



Totalplay

BRANDING

TO CONNECT MEXICO

Sustainability Report 2022 September, 2023
/ September 2023



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Introduction to the report

The 2022 Sustainability Report is the second non-financial information report of Total Play Telecomunicaciones, S.A.P.I de C.V. (hereinafter Total Play), which aims to report on the performance and achievements of the organization's Environmental, Social and Corporate Governance (ESG) through Grupo Salinas' vision of inclusive prosperity.

In this report we highlight the commitments and progress we have made, offering a complete overview of the actions and achievements during the period from January 1° to December 31, 2022. Through this document we will share how the company's operations have a positive impact on ESG through responsible and sustainable management that contributes to the well-being of society and the environment.

The ESG information in this report is reported based on the most current version of the Global Reporting Initiative (GRI) Standards and its eight principles: accuracy, balance, clarity, comparability, completeness, sustainability context, timeliness and verifiability, as well as applicable Sustainability Accounting Standards Board (SASB) industry standards. These standards help to comprehensively address the ESG aspects derived from the materiality study.





Letter to readers

GRI: 2-14

At Total Play, we are proud of the role we play in connecting millions of homes and thousands of organizations in Mexico through world-class telecommunications services.

In 2022, we continue to integrate our ESG strategy into strategic and operational decision-making to become a stronger and more resilient company. The various areas of the company have a deep understanding of the risks and opportunities that exist in environmental and social issues associated with business operations and technology development.

Every year we witness how the Internet continues to improve the way we live, work and communicate. Fast, reliable connectivity provides extraordinary access to real-time information and better opportunities in education, health and employment.

We update the company's materiality study, this process allows us to be in a stronger position to make informed and strategic decisions to implement best practices. We focus on being leaders in areas such as digital inclusion, innovation and technology, information security and privacy, ethics and anti-corruption, human prosperity and responsible supply chain.

In addition, we have revolutionized our sustainability model, which will play a crucial role in our decision-making. This model allows us to set a clear direction to be agents of change. It will help us to draw the roadmap for ESG initiatives based on the most relevant issues identified in the materiality study.

At Total Play we are committed to creating value for our employees, which is why we provide quality jobs and a work environment conducive to their development. We participate in the Youth Building the Future program because we believe in the development of young talent and in encouraging more women to have more and better training. We have a Gender Unit that is in charge of creating a safe space for all the people who work for the company, especially for women.

We are generators of economic value; through our extensive 100% fiber optic network that generates unparalleled Internet, pay television and telephony services, we optimally meet the needs of Mexican families and businesses. We are committed to continue providing high quality services and to remain leaders in the Mexican telecommunications market.

Guided by a methodical approach and committed to sustainability, at Total Play we take significant steps to address climate change, build a climate-resilient network, promote sustainable practices and prepare for their impact on operations, customers and communities.

We have set ourselves ambitious goals, which will challenge us to develop new innovative solutions



As part of our efforts to mitigate the impact of the company's operations on the environment, we have replaced 2,217 lead-acid batteries with lithium batteries as a backup source at 614 sites, which are sent to hazardous waste centers for final disposal. By the end of 2022, we have made progress at 49% of all planned sites.

We seek to generate inclusive prosperity in order to satisfy our customers' needs, while contributing to the economic development and well-being of the communities where we operate.

This report details how we continue to address the challenges most relevant to our business success. We invite you to discover in this document how we generate long-term value through our activities, making a difference in people's lives.

Thank you for your interest in Total Play.

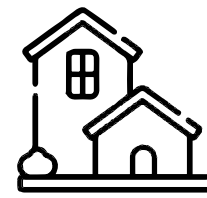


Relevant Figures of 2022



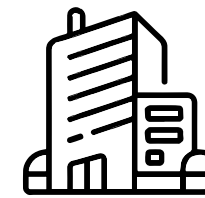
100 %

We are the only option in the national market with a 100% direct-to-home fiber optic network.



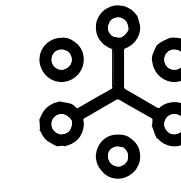
75

Presence in 75 cities for the residential segment



173

The business segment is located in 173 cities



6

sectors served by the business segment



Netflix

First place in Netflix Internet speed ranking



4.3 M

million subscribers by year-end 2022



+ 130,000 km

of fiber optics, with more than 149 thousand services connected, and 17.3 million homes passed.

