans to continue improving routes, implement new hubs, and explore the use of hybrid cars to further optimize the supply chain and promote more sustainable logistics practices.

ENERGY CONSUMPTION IN AT&T MEXICO

Energy by source type	2021	2022	2023
Conventional	400,837,850 kWh	418,111,240 kWh	424,125,672kWh
Renewable and Clean	7,486,343 kWh	12,960,475 kWh	13,995,105 kWh
Total energy consumption	408,324, 193 kWh	431,071,715 kWh	438,120,777 kWh

In 2023 we achieved renewable and clean energy consumption of 13,995,105 kWh compared to 12,960,475 kWh in 2022; we continue to work to increase this number in the coming years.



Emission CONTROL

In 2023, we made progress in measuring and monitoring environmental impacts by including refrigerant gas emissions in the calculation of the carbon footprint of our operations. Fugitive emissions were 3,176.9 tCO₂e, while total greenhouse gas (GHG) emissions were 197,120.09 tCO₂e.

5,919
tCO₂e

avoided in the atmosphere due to electricity consumption from renewable sources

GHG EMISSIONS, IN TCO₂E

Emission type	2021	2022	2023
Direct GHG emissions (Scope 1)	8,395.00	11,453.73	11,353.05
Energy-related indirect GHG emissions (Scope 2)	169,554.00	176,861.05	185,767.04
Total GHG Emissions (Scope 1 and 2)	177,949.00	188,314.78	197,120.09

GHG EMISSIONS PER CAPITA (SCOPES 1 AND 2)

Emission type	2021	2022	2023
tCO ₂ e/ person 2 worker	10.40	12.60	13.70
tCO ₂ e/ customers*	8.74	8.72	8.83

*Calculation per 1,000 customers

With the optimization of distribution and reverse logistics, we begin to estimate the impact on GHG emissions associated with the transportation of goods, in order to incorporate these calculations into future reports.



Materials AND RESIDUES

Responsible management of materials and waste is a fundamental part of our commitment to caring for the environment, which is why we undertake initiatives with our people and those who are linked to the organization.

AT&T Verde: Internal program for the elimination of unicell, PET and other single-use plastics in all operations and corporate events.

Paperless Policy: Promotion of the rational use of paper in the office and incorporation of paper material suppliers with sustainable raw material certification.





Waste MANAGEMENT

In 2023, we will continue the regularization process for the management of hazardous and special waste, which will allow us to better control the weight of waste for disposal and that which can hold value to extend its useful life. The objective is to ensure proper waste management and thus contribute to the protection of the environment and public health.

We recorded a total of 714 tons of waste not destined for disposal that went through external recovery processes for recycling and reuse.

WASTE GENERATED NOT INTENDED FOR DISPOSAL



For hazardous and special materials such as batteries and transformers, we have established rigorous protocols for their proper disposal, in compliance with environmental regulations.

In addition, we carried out a process of reconditioning obsolete or damaged equipment for reuse, thus contributing to the reduction of electronic waste and maximizing the value of the company's assets. We are in the process of regularizing our registration as a generator and manager of hazardous waste; therefore, we do not yet have detailed data on hazardous waste generated and disposed.





TONS OF NON-HAZARDOUS WASTE GENERATED IN 2023



12.4

■ **CARTON**



37.7

■ **PALLETS AND MISCELLANEOUS WOOD WASTE**



290.4

■ **SCRAP**
(iron and aluminum)



7.6

■ **PLASTIC FILM COVERS**



91.6

■ **CABLE**
(fiber optic and jumpers)

We carried out logistical optimizations that allowed us to reduce the use of some recurring materials and waste from the operation, thus contributing to the reduction of emissions.

7,600 kg of recycled plastic film covers

2,500

kg saved in the use of new material, which avoided the generation of 4 tCO₂ emissions



■ We eliminated plastic pallet packaging and replaced it with reused cardboard strips, saving 1,000 kg of plastic waste and avoiding the emission of 0.8 tCO₂.

■ We recycled 37,700 kg of wood used in packaging, avoiding 63 tCO₂ to the atmosphere.

Part of the textile waste from discarded work uniforms was used as raw material for making blankets donated to the community.



Green Plan: an ongoing program to collect electrical and electronic waste in our stores for recycling or reuse, in alliance with Grupo Promesa.

