

A photograph of a young couple sitting outdoors, smiling and looking at a smartphone. The woman is holding up two ultrasound images of a fetus. A large blue graphic element, resembling a stylized 'X' or a infinity symbol, is overlaid on the left side of the image.

More than  
numbers,  
**people.**

SUSTAINABILITY  
REPORT  
AT&T MEXICO  
**2024**



**AT AT&T MEXICO, WE ARE CONVINCED THAT WHAT WE DO MATTERS.** WE BRING OPPORTUNITIES CLOSER, CREATE CONNECTIONS, AND CREATE A REAL IMPACT IN THE LIVES OF MILLIONS OF PEOPLE.

This year, we celebrate our identity with a symbol that unites us as a company, reminding us that beyond technology, we are emotions, we are community, we are human connections making people's lives simpler, more accessible, and more meaningful.



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# Message From the Chief Executive Officer

GRI: 2-22



More than numbers,  
people.

2024 marked a major milestone for AT&T Mexico. **We connected customers (individuals and businesses) and millions more through our wholesale contracts and achieved the strongest financial and operational results in our history,** positioning ourselves as the fastest-growing mobile operator in revenue and profitability across Latin America.

These achievements are the result of an extraordinary team that embodies our purpose: connecting more people to greater possibilities through innovative actions that leverage the full potential of connectivity and technology to build more prosperous, and sustainable societies.

This year, we launched our inspiring new brand essence — **“Más que números, personas” (More than numbers, people)** — focused on the experience we want to offer our customers. **This powerful concept is the backbone of everything we do: people connecting with people,**

connections that change lives, and networks that weave the stories that inspire us.

In 2024, our digital and cultural transformation took our organization to the next level, streamlining processes to better serve our customers. We introduced our proprietary generative AI tool, Ask AT&T, which allows us to automate processes securely and in full compliance with the highest standards of privacy and data protection. We also continued investing in next-generation technology to evolve our network.

On the sustainability front, we made significant progress by implementing environmental initiatives that enabled us to use energy more efficiently across our network and data centers and reduce electronic waste using eSIM technology.

We are proud to continue narrowing the digital divide in Mexico by promoting education, technological entrepreneurship, and accessibility, as well as promoting

digital risk prevention and safe browsing in public schools. In collaboration with various partners, we continued supporting the people of Acapulco affected by Hurricane Otis, donating computers, tablets, and restoring learning spaces to help them keep studying.

Finally, we launched “AT&T Accesible”, a pioneering program in our industry that offers personalized assistance from our salesforce to help customers take full advantage of their phones’ accessibility features.

**Thank you to the incredible team at AT&T Mexico for your dedication and passion.** Despite the regulatory uncertainty facing the telecom sector, **we have once again proven we are ready to keep winning in 2025 and celebrate our first decade contributing to Mexico’s progress.**

○ **Mónica Aspe**  
Chief Executive Officer of AT&T Mexico

# Sustainability Approach

## Priority Topics and Stakeholders

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

### Priority Topics

In 2024, we continued working with the priority topics confirmed the previous year, based on the assessment conducted in 2021. At the same time, we took the first steps toward a new study of priority topics to be published in 2025, aimed at further aligning our sustainability strategy with stakeholder expectations in Mexico and the global vision of our corporate group.

VERY HIGH RELEVANCE	HIGH RELEVANCE
• Natural disaster preparedness	• Work environment
• Digital divide	• Cybersecurity and privacy
• Ethics and compliance	• Generational diversity
• Electronic waste management	• Energy
• Improved management	• Strategic investment
• Responsible use of technology	• Customer service

### Stakeholders

We continuously enhance our dialogue with stakeholders, fostering responsible and committed relationships to connect more people to greater possibilities. Through ongoing, two-way communication, we actively listen to their concerns to move forward together toward more sustainable development and greater shared value.



**ACTIVELY LISTENING TO OUR STAKEHOLDERS HELPS US MAKE BETTER DECISIONS AND CONNECT MORE PEOPLE TO GREATER POSSIBILITIES.**



### Sustainability Management

NIS: C.5

At AT&T Mexico, we align our sustainability strategy with the company's global vision and under the guidance of the Global Sustainability Office, integrating this responsible vision into the daily operations of our business.

We respond to the priority topics identified and leverage our platform's reach to generate a positive impact in Mexico. Our management is structured around three pillars that guide the company's contribution to the country's sustainable development, supported by a set of internal policies that steer every step we take.

In the local context, our commitment starts with the General Director, who guides and oversees sustainability actions together with the various areas of the company. The Vice Presidency of Legal, Regulatory, and External Affairs coordinates the work of the Sustainability and Corporate Responsibility team to ensure this vision reaches every corner of the organization.

In environmental matters, 2024 was a year of review, improvement, and assurance of key processes, such as energy efficiency, emissions control, and electronic waste management. These actions contribute to our global commitment to becoming a carbon-neutral company by 2035.

## Sustainability **Strategy**

For AT&T Mexico, a connection is more than a physical link. Backed by our network and technological innovation, we integrate the vision of sustainability into our business strategy and purpose. We believe our assets and capabilities can help tackle the environmental, social, and ethical challenges of today — and tomorrow.



### PEOPLE AND COMMUNITY Bridging the Digital Divide

**People matter to us — from our customers to those who make AT&T Mexico's success.** We strive to help more people access and benefit from the digital world, while channeling our team's passion and business strengths to uplift the communities we serve.



### ENVIRONMENT Building a Sustainable Future

Our commitment to the planet is reflected in **our efforts to build a cleaner business.** Through energy efficiency, carbon neutrality, and electronic waste management initiatives, we are building a more resilient network and helping communities move toward a more connected and responsible future.



### OUR OPERATIONS Effective Governance

We prioritize security, resilience, and digital transformation to **create connections that are not only meaningful, but also responsible.** Our dedication to ethical practices and integrity helps us build a business that people can trust. We collaborate closely with our suppliers to ensure our value chain reflects our principles.



IN 2024, WE CELEBRATED NINE CONSECUTIVE YEARS AS A SOCIALLY RESPONSIBLE COMPANY (ESR), RECOGNIZED BY CEMEFI FOR OUR ETHICAL PERFORMANCE WITH THE PLANET, OUR PEOPLE, AND OUR CUSTOMERS.



# Affiliations

GRI: 2-28

At AT&T Mexico, we believe in the power of partnerships to drive sustainable development. That's why we actively participate in associations that allow us to share experiences, strengthen our practices, and create value across different areas of our operations.



## DIGITAL ECONOMY



Consejo Ejecutivo de la Economía Digital  
(CEDIG)  
MEMBER

## TELECOMMUNICATIONS



Asociación Sistema Global para  
Comunicaciones Móviles (GSMA)  
MEMBER OF THE PUBLIC POLICY GROUP



Asociación Interamericana de Empresas de  
Telecom (ASIET)  
VICE PRESIDENCY



Cámara Nacional de la Industrial Electrónica,  
Telecomunicaciones y Tecnologías de la  
Información (CANIETI)  
VICE PRESIDENT OF TELECOMMUNICATIONS



Asociación Nacional de Telecomunicaciones  
(ANATEL)  
ADVISORY MEMBER



WICT México (Women in Telecommunication)  
STEERING GROUP

## CORPORATE RESPONSIBILITY AND SUSTAINABILITY



Centro Mexicano para la Filantropía (CEMEFI)  
MEMBER



Alianza del Sector Privado para Sociedades  
Resilientes ante Desastres (ARISE México)  
ADVISORY MEMBER

## BUSINESS



American Chamber of Commerce  
MEMBER OF THE NATIONAL EXECUTIVE BOARD, VICE PRESIDENT  
OF INFRASTRUCTURE AND TELECOMMUNICATIONS ON THE  
INNOVATION AND ICT COMMITTEE, AND MEMBER OF THE  
STEERING GROUP



Consejo de Empresas Globales  
MEMBER OF COMMITTEES



Consejo Coordinador Empresarial  
ALLY

# 2024 Highlights

## THE COMPANY

**+23.6 million**

customers (individuals and businesses) and millions more through our wholesale contracts.

**+19.5%**

EBITDA growth vs 2023.

**1.2 million**

of new users vs. 2023

**+\$12**

billion USD invested in Mexico since 2015 — we are the top investor in mobile telecommunications in the country.

**13,397**

team members.

**92%**

of suppliers are domestic.

**7**

consecutive years recognized by the INAI for Data Protection.

## THE PEOPLE

**3,834**

new hires.

**91%**

of our team received performance evaluations.

**+4,400**

members of our sales force trained through “AT&T Accesible”.