Total Play profile

Who are we?

GRI: 1 2-1, 2-2, 2-3, 2-4, 2-6, 2-28

We are a Mexican company, leader in telecommunications and with a great growth. We offer fixed internet access services, restricted or pay TV and telephony with a 100% fiber optic network to offer IPV6¹, 4K and 8K services with the same quality in all the places where it has coverage.

Since 2010, we have stood out for our continuous innovation in the commercial offer and for the constant improvement in the quality of the service we provide. In a short period of time, we have managed to position ourselves as a highly competitive option in the market, thanks to outstanding differentiators that have conquered the preference of consumers, even against competitors with a much longer trajectory.

Our portfolio of services continues to expand and our commitment remains to provide the best telecommunications experience to the customers who have placed their trust in us.

We are the only option in the national market with a 100% direct-to-home fiber optic network.

¹ Internet Protocol Version 6





For more than 4 consecutive years, Total Play has maintained its position at the top of the Netflix Speed Index, a metric that evaluates the average Internet connection speed provided to users when playing content on Netflix's streaming platform.



We are the favorite Internet provider of users in Mexico, according to Speedtest by Ookla, a well-known online tool that measures the speed and performance of Internet connections.



We are the official online platform of the League of Environmental Leaders (LLA). This League is an organization dedicated to empowering and uniting leaders committed to protecting the environment and promoting sustainable practices in diverse communities.



We are the leader in Broad Performance, which means that we excel in a wide range of performance areas. Broad Performance refers to the ability of an entity, whether a company, organization or individual, to excel in multiple aspects and disciplines, demonstrating a high level of competence and achievement in various related fields.

Mission



Connecting the community through innovative telecommunications and technology services to permanently improve people's life experience.

Total Play Residencial Connecting most of Mexican households and SMEs through innovative telecommunications, entertainment and technology services to permanently improve people's life experience and business productivity.

Total Play Empresarial To provide the most reliable and innovative information technology, information security and telecommunications solutions to improve the experience and productivity of our business and government customers.

Visión



To be leaders in the national market in telecommunications and digital entertainment services through innovation and exceeding the expectations of the people and companies we serve.

Values

- Honesty
- Loyalty

Behavior:

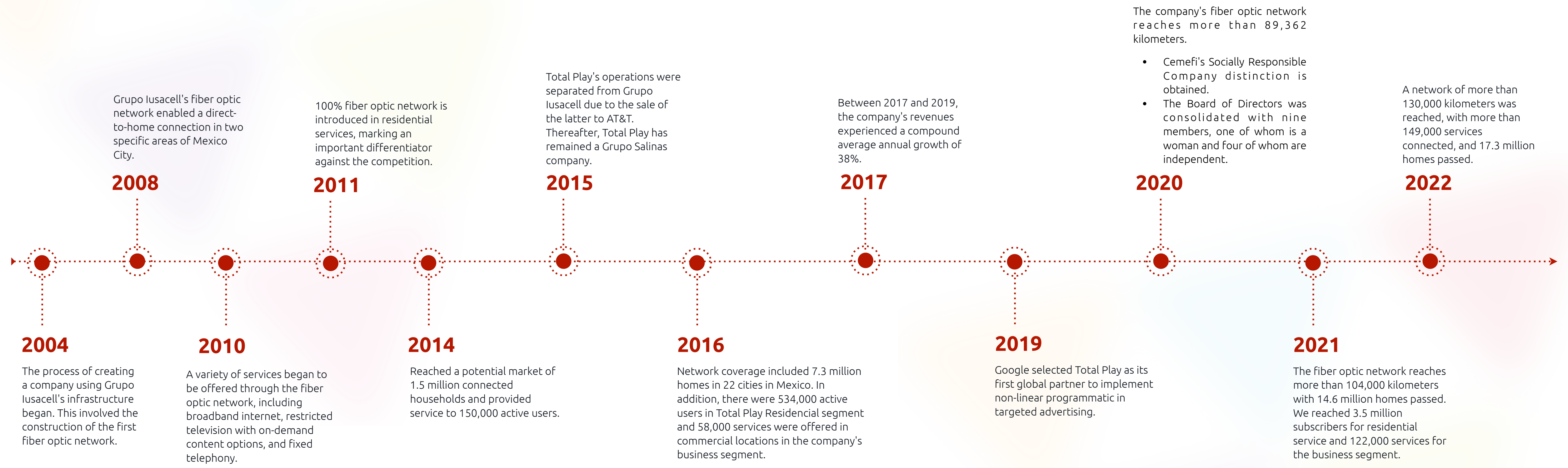
- Passion for the customer
- Continuous Improvement
- Teamwork
- Impeccable execution
- Trust and mutual respect