343

recycling bins for the return of obsolete cellular equipment and accessories

21

tons of e-waste recycled

E-waste recycled in 2023 avoided 16.4 tons of CO₂

Embracing Innovative TECHNOLOGIES

Technological innovations were introduced, such as the use of robots for packing pine pallets and the implementation of more efficient waste management systems. These improvements optimized processes and reduced the environmental impact of logistics operations. To broaden the impact and to promote more sustainable logistics practices in the supply chain, we work closely with suppliers in line with our environmental vision, such as DHL Express and UPS.





Suppliers

- PURCHASING POLICIES
- SUPPLIERS EVALUATION

06

We create **connections** to **strengthen** the value chain

We extend our sustainability vision to generate shared value throughout our work ecosystem.

GRI: 204-1, 308-1, 414-1

SDGs IMPACTED





Creating **SHARED VALUE**

At AT&T Mexico, we understand that our supplier portfolio plays a crucial role in the company's value chain, which is why our relationship goes beyond a commercial transaction; we seek a strategic collaboration focused on generating shared value. We are committed to grow together in a framework of continuous improvement and through a collaborative culture of interactions that strengthens ties and drives mutual success.

Purchasing **POLICIES**

Our Goods and Services Purchasing Policy establishes clear guidelines and responsibilities in relation to procurement practices. It covers all areas of AT&T Mexico involved in the processes of purchasing and contracting goods and services.

The Supplier Contracting Policy for Offshore Activities defines the process to be followed with suppliers outside the country. It includes the business units or areas within the AT&T Mexico family of companies that contract supplier services in an area other than Mexico.

In order to ensure the integrity, efficiency and security of offshore activities related to AT&T Mexico, all units must adhere to a consistent approach in contracting and developing agreements for this modality. It is essential to obtain review and approval within the company's interested organizations.

At AT&T Mexico we work with suppliers in accordance with our Compliance and Code of Conduct program. Annually, we measure the progress made to close the gaps identified.

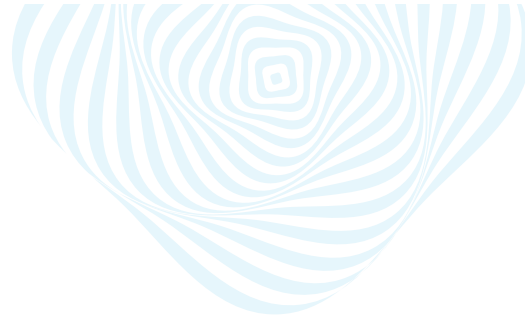


Suppliers

EVALUATION

At AT&T Mexico, we promote integrity in the supplier selection and contracting process.

During 2023, we applied social and environmental questionnaires to **88%** of new suppliers with contracts over \$100,000 MXN. On our path of continuous improvement, we will strengthen our evaluation mechanism by promoting auditable and certifiable processes in the supply chain to contribute to our vision of sustainability.



+1,300
suppliers assessed in 2023 for social and environmental impacts

We are committed to the development of domestic suppliers. We believe in working hand in hand with Mexican organizations to boost the local economy, generate employment and transform our communities. In 2023, we will have 12% more domestic suppliers than in the previous year.

ORIGIN OF SUPPLIERS

	2021	2022	2023
Domestic	1,232	1,375	1,546
Foreigners	31	36	40
Total suppliers	1,263	1,411	1,586

Proportion of spending on local suppliers:

99.89%



About

THIS REPORT

GRI: 2-1, 2-2, 2-3, 2-4, 2-5, 2-14

As an approach to our groups of interest and an exercise in transparency about the company's environmental, social and governance (ESG) performance during 2023, for the seventh consecutive year we present the AT&T Mexico Sustainability Report.

This year, there were no representative changes that would require modifying the scope of the report with respect to previous years. In terms of data collection, each year we improve our processes to provide more accurate information, which in this opportunity implied the rectification of the annual turnover rate presented in 2022, the correction of which can be seen in the Personnel chapter.

We once again relied on the Ethics and Strategy specialists for the external verification of this report, a commitment that we assumed with the development of the last document and that we intend to maintain, in order to corroborate the traceability of the information shared. For this purpose, interviews were conducted with leaders who participated in the development of the report.