**Partnership with Duolingo:**

free and unlimited access to language, music, and math learning for our customers.

**+1 million**

training hours delivered — an average of 79 hours per person.

**+64,000**

people reached through digital citizenship, tech entrepreneurship, and community programs.

**2,700**

registered volunteers on our “AT&T Believes” platform — 288 causes supported.

Launch of our generative AI tool:

**“Ask AT&T”.**

## THE ENVIRONMENT

**694**

cell sites powered by clean energy — a 45% increase vs. 2023.

**19.6%**

of total energy consumption comes from clean energy sources.

**9,053**

CO<sub>2</sub>e emissions avoided — equivalent to planting 149,690 trees.

**30 tons**

of electronic devices and accessories recovered in stores.

**100%**

of the waste from our operations is reused or recycled.



More than  
numbers,  
people.

# THE COMPANY

# W3 4RE

# P30PL3

# CONN3CT1NG

# MOR3 P30PL3

# 01

GRI: 2-6, 2-7, 2-9, 2-11, 2-12, 2-13, 2-23, 201-1, 203-1, 204-1  
NIS: C.1, C.2, C.6, C.7, C.8



## AT&T Mexico

GRI: 2-6, 2-7, 201-1, 203-1

Connecting people to greater possibilities is both our passion and our purpose. Through experience, simplicity, and inspiration, we build connections that create opportunities for our business, society, and the planet. Our network supports millions of daily interactions — people working, communicating, learning, and enjoying their free time. For nine years, we've built a strong value proposition for more than 23.6 million customers (individuals and businesses) and millions more through our wholesale contracts, powered by a reliable network and a highly personalized experience tailored to each user's needs.

**"Más que números, personas"** (**More than numbers, people**) has become the essence of our brand. It defines who we are and is the backbone of what we do: people connecting people, genuine connections that transform lives, and networks that weave the stories inspiring us to build the world we want to live in.

**1.2 million**

of new users vs. 2023.

**23.6 million**

total customers.

**WE ARE AN ORGANIZATION OF PEOPLE CONNECTING PEOPLE. THE '&' SYMBOL IN OUR COMPANY NAME REPRESENTS THE CONNECTION OF PEOPLE THROUGH A NETWORK THAT BRINGS LIVES TOGETHER.**

## Commercial Highlights

We offer prepaid, postpaid, business, and wholesale services, with advanced and accessible mobile solutions for individuals and enterprises. Our offer includes high-speed connectivity, customized plans, and device financing for the latest-generation equipment.

In 2024, we launched "**AT&T Premium**" — a disruptive postpaid plan with unlimited benefits. In the prepaid segment, we celebrated 25 years of Unefon, reaffirming its value proposition and innovative offerings.

We remain at the forefront of service virtualization. We were the first company in Latin America to launch eSIM prepaid plans, enabling mobile service activation online in minutes, redefining the connectivity experience while reducing our environmental footprint.



IN 2024, WE IMPROVED CUSTOMER SATISFACTION, RECOMMENDATION, AND LOYALTY THROUGH ACTIVE LISTENING.

## Economic Performance

2024 marked a major milestone for AT&T Mexico: we connected 23.6 million customers and achieved the strongest financial and operational results in our history. We became the fastest-growing mobile operator in Latin America in terms of revenue and profitability.

Our sustained investment demonstrates our commitment to developing the telecom sector in Mexico. Since 2015, we have invested over \$12 billion USD in the country, making us the top investor in mobile telecommunications nationwide.



### DIRECT ECONOMIC VALUE

(Millions of U.S. dollars)

	2023	2024	Growth vs. 2023
Revenue	3,932	4,232	7.6%
Expenses (costs and operations)	3,349	3,535	5.6%
Revenue minus costs (EBITDA)*	583	697	19.5%

\*EBITDA: Earnings before interest, taxes, depreciation, and amortization

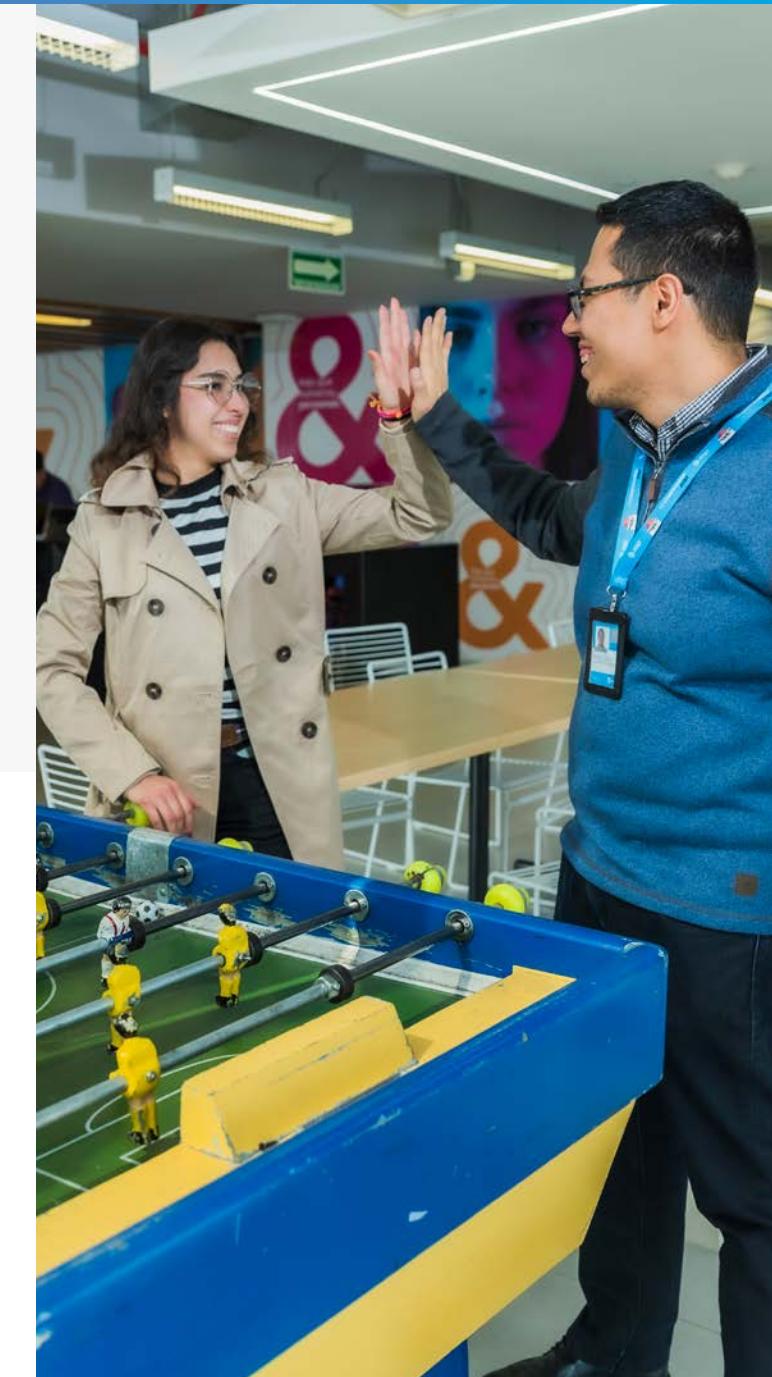
OUR MOBILE NETWORK STRENGTHENS MEXICO'S DIGITAL ECOSYSTEM, STIMULATES ECONOMIC ACTIVITY, AND ENABLES NEW SERVICES, BUSINESSES, AND JOBS TO SUPPORT THE COUNTRY'S CURRENT AND FUTURE DEVELOPMENT.

## Workforce

We value our people's talent and foster opportunities for everyone in our organization. We provide employment to over 13,000 people in Mexico, creating development opportunities across all operations.

13,397

Team members as of  
the end of 2024.



# Corporate Governance

**GRI:** 2-9, 2-11, 2-12, 2-13, 2-23  
**NIS:** C.1, C.2, C.6, C.7, C.8

At AT&T Mexico, we have a corporate governance model that ensures transparency, accountability, and responsible decision-making, represented by the Management Committee, which is responsible for overseeing the proper performance of our organization. It is composed of 9 members and chaired by our General Director.