Main Strengths

Every step we take, from research and development to customer service, is aligned with offering effective and satisfactory solutions to our users. The main strengths of the business are:

1. We are providers of an extensive 100% fiber optic network in Mexico.
2. Dynamic growth driven by increased data consumption and demand for telecommunications services in an under-penetrated market.
3. Our brand has a strong positioning supported by state-of-the-art services.
4. We have the ability to outperform our competitors by offering high quality services.
5. Consistent and proven track record of responsible financial management and growth
6. We have an experienced management team with robust corporate governance practices.

Total Play over time



Corporate structure

Our corporate structure is comprised of ten subsidiaries strategically located in Mexico, Colombia and the United States. Each of these subsidiaries plays an important role in the growth and success of the business in their respective markets. Below we present the percentage participation of each of these subsidiaries:

Company	% of participation	Year of incorporation	Activity
<i>Iusatel USA, Inc. (United States)</i>	100%	2001	<i>Long-term market distance</i>
<i>Tendai, S.A. de C.V. (Mexico)</i>	100%	2013	<i>No activities</i>
<i>Total Box, S.A. de C.V. (Mexico)</i>	100%	2014	<i>Rental of decoders</i>
<i>Gesalm Consultores, S.A. de C.V. (Mexico)</i>	100%	2014	<i>No activities</i>
<i>Gesalm Asesores, S.A. de C.V. (Mexico)</i>	100%	2014	<i>No activities</i>
<i>Gesalm Servicios, S.A. de C.V. (Mexico)</i>	100%	2015	<i>No activities</i>
<i>Total Telecom Play, S.A. de C.V. (Mexico)</i>	100%	2015	<i>No activities</i>
<i>Totalplay Comunicaciones Colombia, SAS (Colombia)</i>	100%	2019	<i>Liquidated company in 2022</i>
<i>Total Play Communications Colombia, S.A.S. (Formerly)</i>	100%	2019	<i>Services pay television</i>
<i>Hogar Seguro TP, S.A. de C.V. Monitoring Services (Private Security)</i>	100%	2020	<i>Surveillance services</i>

Our value offer to customers

Our approach to customers focuses on providing connectivity solutions that simplify their lives and expand the possibilities of access to a quality digital connection. We pride ourselves on being a competitive company that not only provides exceptional service, but at the same time generates employment opportunities and promotes local economic growth.

To date, we have been resilient and responsive to changes in the industry's consumption patterns, adapting our commercial offerings to meet changing needs. At the same time, we have maintained an innovative mindset, establishing strategic alliances with leading streaming and digital consumption platforms to add even more value to the service proposition we offer.



Competitive Advantage

 <p>Solid experience in the sector</p>	<p><i>For more than a decade, we have excelled in providing world-class telecommunications services. The dedication and focus we have developed over time have allowed us to offer innovative and reliable solutions.</i></p>
 <p>Sector diversification</p>	<p><i>We offer a broad and diverse commercial offering that adapts to the needs of various sectors. Whether it is solutions for homes, businesses, educational institutions or specific industries, we have a complete and flexible portfolio.</i></p>
 <p>Speed of service provision</p>	<p><i>We have established efficient processes that allow us to provide immediate attention to our customers. Thanks to these procedures, we guarantee that the installation and start-up of the contracted services are carried out in record time, in less than 72 hours.</i></p>
 <p>Value-added alliances</p>	<p><i>In our constant search to provide the best entertainment experience, we have established strategic alliances with leading streaming platforms worldwide. Among them are recognized names such as Netflix, Amazon, and Stingray, just to mention a few.</i></p>
 <p>Innovation for a better customer experience</p>	<p><i>We seek to innovate and complement our services with advanced solutions. Since 2021, we have had the Total Play TV+ set-top box, which offers 4K content transmission, in addition to integrating the virtual assistant Alexa, providing a more immersive and personalized entertainment experience. We also have the Club Total Play Wi-Fi project, an exclusive service that provides customers with free and secure Internet access in public spaces.</i></p>
 <p>Personalized attention to complaints or suggestions</p>	<p><i>We have customer service channels specifically dedicated to the resolution of service failures and to deal with any case of non-conformity that may arise. We seek to provide fast, efficient, and personalized attention, guaranteeing the necessary attention at the right time.</i></p>