Methodology APPLIED

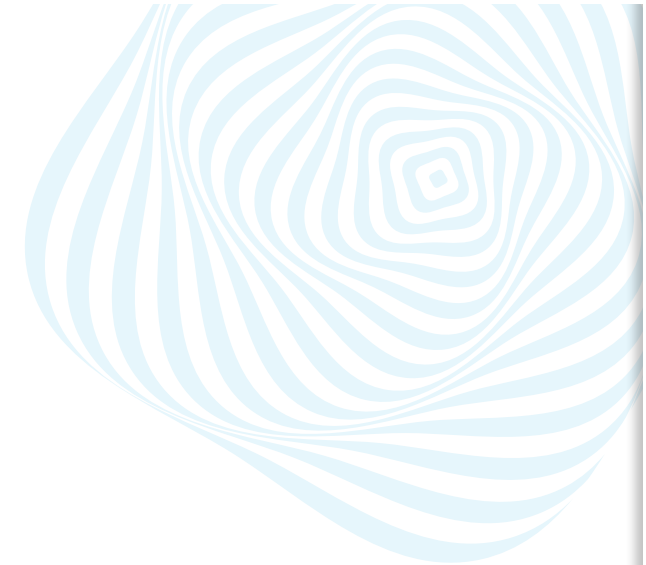
This report was developed in accordance with the GRI Standards for the period from January 1 to December 31, 2023, and in alignment with the United Nations Sustainable Development Goals (SDGs). Its linkage to the report can be seen in the GRI Content Index and throughout the document. At the beginning of each chapter there is a reference to the indicators addressed and the SDGs to which they contribute.



The National Directorate of External Affairs and Sustainability is the area responsible for the development of sustainability reports, under the review of the Vice-Presidency of Legal, Regulatory and External Affairs, as well as the General Directorate of Corporate Social Responsibility.

■ If you have any comments, you can write to us at mx.resocial@att.com.mx. We value your feedback.

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GRI table OF CONTENTS

GRI content index in accordance					
Statement of use	AT&T Mexico has reported in accordance with the GRI Standards for the period between January 1 and December 31, 2023				
GRI 1 used	GRI 1: Foundation 2021				
Applicable GRI Sector Standards	Does not apply				
GRI Standard	Disclosure	Location/Direct Response	Omissions		Sustainable Development Goals (SDG)
			Reason	Explanation	
GENERAL DISCLOSURES					
GRI 2: General Disclosures 2021	2-1 Organizational details	About this report; p. 82			
	2-2 Entities included in the organization's sustainability reporting	About this report; p. 82			
	2-3 Reporting period, frequency and contact point	About this report; p. 82			
	2-4 Restatements of information	About this report; p. 82			
	2-5 External assurance	Independent external verification; p. 92			
	2-6 Activities, value chain and other business relationships	AT&T Mexico Profile, Our comercial offer; pp. 7-9			
	2-7 Employees	AT&T Mexico Profile, Workforce; p. 10			SDG 8 SDG 10
	2-8 Workers who are not employees	All workers during 2023 were employed.			SDG 8
	2-9 Governance structure and composition	Gobernanza, Gobierno Corporativo; pp. 28-32			SDG 5 SDG 16
	2-10 Nomination and selection of the highest governance body	Governance, Corporate Governance; pp. 28-32			SDG 5 SDG 16
	2-11 Chair of the highest governance body	Governance, Corporate Governance; pp. 28-32			SDG 16
	2-12 Role of the highest governance body in overseeing the management of impacts	Governance, Corporate Governance; pp. 28-32			SDG 16



GRI Standard	Disclosure	Location/Direct Response	Omissions	Sustainable Development Goals (SDG)
	2-13 Delegation of responsibility for managing impacts	Governance, Corporate Governance; pp. 28-32		
	2-14 Role of the highest governance body in sustainability reporting	About this report; p. 82		
	2-15 Conflicts of interest	Governance, Corporate Governance; pp. 28-32		SDG 16
	2-16 Communication of critical concerns	Governance, Corporate Governance; pp. 28-32		
	2-17 Collective knowledge of the highest governance body	Governance, Corporate Governance; pp. 28-32		
	2-18 Evaluation of the performance of the highest governance body	Governance, Corporate Governance; pp. 28-32		
	2-19 Remuneration policies	Members of the Board of Directors do not receive specific remuneration for this role. Remuneration policies apply equally to all employees.		
	2-20 Process to determine remuneration	Personnel, Development Opportunities; p. 44		
GRI 2: General Disclosures 2021	2-21 Annual total compensation ratio	No data available	Confidentiality restrictions	Internal communication policies
	2-22 Statement on sustainable development strategy	Message from the CEO; pp. 4-5		
	2-23 Policy commitments	Generating Value, Sustainability Management; p. 15		SDG 16
	2-24 Embedding policy commitments	Generating Value, Sustainability Management; p. 15		
	2-25 Processes to remediate negative impacts	Governance, Corporate Governance; pp. 28-32		
	2-26 Mechanisms for seeking advice and raising concerns	Governance, Ethics and Transparency; pp. 26-27		SDG 16
	2-27 Compliance with laws and regulations	Governance, Ethics and Transparency; pp. 26-27		
	2-28 Membership associations	Governance, Corporate Governance; p. 34		
	2-29 Approach to stakeholder engagement	Generating Value, Stakeholders; p. 14		
	2-30 Collective bargaining agreements	No data available	Information not available or incomplete	Project in development process



