Labor Benefits

All employees receive fair compensation and statutory benefits in accordance with applicable local legislation. In addition, we provide supplementary benefits in various operations, including life and private health insurance, disability coverage, dental insurance, paid paternity leave, school supply support, preferential device purchase programs, transportation services, funeral assistance, and paid bereavement leave.

We also comply with applicable regulations governing the termination of employment, whether due to dismissal, retirement, or voluntary resignation. Across our operations and regions, compensation for men and women, as well as unionized and non-unionized employees, is determined based on principles of internal equity, external competitiveness, and non-discrimination, in line with our culture of equal opportunity.

América Móvil has compensation policies and guidelines aligned with its business strategy, organizational culture, and the objectives of each subsidiary. Under this approach, compensation is managed in a structured manner to recognize performance, individual and collective contributions, and to support talent attraction and retention. In 2025, we continued strengthening this framework through corporate Human Resources policies aimed at ensuring more consistent, traceable, and business-aligned compensation practices.

Regarding variable compensation, América Móvil maintained in 2025 a scheme linked to the achievement of strategic business objectives. In accordance with the Corporate Policy on Performance-Based Variable Compensation, these schemes are tied to financial, operational, and sustainability indicators, and their application depends on the contribution of each role and the needs of each subsidiary. The validation of target achievement is carried out by Corporate Financial Planning, and payment authorization is granted in line with Corporate Human Resources guidelines and applicable local policies. In this context, the proportion of employees receiving variable compensation remained broadly consistent with previous years, at approximately 60%, with business performance variables always considered in its determination.

Our policies promote equality, respect diversity, and recognize the capabilities and potential of everyone, ensuring that positions are filled by the most qualified candidates, with equal opportunities and without discrimination.

In 2025, talent development was strengthened through a broad training offering, organized into key learning streams that support organizational performance, productivity, digital transformation, customer experience, talent management, and regulatory compliance. This approach enabled a comprehensive response to both technical and operational needs, as well as leadership, commercial, interpersonal, and sustainability skills.

Based on 2025 reported data, training activities were structured around seven main areas: commercial training, customer service and marketing; corporate training; human development; talent management and development; health, safety and sustainability; technology and digital training; and upskilling and reskilling programs. Particular emphasis was placed on digital transformation, telecommunications, regulatory compliance, leadership, social well-being, and customer service, reflecting a holistic approach to workforce development aligned with the Company's strategic priorities.

1. Leadership and Talent Development Program: Impact on Workplace Climate, Performance, and Productivity

During 2025, leadership, team management, mentoring, training, and the development of strategic and soft skills strengthened the ability of our leaders and teams to lead people, align objectives, and enhance organizational performance. This focus area directly contributes to improving workplace climate, performance

evaluation, and productivity by fostering more effective leadership, clearer communication, and stronger execution capabilities across all levels of the organization.

2. Skills Development and Digital Transformation: Driving Productivity and Organizational Evolution

Technology and digital training, together with upskilling and reskilling initiatives, continued to strengthen key capabilities to address business transformation challenges. Training in data analytics, databases, software development, digital tools, cybersecurity, telecommunications, and digital transformation enhances the technical capabilities of our workforce, supports innovation, and contributes to more agile, efficient, and resilient operations in a changing environment.

3. Commercial and Customer Experience Program: Driving Service Quality and NPS

Training initiatives in customer service, product knowledge, sales skills, marketing, and service delivery remained a key priority in 2025. This program strengthens the quality of customer interactions, enhances commercial execution, and contributes to an improved service experience. As a result, it positively impacts key indicators such as customer satisfaction and the Net Promoter Score (NPS), by reinforcing both sales capabilities and customer-centricity.

4. Compliance, Health, Safety and Sustainability: Strengthening Culture and Responsible Operations

In 2025, we also maintained strong investment in corporate training and in health, safety, and sustainability programs. Training on the Code of Ethics, regulatory compliance, equity and inclusion, civil protection, risk prevention, occupational health and safety, and sustainability reinforces an organizational culture grounded in integrity, prevention, employee well-being, and corporate responsibility. This focus area not only supports regulatory compliance, but also fosters safer, more inclusive, and more sustainable work environments.

Training Area	Number of Courses
Commercial Training, Customer Service and Marketing	1,157
Corporate Training	1,496
Training in Human Development	988
Talent Management and Development Training	1,038
Health, Safety and Sustainability Training	688
Technology and Digital Training	2,093
Upskilling & Reskilling	77
Total	**7,537**

Labor Benefits

Commitment to Employee Well-being and Equal Opportunity

We support our employees and their families through maternity and paternity leave programs and related benefits, in accordance with applicable regulations in the countries where we operate. Maternity leave averages 184 days, while paternity leave averages 80.4 days. The return-to-work rate following parental leave exceeds 90%. In addition, 16.67% of our operations provide access to childcare services, and 70% of our facilities have lactation rooms. These programs and benefits reflect our commitment to employee well-being, work-life balance, and a supportive and inclusive workplace.