## Company Leadership in 2024

① Mónica Aspe Bernal  
Chief Executive Officer

② José Menchaca García  
VP of Strategy

③ Keith Jackson  
VP of Human Resources

④ Samy Abuyaghi Castillo  
CRO and VP of Sales, Marketing, and Customer Service

⑤ Javier García de Quevedo Vives  
Interim VP of Supply Chain & Logistics

⑥ Jerónimo Diez de Sollano Velasco Aceves  
VP of Technology

⑦ Lisette Méndez  
VP of Finance and Chief Compliance Officer

⑧ Gabriel Oswaldo Contreras Saldívar  
VP of Legal, Regulatory, and External Affairs

⑨ Joaquín Marco Sánchez  
Interim VP of Information Security



## Risk and Impact Oversight

We have policies and processes in place to identify, assess, and manage risks that could impact the critical operations of our business — including those related to people and the environment.

The Business Continuity, Technology, and IT Applications Office coordinates compliance monitoring, IT policies, and disaster recovery programs. This office works to minimize risk impact through constant evaluation of the

implemented controls. Responsibility is delegated based on risk type and severity, while implementation is carried out by user areas, following this office's analysis.

# Ethics and Legal Compliance

We know that doing the right thing is the foundation of everything we do. Our **Business Code of Conduct** defines our commitment to ethics, honesty, and transparency in every decision. It guides how we engage with customers, partners, employees, and shareholders — reinforcing one of our core values: operating with integrity at all times.

We also have a **Human Rights in Communication Policy**, reinforcing our commitment to freedom of expression, privacy, and online safety — especially for vulnerable groups.

We promote ethical business practices through due diligence policies and controls, such as our **Anti-Bribery and Anti-Corruption Policy**, which applies to all high-risk third parties.



## Channels to report ethical concerns



**Compliance Mailbox:**  
mx.complianceatt@mx.att.com



### **Ethics Hotline (toll-free):**

800 04 38422 (ÉTICA)

Mon–Sat: 8:00 a.m. to 22:00 p.m.

Sun: 9:00 a.m. to 3:00 p.m.

Voicemail available outside these hours



### **Alternate Email:**

atthablalo@lineaetica.com.mx

## Personal Data Protection Management System

We have a robust data protection system that ensures the confidentiality and security of our customers' and employees' personal information. Our policies and procedures define the types of data we manage and how they are handled, outlining the responsibilities of all stakeholders involved.

We conduct regular audits, annual training, and certifications. Additionally, we have strengthened our Data Breach Protocol to ensure a timely and effective response to any incident.

**WE CLOSED 2024 WITH ZERO IDENTIFIED CASES OF CUSTOMER DATA LEAKS, THEFT, OR LOSS.**

**IN 2024, WE WERE RECOGNIZED FOR THE SEVENTH CONSECUTIVE YEAR BY THE NATIONAL INSTITUTE FOR TRANSPARENCY, ACCESS TO INFORMATION, AND PERSONAL DATA PROTECTION (INAI) FOR OUR COMMITMENT TO DATA PRIVACY AND TRANSPARENCY.**





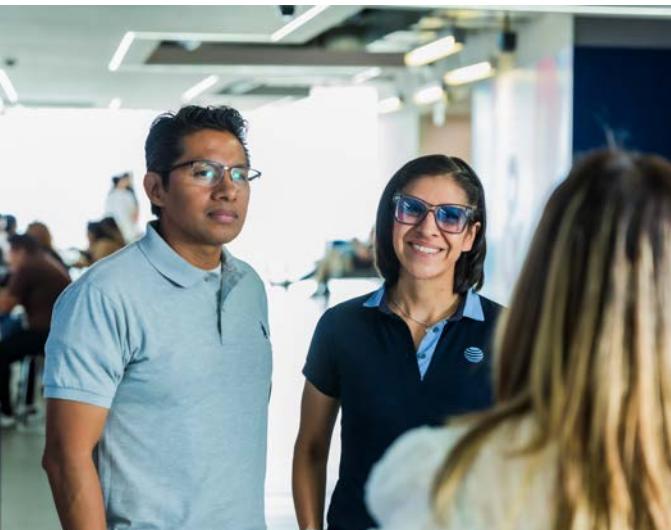
# Supply Chain Practices

GRI: 204-1

At AT&T Mexico, we see our suppliers as an extension of how we do business. We build strategic partnerships based on trust, collaboration, and continuous improvement.

We streamlined our supplier network with a focus on efficiency and quality. **In 2024, we worked with 738 suppliers, 92% of whom were based in Mexico.** This reflects our efforts to prioritize proximity, reliability, and local responsiveness.

Our procurement policies define clear criteria and a unified approach to ensure responsible practices aligned with our corporate values, both within and beyond Mexico. The total number of suppliers was reduced by 53.5% compared to the previous year following a comprehensive review focused on efficiency, sustainability, and spending optimization.



## SUPPLIER ORIGIN

	2023	2024
Domestic	1,546	676
Foreign	40	62
Total	1,586	738

## Supplier Evaluation

We continue to incorporate ethical, social, and environmental criteria into our supplier assessments. Our initial focus has been on technical suppliers, supported by a specialized monitoring program.

In 2024, we prioritized the review of suppliers with the highest environmental impact, particularly those involved in waste management and renewable energy generation.

All suppliers go through our OneSource platform for due diligence and onboarding, ensuring full traceability and control from the start of the relationship.

## REPSE Certification for Specialized Services

AT&T Mexico ensures that all suppliers providing specialized services or accessing our facilities are REPSE-certified. This certification confirms compliance with obligations such as social security and housing fund contributions (IMSS and INFONAVIT).

We currently have  
**142**  
certified specialized suppliers.

To verify social compliance, we request key documentation such as tax records, social security contributions, and payroll details. Specific contract clauses are included to reinforce compliance with Mexican labor law.



## THE PEOPLE

W3 4RE  
P30PL3  
C4R1NG FOR  
WH4T M4TT3RS

O2

**GRI:** 401-1, 403-8, 403-1, 403-2, 403-5, 403-6, 403-7,  
404-1, 404-3, 405-1  
**NIS:** B1, B3, B4, B5, B6



## More Than Numbers: Our Team

**GRI:** GRI: 401-1, 403-8, 403-1, 403-2, 403-5, 403-6, 403-7, 404-1, 404-3, 405-1

**NIS:** B1, B.3, B.4, B.5, B.6

Our team is at the heart of everything we do at AT&T Mexico. Every person who is part of this company drives our growth and inspires us to be better. We focus on promoting well-being, creating development opportunities, and building a healthy, safe, and purpose-driven workplace. We value diverse perspectives, lifestyles, and work approaches — because we know that a plurality of voices enriches our daily lives and strengthens our culture.

### New Hires

In 2024, we welcomed 3,834 people, representing a hiring rate of 29%. Most of them are between twenty-five and thirty years old, a key generation for our present and future.

# 3,834

new hires in 2024.

## Employment Opportunities

We uphold workplace opportunity policies that promote a fair and respectful environment. We ensure that gender, ethnicity, physical condition, or other characteristics do not influence employment decisions or performance evaluations. We promote decent work through competitive salaries, social security benefits, safe and healthy working conditions, continuous training, freedom of association, and a healthy work-life balance.

## Initiatives to Promote integration and Prevent Discrimination

We work to foster inclusion and prevent discrimination through targeted programs and policies:



### Bias-Free Résumés

This initiative highlights the skills and aptitudes of applicants by excluding information that could lead to unconscious bias. AT&T was among the first companies in Mexico to implement blind résumés, starting in 2019.



### Workplace Harassment, Sexual Harassment, and Discrimination Policy

This policy sets the standards for maintaining a workplace free of discrimination and harassment, promoting dignity, prevention, and clear sanctions for such conduct.

## RECOGNIZED AS ONE OF THE BEST PLACES TO WORK IN MEXICO IN 2024.

## Training and **Development**

Continuous learning is a part of our culture. At AT&T Mexico, we support the personal and professional growth of our team, regardless of role or level. In 2024, we delivered over one million hours of training, with content designed to address today's challenges and prepare for the future.

We offer learning experiences through microlearning, online courses, video capsules, technical training, and specialized programs in areas like artificial intelligence, ethics, and compliance. We also provide access to platforms such as LinkedIn Learning to build lifelong employability skills.

# +1 million

hours of training: **79** hours on average per person.

## IN 2024, WE LAUNCHED ASK AT&T

OUR PROPRIETARY GENERATIVE ARTIFICIAL INTELLIGENCE TOOL, DESIGNED FOR INTERNAL USE BY THE GLOBAL TEAM.

It allows us to automate processes, optimize tasks, and work more efficiently — always upholding the highest standards for security, privacy, and data protection. This implementation is a step forward in our digital transformation and a clear example of how technology drives talent development.

## Performance **Evaluations**

In 2024, 91% of our team received a formal performance evaluation. This annual process includes individual and organizational goals, as well as each role's responsibilities. It is mandatory for employees with more than three months in their position and is aligned with our strategic priorities for the year.