Commercial Offer

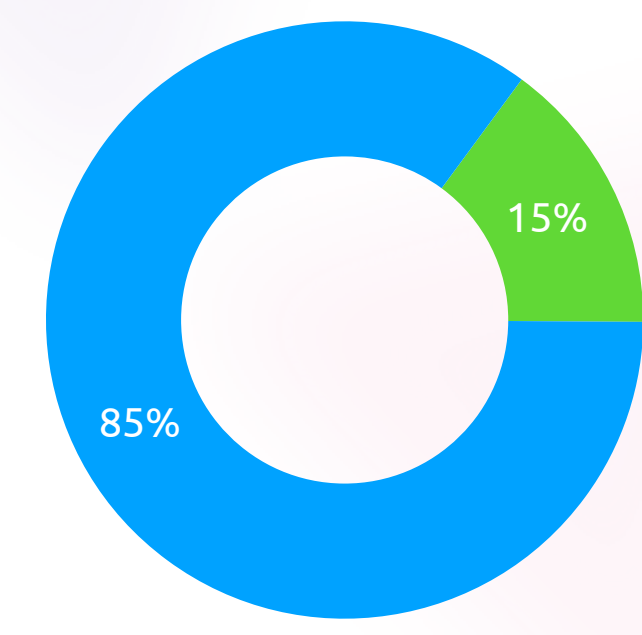
SASB: TC-TL-520a.2

We provide reliable and high-speed connectivity, ensuring seamless communication and access to various digital tools that improve the lives of customers.

Our service offering encompasses a wide variety of solutions designed to meet the diverse needs of two key sectors: residential and business.

Total Play Residencial

- **Internet**
 - Up to 1 Gbps
- **Entertainment**
 - Full HD, Anytime, 4K, TV, Alexa, Smart Home
- **App Movil**
- **New business**
 - Addressable TV, Analytics, Store, Delivieries, Wi Fi Club



Total Play Empresarial

- **Standard services and managed networks**
 - Internet, SME plans, voice services, solutions integrating different platform
- **Collaboration**
 - Distance learning, contact center, unified communications, unified communications, IP telephony, total cloud PBX, zoom
- **Cloud solutions**
- **Cibersecurity**

Total Play Residencial

The demand for efficient connectivity solutions in the home has increased significantly due to the diverse needs of every member of the family. In response to this increase, we have developed the most advanced fiber-optic network in the country and have become a leader in the implementation of this technology in Mexico and in the areas where we operate.

The following are the main services we offer through Total Play Residencial:

Internet

We provide competitive broadband speed, along with capture services for entertainment content platforms. Our high-speed connection ensures a smooth and uninterrupted experience when streaming online content, offering fast and reliable access to a wide variety of entertainment platforms.

We are the only provider that guarantees high quality connectivity through a 100% fiber optic network, supported by the most advanced GPON² access nodes available in the market.

To this end, we have strengthened our infrastructure in order to expand and improve the services we offer, which in turn enables us to reach a greater number of households.

	2021	2022
Kilometers of cabling	104,000	130,407
Access nodes	651	780
Base ratio	618	692

We have 4.3 million subscribers who rely on our infrastructure and services.

We have global traffic exchange agreements that provide reliable connectivity to support Total Play's network.