GRI Standard	Disclosure	Location/Direct Response	Omissions	Sustainable Development Goals (SDG)	
MATERIAL TOPICS					
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Generating Value, Materiality and Global Alignment; pp. 11-13			
	3-2 List of material topics	Generating Value, Materiality and Global Alignment; pp. 12-13			
GREEN ENERGY					
GRI 302: Energy 2016	3-3 Management of material topics	Environment, Energy Efficiency; pp. 71-72			
	302-1 Energy consumption within the organization	Environment, Energy Efficiency; p. 72		SDG 7 SDG 8 SDG 12 SDG 13	
	302-2 Energy consumption outside of the organization	No data available	Information not available or incomplete	External consumption is currently not considered	SDG 7 SDG 8 SDG 12 SDG 13
	302-3 Energy intensity	30,601 KWh/Working person			SDG 7 SDG 8 SDG 12 SDG 13
	302-4 Reduction of energy consumption	In terms of total energy, there was an increase in electricity demand with respect to the previous year: 438120776.55 KWh (2023) vs. 431,071,715 KWh (2022).			SDG 7 SDG 8 SDG 12 SDG 13
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Environment, Energy Efficiency; p. 73		SDG 3 SDG 12 SDG 14 SDG 15	
	305-2 Energy indirect (Scope 2) GHG emissions	Environment, Energy Efficiency; p. 73		SDG 3 SDG 12 SDG 14 SDG 15	
	305-3 Other indirect (Scope 3) GHG emissions	No data available	Information not available or incomplete		SDG 3 SDG 12 SDG 15



GRI Standard	Disclosure	Location/Direct Response	Omissions	Sustainable Development Goals (SDG)
GRI 305: Emissions 2016	305-4 GHG emissions intensity	13.67 tCO ₂ e /working person Per capita emissions are calculated, instead of ratios.		SDG 13 SDG 14 SDG 15
	305-5 Reduction of GHG emissions	Environment, Energy Efficiency; p. 73		SDG 15
	305-6 Emissions of ozone-depleting substances (ODS)	3,176.9 tCO ₂ e Total fugitive emissions due to refrigerants (10% leakage in the calculation).		SDG 3 SDG 12
E-WASTE MANAGEMENT				
GRI 3: Material Topics 2021	3-3 Management of material topics	Environment, Material and waste; pp. 74-77		SDG 3 SDG 6 SDG 11 SDG 12
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Environment, Material and waste; pp. 74-77		SDG 3 SDG 6 SDG 8 SDG 11 SDG 12
	306-2 Management of significant wasterelated impacts	Environment, Material and waste; pp. 74-77		SDG 3 SDG 6 SDG 11 SDG 15
	306-3 Waste generated	Environment, Material and waste; pp. 74-77		SDG 3 SDG 11 SDG 12
	306-4 Waste diverted from disposal	Environment, Material and waste; pp. 75		SDG 3 SDG 6 SDG 11 SDG 12 SDG 15
	306-5 Waste directed to disposal	No data available	Information not available or incomplete	Initiatives in regularization process
WORK ENVIRONMENT GENERATIONAL DIVERSITY GENDER EQUALITY				
GRI 3: Material Topics 2021	3-3 Management of material topics	Personnel; pp. 41-52		SDG 5 SDG 8 SDG 10