We also periodically review compensation and benefits to ensure fair and competitive conditions. We apply the Global Grade System and an equal pay strategy that recognizes the value of every position, regardless of gender. Our approach is supported by external expert advisors to help us remain an attractive employer for top talent.



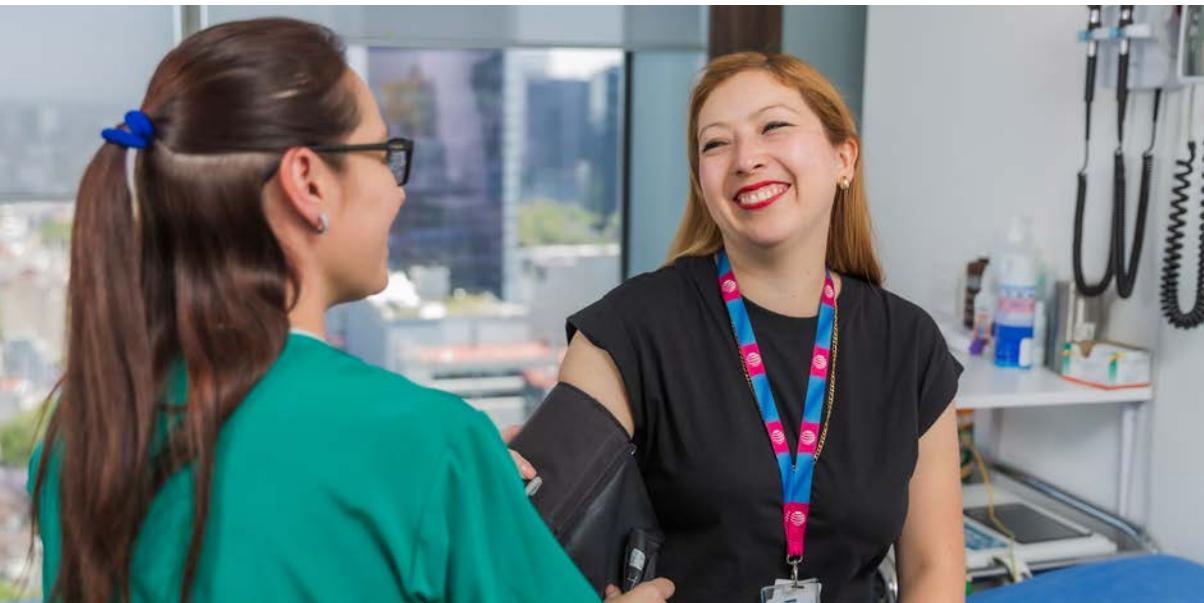
# 91%

of our talent received a performance evaluation in 2024.

## Occupational Health and Safety

At AT&T Mexico, we are committed to providing a safe and healthy work environment that is prepared to prevent risks. 100% of our team members, including professional interns, are covered by our occupational health and safety management system, which is overseen by our Benefits department and audited both internally and externally for effectiveness.

We provide on-site medical clinics at all corporate offices, primary care and lactation rooms, as well as a team of specialists in medicine, nutrition, psychology, and physical therapy. We conduct medical exams, health campaigns, and training sessions aligned with the risks identified in our operations.



We have strengthened our controls through the Compliance Project, which allows us to continuously assess and improve our policies, processes, and prevention tools. We also provide in-person and online training on key topics such as ergonomics, confined spaces, working at heights, waste handling, and electrical risks — tailored to the needs of specific roles.

**PREVENTION IS OUR WAY OF CARING — THAT'S WHY WE INVEST IN ANTICIPATION.  
89 TEMPORARY DISABILITIES AND ZERO WORK-RELATED FATALITIES WERE RECORDED IN 2024.**

### Health and Safety Courses Offered in 2024

1. Firefighting
2. Safety and hygiene committees
3. Know your workplace
4. Ergonomics
5. Non-ionizing radiation exposure
6. Diesel fuel handling
7. Fire extinguisher use
8. Waste management
9. Hazardous waste
10. Hazardous maintenance waste
11. Electrical hazards
12. Signage
13. Confined space work
14. Ignition source work
15. High-risk work with suppliers
16. Technical height work
17. Telecom height work

## More Than Numbers: Our Community

We provide connectivity that transforms lives. At AT&T Mexico, we work to close the digital divide and bring the benefits of technology to more people — promoting its use with purpose, meaning, and the right tools.

We foster digital literacy, entrepreneurship, and innovation as drivers of development, and we support initiatives that create a positive impact in the communities we serve.

**WE ARE COMMITTED TO CLOSING THE DIGITAL GAP BECAUSE WE KNOW THAT CONNECTIVITY AND DIGITALIZATION UNLOCK DOORS, FACILITATE ACCESS TO INFORMATION, BOOST PRODUCTIVITY, AND CREATE OPPORTUNITIES IN HEALTH, EDUCATION, AND EMPLOYMENT.**



## Tech Entrepreneurship

We support innovation and entrepreneurship as ways to address today's challenges by connecting entrepreneurs with opportunities to amplify their talent and future vision. Through technology, we promote a purpose-driven ecosystem where ideas grow, transform, and generate impact.



### **"Fondo AT&T 5G" (AT&T 5G Found)**

An initiative that supports the development of solutions with social, economic, and environmental impact using 5G technology. We provide funding, specialized mentorship, and access to our 5G Innovation Lab, in collaboration with Endeavor and Tecnológico de Monterrey.

**2 winning projects** selected: sustainable agriculture (Earth-IoT) and modular 5G hardware (XIDE): **\$100,000 USD in funding**

Projects in acceleration phase to be delivered in March 2025

### **RECOGNIZED AS BEST 5G INNOVATION OF THE YEAR AT THE CONECTA LATAM AWARDS 2024 (PANAMA).**

### **"eNOVADORAS" (Innovative)**

A program that empowers entrepreneurs in technology, offering visibility, mentorship, and tools to strengthen impact-driven solutions in different industries.



**10 finalists** and **5 entrepreneurs** recognized for their tech projects

#### **Focus areas:**

- Financial validation (Plutto)
- Tax automation (Taxo)
- Digital logistics (OTIF)
- Nanotechnology for health (Bionag)
- Financial education for youth (Inverkids)

**Third edition** scheduled for Summer 2025

### **"Conectando Raíces AT&T" (AT&T Connecting Roots)**

This initiative bridges the digital gap for artisan communities by strengthening their tech skills. In partnership with LU'UM A.C., we provide training in digital skills, e-commerce, collective branding, and banking access to support their economic autonomy and digital visibility.

**1<sup>st</sup> generation of 19 artisans** graduated

**29 courses and workshops** delivered

**19 tech kits** distributed (device + free connectivity)

**AWARDED THE TIC INCLUSION PRIZE AT THE 2024 ICT INDUSTRY AWARDS AND ITZAMNÁ, HOSTED BY CANIETI.**



# Digital accessibility and **Community Empowerment**

At AT&T Mexico, we foster community development through initiatives that reduce gaps and open opportunities. We promote inclusion and the use of technology as tools to increase participation and empower individuals.



## “AT&T Accesible” (AT&T Accessible)

A program focused on facilitating the use of technology for everyone, through personalized assistance in our stores to adapt the accessibility features of mobile phones to each person's needs.

**Nationwide campaign** launched to adapt mobile accessibility features

**More than 4,400 members** of our sales team trained in customer service

**Accessibility features** for motor, visual, auditory, and cognitive needs

**FINALIST AT THE ‘ÉNTRALE’ AWARDS FOR OUR COLLABORATION WITH YO TAMBIÉN AND THE CREATION OF MEXICO’S FIRST DISABILITY GLOSSARY, AS PART OF OUR DIGITAL ACCESSIBILITY EFFORTS.**

## ACCESSIBILITY FOR ALL

WE WERE RECOGNIZED BY THE FEDERAL TELECOMMUNICATIONS INSTITUTE (IFT) WITH THE GOOD PRACTICES IN TELECOMMUNICATIONS INDUSTRY AWARD. THIS DISTINCTION HIGHLIGHTS OUR COMMITMENT TO ACCESSIBILITY BY IMPLEMENTING INITIATIVES THAT IMPROVE PEOPLE'S EXPERIENCE.



## “Llamando a Casa” (Calling Home)

This initiative provides free phone service to migrants in transit through Mexico.



