AMX Stakeholder Engagement Table

STAKEHOLDER ENGAGEMENT

Key Stakeholder Groups	Description	Responsible	Commitment and Purpose	Examples of Results
Employees and Work Councils	Current and Potential Employees	Corporate Human Resources and Human Resources in the Company's Operations	Employees participate through the intranet, emails, personal meetings, employee surveys (e.g., Internal Climate Survey and Great Place to Work), and events to keep them informed and integrate them into company activities. Communication with potential employees generally takes place at employer review platforms, career websites, job portals, and conferences. The goal of communication with current and potential employees is to reinforce trust in the company and strengthen our position as an attractive employer, to retain current employees and attract new talent.	-Labor agreements -Process optimization to maximize productivity and innovation. -Promote well-being and provide professional development programs -Maintain health, safety, and compensation standards.
Customers	Residential Customers (B2C) Business Customers (B2B Large Enterprises and B2B Small Businesses)	Mass Market Business Unit and Enterprise Market Business Unit in each subsidiary Business Transformation and Acceleration	We engage customers through emails, contact forms, phone calls, surveys (e.g., NPS/net promoter score), as well as personal exchanges and meetings, with the goal of better understanding their needs and expectations regarding us and our services, and adapting these accordingly. We strive to provide our customers with reliable connectivity and digital services, as well as quality service experiences. To achieve this, we continuously work to improve our network coverage, offer a	-Align services with customer needs -Strengthen customer loyalty -Ensure long-term satisfaction and loyalty

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			variety of affordable products and plans to meet different needs, and enhance our customer support options. Addressing customer feedback is also a priority: we carefully monitor complaints and quickly resolve any technical or other issues reported. Our goal is to ensure customer satisfaction with transparent billing practices and a simple portability or change process. In addition to mobile and fixed internet, we take pride in our TV and business solutions, such as collaboration tools, cloud security, and IT services, which empower workforces.	
Financial Community	Institutional Investors, Private Investors, Analysts, Financial Media	Investor Relations	We provide information to the capital markets through website publications and emails, and engage them via phone calls, roadshows, meetings, and video conferences to ensure transparency and strengthen market confidence in us.	-Address the information needs of investors -Positively contribute to maintaining the company's value
Suppliers	Strategic Suppliers, Medium and Small Suppliers, Distributors Workers in the Value Chain	Procurement Procurement in Subsidiaries Corporate and Local Compliance Office in Subsidiaries	Our goal is to foster open and responsible relationships with our suppliers through timely payments, growth opportunities, and close collaboration. This goal is supported by several key initiatives, including obtaining important certifications, reviewing technologies used in our supply chain, developing new solutions and products, and acquiring the necessary software and hardware tools for efficient operations management. Continuous	-Optimize delivery processes -Ensure product quality -Optimize sustainable procurement -Ensure compliance with the Supplier Code of Conduct -Fulfill due diligence obligations by suppliers

			improvement is also a priority through training programs that adapt to market changes or price fluctuations. Due diligence protocols ensure the reliable provision of services and delivery of products that meet our sustainability standards by involving third-party suppliers. We communicate with suppliers through the digital procurement platform, emails, phone calls, meetings, and events, with the aim of ensuring our cooperation is transparent and efficient, as well as identifying potential challenges early. The procurement platform also ensures that our suppliers comply with business practices, environmental standards, human rights, and reporting obligations. Additionally, workers in the value chain can raise any concerns through the whistleblowing platform.	
Media	Journalists (Editorial Directors, Authors), Editors, Publishing Houses	Corporate Communication	We inform and engage the media through press conferences, personal meetings, visits, phone calls, video conferences, and events, with the aim of fostering trust in the company and strengthening its credibility. A proactive approach also allows us to effectively manage potential crises. Effective engagement with stakeholders is facilitated through multiple channels. Direct contact, email correspondence, and press releases ensure	-Increase brand recognition and value -Increase or maintain the company's value and image