GRI Standard	Disclosure	Location/Direct Response	Omissions	Sustainable Development Goals (SDG)
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Personnel, Boosting the Maximum Potential; pp. 45-46		SDG 3 SDG 5 SDG 8
	401-2 Benefits provided to full-time employees that are not provided to temporary or parttime employees	Personnel, Boosting the Maximum Potential; p. 46		SDG 5 SDG 8
	401-3 Parental leave	Personnel, Boosting the Maximum Potential; pp. 45-46 We still do not count permanence after one year of parental leave.		SDG 8
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	Times may vary according to the project being worked on. There is no policy defining a minimum time frame.		SDG 3 SDG 8
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Personnel, Health and Safety First; pp. 47-48		SDG 8
	403-2 Hazard identification, risk assessment, and incident investigation	Personnel, Health and Safety First; pp. 47-48		SDG 8
	403-3 Occupational health services	Personnel, Health and Safety First; pp. 47-48		SDG 8 SDG 10 SDG 16
	403-4 Worker participation, consultation, and communication on occupational health and safety	Personnel, Health and Safety First; pp. 47-48		SDG 8
	403-5 Worker training on occupational health and safety	Personnel, Health and Safety First; pp. 47-48		SDG 3
	403-6 Promotion of worker health	Personnel, Health and Safety First; pp. 47-48		SDG 8
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Personnel, Health and Safety First; pp. 47-48		SDG 8
	403-8 Workers covered by an occupational health and safety management system	Personnel, Health and Safety First; pp. 47-48		SDG 3 SDG 8 SDG 16
	403-9 Work-related injuries	74 occupational injuries associated with cuts and falls in the bathroom, stairs and motorcycles, with an injury rate of 0.52%.		SDG 3 SDG 8 SDG 16
	403-10 Work-related ill health	3 cases of occupational ailments and illnesses due to hearing loss, carpal tunnel syndrome and chronic venous insufficiency.		SDG 4 SDG 5 SDG 8 SDG 10



GRI Standard	Disclosure	Location/Direct Response	Omissions	Sustainable Development Goals (SDG)
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Personnel, Development Opportunities; p. 43		SDG 8
	404-2 Programs for upgrading employee skills and transition assistance programs	Personnel, Development Opportunities; p. 43		SDG 5 SDG 8 SDG 10
	404-3 Percentage of employees receiving regular performance and career development reviews	Personnel, Development Opportunities; p. 44		SDG 5 SDG 8 SDG 10
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Governance, Corporate Governance; p. 31 AT&T Mexico Profile, Workforce; p. 10		SDG 5 SDG 8
	405-2 Ratio of basic salary and remuneration of women to men	No data available	Confidentiality restrictions Internal communication policies	SDG 5 SDG 8
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	6 cases recorded: 5 not confirmed and involved meetings to align and reinforce the Code of Business Conduct and company values. 1 case was registered in December 2023 and at the end of the year it was still under investigation.		SDG 8
GRI 407: : Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	No data available	Information not available or incomplete Project in development process	
CYBERSECURITY AND PRIVACY CUSTOMER SERVICE				
GRI 3: Material Topics 2021	3-3 Management of material topics	Financial performance and customer, Customers at the center; p. 38-39		SDG 16
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	There were 8 unsubstantiated requests. There were no confirmed cases and by the end of the year all investigations had been satisfactorily closed.		
DIGITAL DIVIDE RESPONSIBLE USE OF TECHNOLOGY CONTINGENCY PLAN FOR NATURAL DISASTERS				
GRI 3: Material Topics 2021	3-3 Management of material topics	Response to Hurricane Otis; pp. 16-22 Community; pp- 53-68		SDG 2



GRI Standard	Disclosure	Location/Direct Response	Omissions	Sustainable Development Goals (SDG)
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Community; pp- 53-68 A direct participatory diagnosis is carried out with the communities, foundations and suppliers to determine their main needs.		SDG 2
	413-2 Operations with significant actual and potential negative impacts on local communities	No significant negative impacts were identified due to the type of activity in the company.		
STRATEGIC INVESTMENT				
GRI 3: Material Topics 2021	3-3 Management of material topics	Financial performance and customer; pp. 35-40 Suppliers; pp. 78-81		SDG 8 SDG 9
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Financial performance and customer, Economic Value; p. 37		SDG 1 SDG 3 SDG 5 SDG 9 SDG 11
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Response to Hurricane Otis; pp. 16-22		SDG 8
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Response to Hurricane Otis; pp. 16-22		SDG 16
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Corruption issues are periodically incorporated into the company's general risk analysis.		SDG 16
	205-2 Communication and training about anti-corruption policies and procedures	Governance, Ethics and Transparency; p. 27 Two members of governing bodies are expatriates and receive their training directly on the AT&T Inc. platform in the United States.		SDG 16
	205-3 Confirmed incidents of corruption and actions taken	No data available	Confidentiality restrictions	Internal communication policies SDG 16
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	There is no record of any legal action against AT&T Mexico for monopolistic or anticompetitive practices during 2023.		SDG 16