**32 active call stations** at National Migration Institute centers across 18 states

**1 additional station** at the Municipal DIF of Centro, Tabasco

**Over 11,600 calls** facilitated during the year



## "Bici Escuelas" (Bike Schools)

An internal campaign promoting sustainable mobility among AT&T Mexico employees, as part of the Green Mobility Alliance in Mexico City, led by MOVIN.

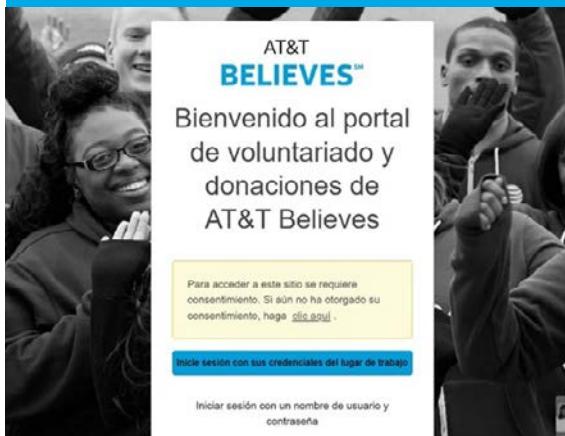
**9 bike workshops** conducted for our team

**2,800 Ecobici memberships** provided to employees

**Internal survey** conducted to understand mobility barriers and motivators

## "AT&T Believes"

During 2024, we launched 'AT&T Believes' in Mexico, a platform used by AT&T to manage and promote corporate donation programs, volunteering, and other social impact initiatives globally. It allows AT&T Mexico employees to earn financial benefits from their volunteer hours to make donations to charitable causes of their choice that are registered on the platform.



**2,700 registered volunteers**

**288 causes supported** during the platform's launch campaign

## "APAC I.A.P."

**Among the causes we supported in 2024 were disability services, childhood cancer, food security, and animal welfare. We proudly donated over \$11,000 USD to APAC I.A.P. to purchase a VitalStim device used in neuromuscular electrostimulation therapy to help people with cerebral palsy regain normal eating function and improve muscle tone and mobility.**

**150 babies, children, youth, and adults with cerebral palsy benefited**

**600 caregivers and family members impacted**



## Digital Education

We are closing the digital gap by bringing skills and tech knowledge to more people as a driver of development. We promote responsible digital use and reaffirm our commitment to social development through community-strengthening projects.

### Duolingo Partnership: Learning Without Limits

We partnered with Duolingo to support digital education in Mexico. Through this collaboration, AT&T users gain free and unlimited access to the app to learn languages, music, and math — another tool for narrowing the technology gap and opening new learning opportunities.





## Digital Citizenship

An educational program that promotes safe, responsible, and informed technology use among children, adolescents, and their caregivers. Through interactive content, digital courses, and local government partnerships, we promote digital citizenship from an early age.

**First cycle completed** in Nuevo León with 1.5 million beneficiaries

**Program renewal** in Mexico City with estimated impact of 2.5 million children and teens

Total 2024 reach: **4 million minors**



## "Aula Móvil" (Mobile Classroom)

A traveling digital literacy program offering free digital skills training and workshops on digital citizenship. Each mobile classroom is equipped with computers and AT&T Mexico connectivity, rotating every three months to different locations across the country.



**6 mobile classrooms** active in 3 states: Mexico City, Nuevo León, and State of Mexico

**Over 9,000** enrolled participants

**Over 13,000** courses delivered

**49,000+** direct and indirect beneficiaries in 2024



## "Puede Esperar" (It Can Wait)

Our long-standing road safety awareness campaign encourages drivers to avoid distractions from mobile phones and stay focused on the road. Now in its ninth year, the campaign continues to promote responsible driving.

**Active on social media** throughout the year, with special efforts before holiday seasons and on the World Day of Remembrance for Road Traffic Victims (November 17)

**Over 30,000** global views of the 2024 campaign



# THE ENVIRONMENT WE 4REP3OPL3 1N H4RMONY W1TH TH3 PL4N3T

# 03

GRI: 302-1, 302-4, 305-1, 305-2, 305-5, 306-1, 306-3  
NIS: A.1., A.2, A.4, A.5, A.14, A.15, A.16



At AT&T Mexico, we are committed to building a cleaner future. We promote energy efficiency, reduce emissions, and manage our waste responsibly — strengthening the resilience of our operations and minimizing our environmental impact.

## Energy Efficiency and Emissions

**GRI:** GRI: 302-1, 302-4, 305-1, 305-2, 305-5

**NIS:** A.1., A.2, A.4, A.5

AT&T has made a global commitment to become a carbon-neutral company by 2035. In Mexico, this goal is actively championed by our Chief Executive Officer, who has driven an ambitious and structured energy agenda.

As part of this strategy, in 2024 we laid the groundwork for our Energy Committee to coordinate and assess the legal, operational, and economic feasibility of every environmental initiative within the organization. This structure allows us to move decisively toward an operation focused on energy efficiency and emissions reduction.

Throughout the year, we implemented key actions to reduce energy consumption and minimize our environmental impact:

- Significant increase in the number of sites powered by solar energy
- LED lighting replacements in stores and corporate buildings
- Upgrades to air conditioning units with more sustainable refrigerants
- Space optimization and adoption of more efficient equipment
- Gradual automation of energy consumption in stores

**694 SITES OPERATED WITH CLEAN ENERGY SOURCES IN 2024, REPRESENTING 20.7 MILLION KWH OF CONSUMPTION AND AVOIDING 9,053 TCO<sub>2</sub>E — EQUIVALENT TO PLANTING 149,690 TREES.**



Total organizational **energy consumption**  
(kWh)

#### Energy source



NON-RENEWABLE FUEL SOURCES



RENEWABLE FUEL SOURCES



TOTAL:	2023	2024
	438,120,777	424,922,954.10

IN 2024, WE INCREASED THE NUMBER OF SOLAR-POWERED SITES BY 45% COMPARED TO 2023 — 19.6% OF OUR TOTAL ENERGY CONSUMPTION NOW COMES FROM RENEWABLE SOURCES.

Greenhouse Gas **(GHG) Emissions**  
(tCO<sub>2</sub>eq)

#### EMISSION TYPE



DIRECT GHG EMISSIONS  
(SCOPE 1)



INDIRECT GHG EMISSIONS FROM ENERGY (SCOPE 2)



TOTAL:	2023	2024
	197,120.09	188,974.64

WE AVOIDED 9,053 TCO<sub>2</sub>E IN 2024 THROUGH ENERGY EFFICIENCY ACTIONS — A 4.1% REDUCTION IN EMISSIONS COMPARED TO THE PREVIOUS YEAR.

# Circularity

**GRI:** GRI: 306-1, 306-3

**NIS:** A. 14, A.15, A.16

At AT&T Mexico, we manage our waste responsibly and with a continuous improvement mindset. We understand that our operations generate materials such as electronics, packaging, and logistics components — and every year, we strengthen our capacity to manage them safely, traceably, and in compliance with regulations. In 2024, we implemented key actions to consolidate this waste management:

- We registered our new hazardous waste warehouse with the Ministry of the Environment and Natural Resources (SEMARNAT), enhancing traceability of batteries and digital components
- We partnered with certified providers for proper waste handling and disposal
- We replaced plastic packaging in logistics and refurbished equipment for reuse

**WE RECYCLED 30 TONS OF ELECTRONIC DEVICES AND ACCESSORIES COLLECTED IN OUR STORES NATIONWIDE, THROUGH OUR ONGOING ELECTRONIC RECYCLING PROGRAM**

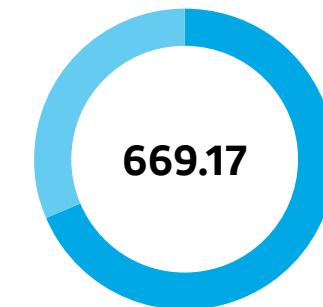


Waste generated **by type**  
(tons)

## WASTE TYPE

Hazardous Non-hazardous

**211.59** **457.58**



**100%**

of the waste from our operations is reused or recycled.