			information accessibility. Additionally, our whistleblowing portal and periodic reports allow stakeholders to stay informed about business conduct and progress towards the goals set in EESG.	
Industry Landscape	Industry Associations, Business Associations Companies in the Same Sector Chambers of Commerce and Industry Associations	Regulatory, Public Affairs; ESG; Senior Management	Industry and business associations participate through multi-stakeholder initiatives, joint projects, conferences, and presentations. The goal is to promote the exchange of best practices and the development of common standards. Periodic meetings with stakeholders and special events open the door to comprehensive discussions on the most relevant topics. Our sustainability reports also disseminate important updates to all stakeholders. This two-way communication helps facilitate effective cooperation in all our efforts.	-Harmonize sustainability practices and key performance indicators (KPIs) -Joint initiatives for workers in the value chain -Joint audits of telecommunications suppliers Coordinated - approach and feedback on legislative proposals
Authorities and Officials	Government Representatives, Authorities Intergovernmental Organizations (IGOs)	Regulatory, Public Affairs, ESG	To address important issues and achieve continuous progress, focus areas include connectivity and innovation projects, social programs, regulatory engagement, service quality improvement, data protection enhancement, and compliance with anti-corruption standards. We establish partnerships, participate in discussions and audits, and provide multiple accessible channels to facilitate open communication	-Cooperate in the development of legislative projects -Ensure the viability of legal regulations

			with all stakeholders. This way, everyone stays informed about our work and progress towards our shared goals.

We inform and engage government representatives and authorities through face-to-face meetings, including events and roundtables with stakeholders, as well as through phone calls and emails. Intergovernmental organizations (IGOs) are informed and engaged through events, initiatives, seminars, and reports. This contributes, among other things, to regulatory compliance, the promotion of environmental and social responsibility, and economic development. | |
| Local Communities | Our initiatives include infrastructure modernization, health and safety protocols, community support programs, solutions to bridge the digital divide, training opportunities, cultural initiatives, and environmental practices.

Different stakeholder groups are involved depending on the area of interest:

Customers and municipalities (infrastructure, health and safety, electromagnetic fields - EMF)
Children, youth, educators/teachers, women, and the elderly (digital skills)
NGOs (environmental and social issues) | Sustainability within Corporate and operations (Digital Divide)

ESG, Marketing, and Communication | We are working towards sustainability and positively contributing to economic and social progress through environmental management, comprehensive connectivity, and the empowerment of communities with digital skills. Our infrastructure modernization, health and safety protocols, community support programs, solutions to bridge the digital divide, training opportunities, cultural initiatives, and environmental practices enable us to fulfill this commitment. | -Local acceptance of new infrastructure projects

-Contribution to reducing the digital divide with various local accessibility initiatives

-Development of new initiatives in collaboration with Key Allies,

-Government Ministries, and NGOs

-Promote digital literacy by encouraging the safe and appropriate use of available tools |
| Retailers | Authorized Corporate Retailers

General Public Sales Retailers | Commercial departments across all subsidiaries | Certifications help ensure quality throughout our network while we invest in equipment | -Address their concerns about business benefits, training, growth opportunities, |

			upgrades and develop strategies for various market segments. Comprehensive training on our products and services helps implement effective sales tactics. Additionally, e-commerce activities allow us to expand our reach while maintaining smooth transactions for all parties involved. Multiple communication platforms such as events, meetings, correspondence, articles, calls, and manuals support distributor operations. Satisfaction surveys, guidelines, annual reports, and a whistleblowing portal facilitate open dialogue and reporting while addressing any issues within our community.	transparency, safe working conditions, and secure payments.
Universities and Think Tanks	They are key institutions in the generation of knowledge, applied research, and talent development. Their focus on rigorous analysis, innovation, and education makes them strategic allies in advancing sustainable development, digital literacy, and the responsible adoption of emerging technologies	Sustainability teams of each subsidiary	Through meetings, events, and ongoing open communication, we work closely with educational and research institutions to develop comprehensive capabilities and promote digital literacy. By regularly publishing sustainability reports on our initiatives, we highlight the continuous progress made along our path to empower communities with essential skills and responsibly connect more people.	-Joint research -Specialized training -Development of strategic partnerships with academia -Address the digital divide, advance sustainable practices, strengthen cybersecurity, and enhance capabilities in emerging technologies such as the Internet of Things.