GRI Standard	Disclosure	Location/Direct Response	Omissions		Sustainable Development Goals (SDG)
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Proveedores, Evaluación de proveedores; p. 81			
	414-2 Negative environmental impacts in the supply chain and actions taken	No data available	Information not available or incomplete	Project in development process	SDG 5 SDG 8 SDG 16
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Proveedores, Evaluación de proveedores; p. 81			SDG 5 SDG 8 SDG 16
	414-2 Negative social impacts in the supply chain and actions taken	No data available	Information not available or incomplete	Project in development process	

Letter of **EXTERNAL VERIFICATION**



Monterrey, N.L. a 7 de junio, 2024

**Independent external verification process for the AT&T México SUSTAINABILITY REPORT
“CONNECTING MÉXICO TO BETTER POSIBILITIES”.**

Ética y Estrategia Consultores S.C, an international expert boutique firm in management, strategy, and transparency in ESG, has carried out the limited verification process of the AT&T México SUSTAINABILITY REPORT “CONNECTING MÉXICO TO BETTER POSIBILITIES”.

This process does not qualify as an audit or assurance process for the data provided, but rather as the process through which compliance with the provisions of the GRI Standards is reviewed. The process, as well as the methodologies used for it, are detailed below.

Scope

The verification process includes the information published in this AT&T México SUSTAINABILITY REPORT “CONNECTING MÉXICO TO BETTER POSIBILITIES” with a cut-off date of January 1 to December 31, 2023. Responsibility for the veracity of the data falls on CMI's internal team.

Verification standards and procedures

The verification process reviews the reporting methodology and adherence to it based on GRI Standards. Ética y Estrategia Consultores S.C. work is based on ISO international auditing standards, specifically ISO 19011:2018 and ISO 26000:2010, in which we are certified auditors.

As well as in GRI Standards' methodology, in its disclosures:

- GRI 1: Foundation 2021 (GRI 1)
- GRI 2: General Disclosures 2021 (GRI 2)
- GRI 3: Material Topics 2021 (GRI 3)
- Particular specifications of each General Disclosures and Performance Content reported according to the material topics of the company.

To carry out the verification, the steps described below were followed:

- Review of the adequacy of the structure and content of the report based on the GRI Standards.
- Review of the application of the Reporting Principles established by the GRI Standards.
- Review of Materiality process and material topics described in the report.
- Review of reported indicators and their compliance with the provisions of the GRI Standards.
- Review of the background process of preparation of the report, as well as the process to comply information to be reported.
- Random selection of GRI disclosures for traceability.
- Review of references to the United Nations Sustainable Development Goals (SDGs).



Interviews were carried out with teams responsible for GRI information and content, from the areas:

- External Affairs and Sustainability, who coordinate the preparation of this Report.
- Human Resources
- Environment

Conclusions

We highlight that this is the second AT&T México report to use the GRI Standards in their 2021 version and there has been significant progress in the level of disclosure. Regarding the points reviewed, we can conclude:

- That the Principles for preparing reports established by the GRI Standards are complied with, and will seek to be reinforced in subsequent report editions:
- Accuracy
- Balance
- Clarity
- Comparability
- Completeness
- Sustainability context
- Punctuality
- Verifiability

- The reporting level declared by the company corresponds with GRI Standards.
- Materiality is defined and under international standards.
- References to cited international initiatives are made correctly in the body of the report, as well as in the reference tables.

Based on the scope of our verification and the GRI Standards reporting methodology used to prepare this report, we can conclude that AT&T México SUSTAINABILITY REPORT “CONNECTING MÉXICO TO BETTER POSIBILITIES” complies with the provisions established in the GRI Standards in Accordance.

Karla L. Guerrero Lozoya
CEO Ética y Estrategia Consultores S.C.
Monterrey, México, June 3, 2024