# GRI Content Index **In Accordance**

## **GRI content index in accordance**

Statement of use	AT&T Mexico has prepared this report in accordance with the GRI Standards for the period from January 1 to December 31, 2024.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standards	Not applicable
Other standards or methodologies referenced in this report	Sustainable Development Goals (SDGs) Basic Sustainability Indicators (BSI) of the Financial Reporting Standards (FRS)

GRI STANDARD	DISCLOSURE	LOCATION/DIRECT RESPONSE	SUSTAINABLE DEVELOPMENT GOALS (SDGs)	FINANCIAL REPORTING STANDARDS (FRS)	
				SUBJECT	BSI
GRI 2: General Disclosures 2021	2-1 Organizational details.	AT&T Mexico Río Lerma 232, 20th Floor, Colonia Cuauhtémoc, Mexico City 06500 mx.resocial@att.com.mx	<b>SDG 8.</b> Decent Work and Economic Growth <b>SDG 10.</b> Reduced Inequalities		
	2-2 Entities included in the organization's sustainability reporting.	All operations of AT&T Mexico.			
	2-3 Reporting period, frequency and contact point.	Sustainability Report 2024 Eighth consecutive report, published annually National Directorate of External Affairs and Sustainability: mx.resocial@att.com.mx			
	2-4 Restatements of information.	For this report, it was not necessary to restate information.			
	2-5 External assurance.	At the end of this document, an external verification letter from Ethics and Strategy is attached.			
	2-6 Activities, value chain and other business relationships.	The Company: AT&T Mexico. p. 10			
	2-7 Employees.	The Company: Workforce. p. 11 Total of permanent employees: 12,731 Total of temporary employees: 666 Total of full-time employees: 13,277 Total of part-time employees: 120			



GRI STANDARD	DISCLOSURE	LOCATION/DIRECT RESPONSE	SUSTAINABLE DEVELOPMENT GOALS (SDGs)	FINANCIAL REPORTING STANDARDS (FRS)
GRI 2: General Disclosures 2021	2-8 Workers who are not employees.	We offer internship opportunities in all areas, except for Sales and Call Center. During 2024, we had 8 interns.	<b>SDG 8.</b> Decent Work and Economic Growth	
	2-9 Governance structure and composition.	The Company: Corporate Governance. p. 12	<b>SDG 5.</b> Gender Equality <b>SDG 16.</b> Peace, Justice and Strong Institutions	Corporate Governance
	2-10 Nomination and selection of the highest governance body.	The members of the Board of Managers are appointed in accordance with the General Law of Commercial Companies and as established in Clause Fourteen of the company's bylaws.	<b>SDG 5.</b> Gender Equality <b>SDG 16.</b> Peace, Justice and Strong Institutions	
	2-11 Chair of the highest governance body	The Chairwoman of the Board of Managers also holds the position of Chief Executive Officer of the company.	<b>SDG 16.</b> Peace, Justice and Strong Institutions	
	2-12 Role of the highest governance body in overseeing the management of impacts.	The Company: Corporate Governance. p. 12	<b>SDG 16.</b> Peace, Justice and Strong Institutions	
	2-13 Delegation of responsibility for managing impacts.	The Company: Corporate Governance. p. 12		
	2-14 Role of the highest governance body in sustainability reporting.	Ongoing Initiatives for 2025.		
	2-15 Conflicts of interest.	To prevent real, potential, or perceived conflicts of interest, we have an internal policy that regulates personal, professional, and investment-related relationships. Every individual must disclose in writing any situation that may interfere with their objectivity at work. We take proactive measures to avoid any negative impact on the Company.	<b>SDG 16.</b> Peace, Justice and Strong Institutions	
	2-16 Communication of critical concerns.	Critical concerns are communicated to the Leadership Team through four town halls held annually, one each quarter.		
	2-17 Collective knowledge of the highest governance body.	Information not available.		
	2-18 Evaluation of the performance of the highest governance body.	The effectiveness of processes is continuously reviewed through periodic reports and specific management tools.		



GRI STANDARD	DISCLOSURE	LOCATION/DIRECT RESPONSE	SUSTAINABLE DEVELOPMENT GOALS (SDGs)	FINANCIAL REPORTING STANDARDS (FRS)
GRI 2: General Disclosures 2021	2-19 Remuneration policies.	Members of the Management Committee do not receive specific compensation for this role. The company's compensation policies apply equally to all employees, including all members of the Leadership Team.		
	2-20 Process to determine remuneration.	Each year, we review our compensation policies to ensure they align with the economic development of our people and remain competitive in the market. We use the Global Grade System to evaluate each position based on consistent criteria and apply a fair strategy across all roles. Additionally, we work with external consultants to help us remain an attractive company for top talent.		
	2-21 Annual total compensation ratio.	Information not available due to confidentiality restrictions based on internal communication policies.		
	2-22 Statement on sustainable development strategy.	Message from the CEO. p. 4	Sustainable Business Management	C.5 Sustainability Strategy
	2-23 Policy commitments.	The Company: Corporate Governance. p. 12	<b>SDG 16.</b> Peace, Justice and Strong Institutions	
	2-24 Embedding policy commitments.	All employees receive online training through the AT&T University, focusing on various Compliance programs.		
	2-25 Processes to remediate negative impacts.	The Company: Corporate Governance. p. 12	Sustainable Business Management	C.4 Risk Management Policy
	2-26 Mechanisms for seeking advice and raising concerns.	The Company: Ethical Behavior and Legal Compliance. p. 13	<b>SDG 16.</b> Peace, Justice and Strong Institutions	
	2-27 Compliance with laws and regulations.	No cases of legal or regulatory non-compliance were recorded during 2024.		
	2-28 Membership associations.	Sustainability Approach: Affiliations. p. 7		
	2-29 Approach to stakeholder engagement.	Sustainability Approach: Priority Topics and Stakeholders. p. 5		
	2-30 Collective bargaining agreements.	60% of our workforce is covered by collective bargaining agreements. For those who are not, the company defines employment conditions while ensuring competitiveness in the labor market.	<b>SDG 8.</b> Decent Work and Economic Growth	



GRI STANDARD	DISCLOSURE	LOCATION/DIRECT RESPONSE	SUSTAINABLE DEVELOPMENT GOALS (SDGs)	FINANCIAL REPORTING STANDARDS (FRS)
MATERIAL TOPICS				TEMA IBSO
GRI 3: Material Topics 2021	3-1 Process to determine material topics 3-2 List of material topics	Sustainability Approach: Priority Topics and Stakeholders. p. 5 Sustainability Approach: Priority Topics and Stakeholders. p. 5		
ENERGY				TEMA IBSO
GRI 3: Material Topics 2021	3-3 Management of material topics.	The Environment: Efficiency and Emissions. pp. 24-25		
GRI 302: Energy 2016	302-1 Energy consumption within the organization.  302-2 Energy consumption outside of the organization.  302-3 Energy intensity.  302-4 Reduction of energy consumption.	The Environment: Efficiency and Emissions. p. 25  The Environment: Efficiency and Emissions. p. 25  31,506.1 kWh per capita Includes total energy: conventional and renewable.  The Environment: Efficiency and Emissions. p. 25	<b>SDG 7.</b> Affordable and Clean Energy <b>SDG 8.</b> Decent Work and Economic Growth <b>SDG 12.</b> Responsible Consumption and Production <b>SDG 13.</b> Climate Action  <b>SDG 7.</b> Affordable and Clean Energy <b>SDG 8.</b> Decent Work and Economic Growth <b>SDG 12.</b> Responsible Consumption and Production <b>SDG 13.</b> Climate Action  <b>SDG 7.</b> Affordable and Clean Energy <b>SDG 8.</b> Decent Work and Economic Growth <b>SDG 12.</b> Responsible Consumption and Production <b>SDG 13.</b> Climate Action  <b>SDG 7.</b> Affordable and Clean Energy <b>SDG 8.</b> Decent Work and Economic Growth <b>SDG 12.</b> Responsible Consumption and Production <b>SDG 13.</b> Climate Action	Energy Consumption  A.4 Energy Consumption A.5 Renewable Energy Consumption



GRI STANDARD	DISCLOSURE	LOCATION/DIRECT RESPONSE	SUSTAINABLE DEVELOPMENT GOALS (SDGs)	FINANCIAL REPORTING STANDARDS (FRS)
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions.	The Environment: Efficiency and Emissions. p. 25	<b>SDG 3.</b> Good Health and Well-Being <b>SDG 12.</b> Responsible Consumption and Production <b>SDG 14.</b> Life Below Water <b>SDG 15.</b> Life on Land	Greenhouse Gas Emissions
	305-2 Energy indirect (Scope 2) GHG emissions.	The Environment: Efficiency and Emissions. p. 25	<b>SDG 3.</b> Good Health and Well-Being <b>SDG 12.</b> Responsible Consumption and Production <b>SDG 14.</b> Life Below Water <b>SDG 15.</b> Life on Land	A.2 Emisiones GEI de alcance 2
	305-3 Other indirect (Scope 3) GHG emissions.	Information not available at this time.	<b>SDG 3.</b> Good Health and Well-Being <b>SDG 12.</b> Responsible Consumption and Production <b>SDG 15.</b> Life on Land	A.3 Scope 3 GHG Emissions
	305-4 GHG emissions intensity.	14.01 tCO <sub>2</sub> e per capita Includes Scope 1 and 2 emissions.	<b>SDG 13.</b> Climate Action <b>SDG 14.</b> Life Below Water <b>SDG 15.</b> Life on Land	
	305-5 Reduction of GHG emissions.	The Environment: Efficiency and Emissions. p. 25	<b>SDG 15.</b> Life on Land	
	305-6 Emissions of ozone-depleting substances (ODS).	1456.22 tCO <sub>2</sub> e This data corresponds only to refrigerant gases from air conditioners in the commercial (stores), corporate (offices), and telecom (MSOs, RSO, and sites) sectors. Different leakage percentages were applied based on the available information from each sector.	<b>SDG 3.</b> Good Health and Well-Being <b>SDG 12.</b> Responsible Consumption and Production	Substances and Chemicals that Deplete the Ozone Layer (ODS)
<b>E-WASTE MANAGEMENT</b>				TEMA
GRI 3: Material Topics 2021	3-3 Management of material topics.	The Environment: Circularity. p. 26		IBSO
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts.	The Environment: Circularity. p. 26	<b>SDG 3.</b> Good Health and Well-Being <b>SDG 6.</b> Clean Water and Sanitation <b>SDG 11.</b> Sustainable Cities and Communities <b>SDG 12.</b> Responsible Consumption and Production	



GRI STANDARD	DISCLOSURE	LOCATION/DIRECT RESPONSE	SUSTAINABLE DEVELOPMENT GOALS (SDGs)	FINANCIAL REPORTING STANDARDS (FRS)	
GRI 306: Waste 2020	306-2 Management of significant wasterelated impacts.	The Environment: Circularity. p. 26	<b>SDG 3.</b> Good Health and Well-Being <b>SDG 6.</b> Clean Water and Sanitation <b>SDG 8.</b> Decent Work and Economic Growth <b>SDG 11.</b> Sustainable Cities and Communities <b>SDG 12.</b> Responsible Consumption and Production	Waste Management	A.14 Waste Generated A.15 Reused Waste A.16 Hazardous Waste
	306-3 Waste generated.	The Environment: Circularity. p. 26	<b>SDG 3.</b> Good Health and Well-Being <b>SDG 6.</b> Clean Water and Sanitation <b>SDG 11.</b> Sustainable Cities and Communities <b>SDG 12.</b> Responsible Consumption and Production <b>SDG 15.</b> Life on Land		
	306-4 Waste diverted from disposal.	The Environment: Circularity. p. 26	<b>SDG 3.</b> Good Health and Well-Being <b>SDG 11.</b> Sustainable Cities and Communities <b>SDG 12.</b> Responsible Consumption and Production		
	306-5 Waste directed to disposal.	The Environment: Circularity. p. 26	<b>SDG 3.</b> Good Health and Well-Being <b>SDG 6.</b> Clean Water and Sanitation <b>SDG 11.</b> Sustainable Cities and Communities <b>SDG 12.</b> Responsible Consumption and Production <b>SDG 15.</b> Life on Land		

GRI STANDARD	DISCLOSURE	LOCATION/DIRECT RESPONSE	SUSTAINABLE DEVELOPMENT GOALS (SDGs)	FINANCIAL REPORTING STANDARDS (FRS)
WORK ENVIRONMENT   GENERATIONAL DIVERSITY				TEMA IBSO
GRI 3: Material Topics 2021	3-3 Management of material topics.	The People: More Than Numbers, Our Team. pp. 16-18		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover.  401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees.  401-3 Parental leave.	<p>The People: More Than Numbers, Our Team. p. 17</p> <p><b>New Hires:</b> Ages 18-19: 31 (1%)   Ages 20-35: 3,045 (79%)   Ages 36-45: 565 (15%)   Ages 46-55: 162 (4%)   Over 56: 31 (1%).</p> <p><b>Turnover:</b> Women: 2,085 (43%)   Men: 2,731 (57%) Ages 18-19: 81 (2%)   Ages 20-35: 3,346 (69%)   Ages 36-45: 940 (20%)   Ages 46-55: 350 (7%)   Over 56: 97 (2%).</p>	<b>SDG 5.</b> Gender Equality <b>SDG 8.</b> Decent Work and Economic Growth <b>SDG 10.</b> Reduced Inequalities	
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes.	All employees receive the same benefits, regardless of the duration of their employment contracts.	<b>SDG 3.</b> Good Health and Well-Being <b>SDG 5.</b> Gender Equality <b>SDG 8.</b> Decent Work and Economic Growth	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system.  403-2 Hazard identification, risk assessment, and incident investigation.  403-3 Occupational health services.  403-4 Worker participation, consultation, and communication on occupational health and safety.  403-5 Worker training on occupational health and safety.  403-6 Promotion of worker health.	<p>The People: More Than Numbers, Our Team. p. 18</p> <p>The People: More Than Numbers, Our Team. p. 18</p> <p>The People: More Than Numbers, Our Team. p. 18</p> <p>Policies go through an approval flow involving Legal, HR, EH&amp;S, and Compliance. They are communicated company-wide and published on the 'Civil Protection' page. In case of questions, the involved areas collaborate to resolve them. Each facility has a formal Health and Safety Committee.</p> <p>The People: More Than Numbers, Our Team. p. 18</p> <p>The People: More Than Numbers, Our Team. p. 18</p>	<b>SDG 3.</b> Good Health and Well-Being <b>SDG 8.</b> Decent Work and Economic Growth  <b>SDG 8.</b> Decent Work and Economic Growth  <b>SDG 8.</b> Decent Work and Economic Growth  <b>SDG 8.</b> Decent Work and Economic Growth <b>SDG 10.</b> Reduced Inequalities <b>SDG 16.</b> Peace, Justice, and Strong Institutions  <b>SDG 8.</b> Decent Work and Economic Growth  <b>SDG 3.</b> Good Health and Well-Being	Occupational Health and Safety  B.5 Occupational Health and Safety Management

GRI STANDARD	DISCLOSURE	LOCATION/DIRECT RESPONSE	SUSTAINABLE DEVELOPMENT GOALS (SDGs)	FINANCIAL REPORTING STANDARDS (FRS)
GRI 403: Occupational Health and Safety 2018	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships.	The People: More Than Numbers, Our Team. p. 18	<b>SDG 8.</b> Decent Work and Economic Growth	Occupational Health and Safety
	403-8 Workers covered by an occupational health and safety management system.	The People: More Than Numbers, Our Team. p. 18	<b>SDG 8.</b> Decent Work and Economic Growth	
	403-9 Work-related injuries.	There were 89 work-related injuries associated with contusions, falls, impacts, and motorcycle incidents, resulting in an accident rate of 0.66%.	<b>SDG 3.</b> Good Health and Well-Being <b>SDG 8.</b> Decent Work and Economic Growth <b>SDG 16.</b> Peace, Justice, and Strong Institutions	B.6 Work-related Accidents and Diseases Causing Disability or Death
	403-10 Work-related ill health.	There were 4 cases of work-related conditions associated with profound hearing loss. No work-related fatalities due to occupational illnesses were reported.	<b>SDG 3.</b> Good Health and Well-Being <b>SDG 8.</b> Decent Work and Economic Growth <b>SDG 16.</b> Peace, Justice, and Strong Institutions	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee.	The People: More Than Numbers, Our Team. p. 17	<b>SDG 4.</b> Quality Education <b>SDG 5.</b> Gender Equality <b>SDG 8.</b> Decent Work and Economic Growth <b>SDG 10.</b> Reduced Inequalities	Investment in Human Capital
	404-2 Programs for upgrading employee skills and transition assistance programs.	The People: More Than Numbers, Our Team. p. 17	<b>SDG 8.</b> Decent Work and Economic Growth	
	404-3 Percentage of employees receiving regular performance and career development reviews.	The People: More Than Numbers, Our Team. p. 17	<b>SDG 5.</b> Gender Equality <b>SDG 8.</b> Decent Work and Economic Growth <b>SDG 10.</b> Reduced Inequalities	B.4 Employee Performance Evaluations and Professional Development

GRI STANDARD	DISCLOSURE	LOCATION/DIRECT RESPONSE	SUSTAINABLE DEVELOPMENT GOALS (SDGs)	FINANCIAL REPORTING STANDARDS (FRS)
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees.	The People: More Than Numbers, Our Team. p. 16 We have been recognized for 8 consecutive years as one of the Best Places to Work for LGBTIQ+ people by the Human Rights Campaign. We achieved 100% compliance with the 10 commitments of the Pride Connection México Business Alliance. For the fourth consecutive year, we received the Distinction for Companies Committed to the Labor Inclusion of People with Disabilities, granted by the Entrale Alliance, recognizing our policies and actions to create employment opportunities.	<b>SDG 5.</b> Gender Equality <b>SDG 8.</b> Decent Work and Economic Growth <b>SDG 10.</b> Reduced Inequalities	Equal Opportunities and Decent Work
	405-2 Ratio of basic salary and remuneration of women to men.	Information not available due to confidentiality reasons in accordance with internal communication policies.	<b>SDG 5.</b> Gender Equality <b>SDG 8.</b> Decent Work and Economic Growth	B.2 Pay Gap
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken.	1 case registered and confirmed. We designed a work plan for the involved leader, focused on strengthening her skills in assertive communication.	<b>SDG 5.</b> Gender Equality <b>SDG 8.</b> Decent Work and Economic Growth	
<b>CYBERSECURITY AND PRIVACY   CUSTOMER SERVICE</b>				
GRI 3: Material Topics 2021	3-3 Management of material topics	The Company: Ethical Behavior and Legal Compliance. p. 13		TEMA IBSO
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data.	In 2024, 10 claims were recorded from regulatory authorities, and none from clients or users.	<b>SDG 16.</b> Peace, Justice, and Strong Institutions	Responsible business conduct
<b>DIGITAL DIVIDE   RESPONSIBLE USE OF TECHNOLOGY   CONTINGENCY PLAN FOR NATURAL DISASTERS</b>				
GRI 3: Material Topics 2021	3-3 Management of material topics.	The People: More Than Numbers, Our Community. pp. 18-22		
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs.	Initiatives in progress for 2025.	<b>SDG 2.</b> Zero Hunger	
	413-2 Operations with significant actual and potential negative impacts on local communities.	No significant negative impacts have been identified due to the company's activities.	<b>SDG 2.</b> Zero Hunger	

GRI STANDARD	DISCLOSURE	LOCATION/DIRECT RESPONSE	SUSTAINABLE DEVELOPMENT GOALS (SDGs)	FINANCIAL REPORTING STANDARDS (FRS)
STRATEGIC INVESTMENT				
GRI 3: Material Topics 2021	3-3 Management of material topics.	The Company: Economic Performance. p. 11		TEMA IBSO
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed.	The Company: Economic Performance. p. 11	<b>SDG 8.</b> Decent Work and Economic Growth <b>SDG 9.</b> Industry, Innovation, and Infrastructure	Sustainable Activities A.6 Sustainable Investments
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported.	We invested in the implementation of solar panels at 1,200 sites, leveraging available space at MSO properties as part of our commitment to using clean energy and reducing conventional energy consumption.	<b>SDG 1.</b> No Poverty <b>SDG 3.</b> Good Health and Well-Being <b>SDG 5.</b> Gender Equality <b>SDG 9.</b> Industry, Innovation and Infrastructure <b>SDG 11.</b> Sustainable Cities and Communities	
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers.	The Company: Procurement Practices. p. 14	<b>SDG 8.</b> Decent Work and Economic Growth	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption.	We continuously monitor 100% of our operations, with an emphasis on vulnerable activities such as the use of agents, transactions with the government, hospitality, donations, and restricted lists. These actions are part of our ABAC program, which also includes audits of high-risk suppliers, staff training, and specific policies to prevent corruption.	<b>SDG 16.</b> Peace, Justice, and Strong Institutions	Responsible Business Conduct C.6 Code of Ethics and Integrity
	205-2 Communication and training about anti-corruption policies and procedures.	All payroll staff undergo the mandatory Anti-Bribery and Anti-Corruption Law course. In 2024, 98.92% of the staff participated (excluding expatriates who take the training directly in the U.S.).	<b>SDG 16.</b> Peace, Justice, and Strong Institutions	
	205-3 Confirmed incidents of corruption and actions taken.	During 2024, we were not aware of any corruption cases.	<b>SDG 16.</b> Peace, Justice, and Strong Institutions	
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices.	During 2024, one case was recorded that was still in the process of determining consequences by the end of the year.	<b>SDG 16.</b> Peace, Justice, and Strong Institutions	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria.	63% of new suppliers with contracts exceeding MX\$100,000.	<b>SDG 16.</b> Peace, Justice, and Strong Institutions	
	308-2 Negative environmental impacts in the supply chain and actions taken.	Information not available (to be implemented).		

GRI STANDARD	DISCLOSURE	LOCATION/DIRECT RESPONSE	SUSTAINABLE DEVELOPMENT GOALS (SDGs)	FINANCIAL REPORTING STANDARDS (FRS)
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria.	63% of new suppliers with contracts exceeding MX\$100,000.	<b>SDG 5.</b> Gender Equality <b>SDG 8.</b> Decent Work and Economic Growth <b>SDG 16.</b> Peace, Justice, and Strong Institutions	
	414-2 Negative social impacts in the supply chain and actions taken.	Information not available (to be implemented).	<b>SDG 5.</b> Gender Equality <b>SDG 8.</b> Decent Work and Economic Growth <b>SDG 16.</b> Peace, Justice, and Strong Institutions	
GRI 303: Water and Effluents 2018.	303-1 Interaction with water as a shared resource.	The water consumption is directly from the municipal supply service of each locality.	<b>SDG 6.</b> Clean Water and Sanitation	
	GRI 303-3 Water withdrawal.	Total water consumption from all sources: 38,777 m <sup>3</sup> .	<b>SDG 6.</b> Clean Water and Sanitation	Sustainable Use of Water
				A.7 Incoming Water

# External Assurance Letter

 **ÉTICA Y  
ESTRATEGIA**

Monterrey, N.L. April 23th, 2025

**Independent external verification process for the AT&T México SUSTAINABILITY REPORT  
“MORE THAN NUMBERS, PEOPLE”**

**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 “MORE THAN NUMBERS, PEOPLE”.**

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. This year, the Sustainability Reporting Standards (SRS) issued by the Mexican Financial and Sustainability Reporting Standards Council are also included for the first time in this Report. The process, as well as the methodologies used for the verification process, are detailed below.

**Scope**  
The verification process includes the information published in this AT&T México SUSTAINABILITY REPORT “MORE THAN NUMBERS, PEOPLE” with a cut-off date of January 1 to December 31, 2024. Responsibility for the veracity of the data falls on AT&T México internal team.

**Verification standards and procedures**  
The verification process reviews the use of the GRI Standards reporting methodology and adherence to it, and is based on ISO international auditing standards, specifically ISO 19011:2018 and ISO 26000:2010, for which we are certified auditors. This process also includes the International Standard on Sustainability Assurance (ISSA) 5000, General Requirements for Sustainability Assurance Engagements (ISSA 5000) requirements. And our team comply with the Code of Ethics for Auditors developed by the International Auditing and Assurance Standards Board (IAASB), and managed by the International Ethics Standards Board for Professional Accountants (ESBA).

Regarding GRI Standards' methodology, our verification process review:

- 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 Topic Standards reported according to the material topics identified by 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.

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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.
- Environment

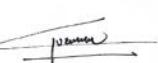
The GRI Content Index Disclosures were also reviewed to ensure compliance with the reporting level declared by AT&T Mexico.

Likewise, the Basic Sustainability Indicators (BSIs) of the Sustainability Reporting Standards applicable to AT&T México were reviewed in two phases:

- Compliance and reporting
- Their inclusion in the GRI Content Index.

**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. It is also the first edition to use the Sustainability Reporting Standards voluntarily. Regarding the points reviewed, we 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
- That the reporting level declared by the company corresponds with GRI standards.
- That its Materiality Process has been carried on and complies with international standards, and will be updated for the 2025 Report process.
- References to cited international initiatives are made correctly in the body of the report, as well as in the reference tables.



## External Assurance Letter



And they comply with the Conceptual Framework of Information Standards (NIS) in accordance with the provisions of its methodology.

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 "More than numbers, people" complies with the provisions established in the GRI Standards in Accordance.

Karla L. Guerrero Lozoya  
CEO Ética y Estrategia Consultores S.C.  
Monterrey, México, April 23th, 2025

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The Department of External Affairs and Sustainability is the area responsible for developing sustainability reports, under the review of the Vice Presidency of Legal, Regulatory, and External Affairs, as well as the General Management.

If you have any comments, feel free to write to us at: [mx.resocial@att.com.mx](mailto:mx.resocial@att.com.mx). We value your feedback.

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