This network has been designed to provide IPV6 services, as well as exceptional quality and coverage to transmit content in 4K and 8K resolution. In this way, we ensure a superior connectivity experience for customers. With this infrastructure, we are prepared to meet current and future connectivity needs optimally and without interruption.

Currently, the internet we offer has the following competitive advantages:

- *Connectivity infrastructure with more than 700 Gbps³: The connection is capable of sending and receiving information at a high speed compared to other service providers.*
- *Internet Tier 1: Allows access to the Internet infrastructure without intermediaries, ensuring fast and stable connectivity by having direct connections with other providers of the same category at a global level.*
- *Interfaces up to 100 Gbps³: Devices can exchange information at high speed, enabling fast data transfer between users and the network.*
- *Uninterrupted traffic guarantee: Data transmission and connectivity are not interrupted, even in situations of high demand or possible network problems.*

²GPON: is the abbreviation for "Gigabit-capable Passive Optical Network". It is a fiber optic network technology standard used to provide high-speed broadband services, such as Internet access, television, and telephony, over fiber optic networks.

³Gbps: This is the abbreviation for "gigabits per second". A gigabit is a unit of data measurement that is equivalent to one billion bits.

Entertainment

In the field of entertainment, we are firmly positioned at the forefront through advanced set-top boxes that offer the following key features:

- Full HD transmission: They offer an exceptional visual experience through Full HD (high definition) transmission, which means that content is displayed in sharp, detailed resolution.
- Anytime: We stand out for providing an additional service called "Anytime" free of charge. This service allows users to rewind up to seven days of their favorite programming and record it to enjoy at a time of their choosing. The flexibility to view past content and the custom recording capability ensure that they never miss an exciting moment
- Alexa virtual assistant: This assistant offers a real-time interaction experience through smart speakers, allowing users to control their content and access a variety of entertainment features via voice commands.

Application content

Our interface is designed to integrate the main entertainment content applications, allowing users to easily access and manage all their subscriptions and services in one place. Applications such as: Netflix, Youtube, FOXplay, Prime Video, HBO Go, Google, among others.

The platform provides the convenience of integrated monthly billing, making it easy to track and control clients' entertainment expenses.

Mobile App

The Total Play app gives users the opportunity to experience a full range of services, including control of Club WiFi, TV+, making calls using the Softphone portability feature and home options. All of this is available in an accessible way on mobile devices, meaning that help and support is at their fingertips. In addition to these functions, the application makes it easy to make payments and set up direct debits. It also offers the possibility of quickly consulting account statements and accessing relevant service information.

Total Play Empresarial

The demand for solutions extends across various sectors, ranging from industries to hotels, retail, educational institutions, financial institutions, and public agencies, among others. In the business context, these solutions are primarily sought to optimize efficiency, productivity, and competitiveness. Our value proposition is based on our dedication to understand and meet the specific needs of each of these sectors, working closely with our clients to provide customized solutions that respond to their requirements, foster their success, and stimulate their growth.

The following are the main services offered by Total play Empresarial:

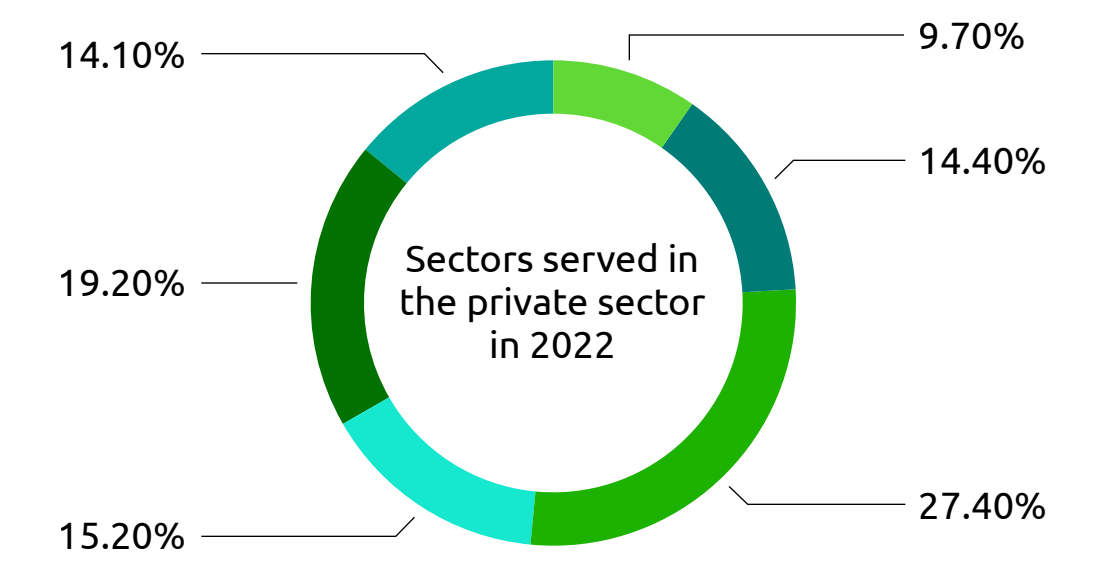
Standard service and managed networks

This portfolio of services encompasses both traditional standards and managed networks, offering comprehensive connectivity options. From Internet LAN⁴ to MPLS⁵ , providing a robust and secure connection that supports business operations.

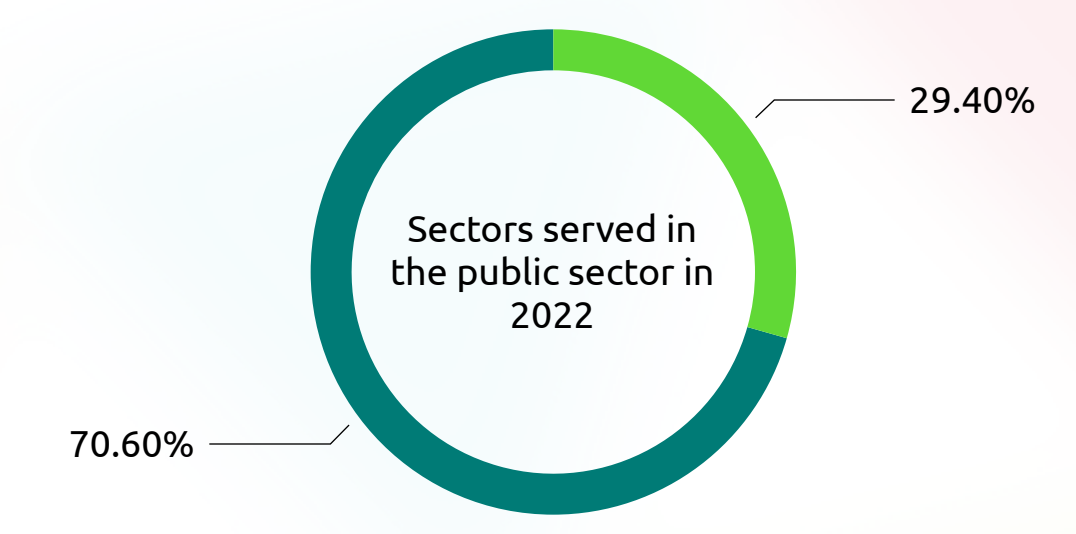
In addition, we have plans designed for Small and Medium Businesses, along with a variety of voice services that include analog lines, digital trunks, SIP⁶ trunks that allow voice transmission over Internet protocols, and Internet trunks, providing advanced communication solutions. We also offer integrated solutions that encompass different platforms to address the specific needs of each customer.

Cloud solutions

We offer companies the possibility of accessing secure, private, and highly efficient networks. This allows them to take full advantage of the cloud's potential, in order to boost their productivity and scalability. These services guarantee a protected and reliable online environment, where data and operations are safeguarded. By implementing these solutions, companies can focus on their goals and processes without worrying about infrastructure issues, thus gaining greater control over their digital environment.



- Education
- Industry
- Service and hospitality
- Financial
- Retail and transport
- TI and callcenter



- Federal Government
- State Government

⁴LAN: Local Area Network, es una red de computadoras y dispositivos electrónicos que se encuentran ubicados en un área geográfica limitada, como un edificio u oficina.

⁵MPLS: Multiprotocol Label Switching, es una técnica de conmutación de etiquetas que se utiliza en redes de comunicación para dirigir y priorizar el tráfico de datos de manera eficiente.

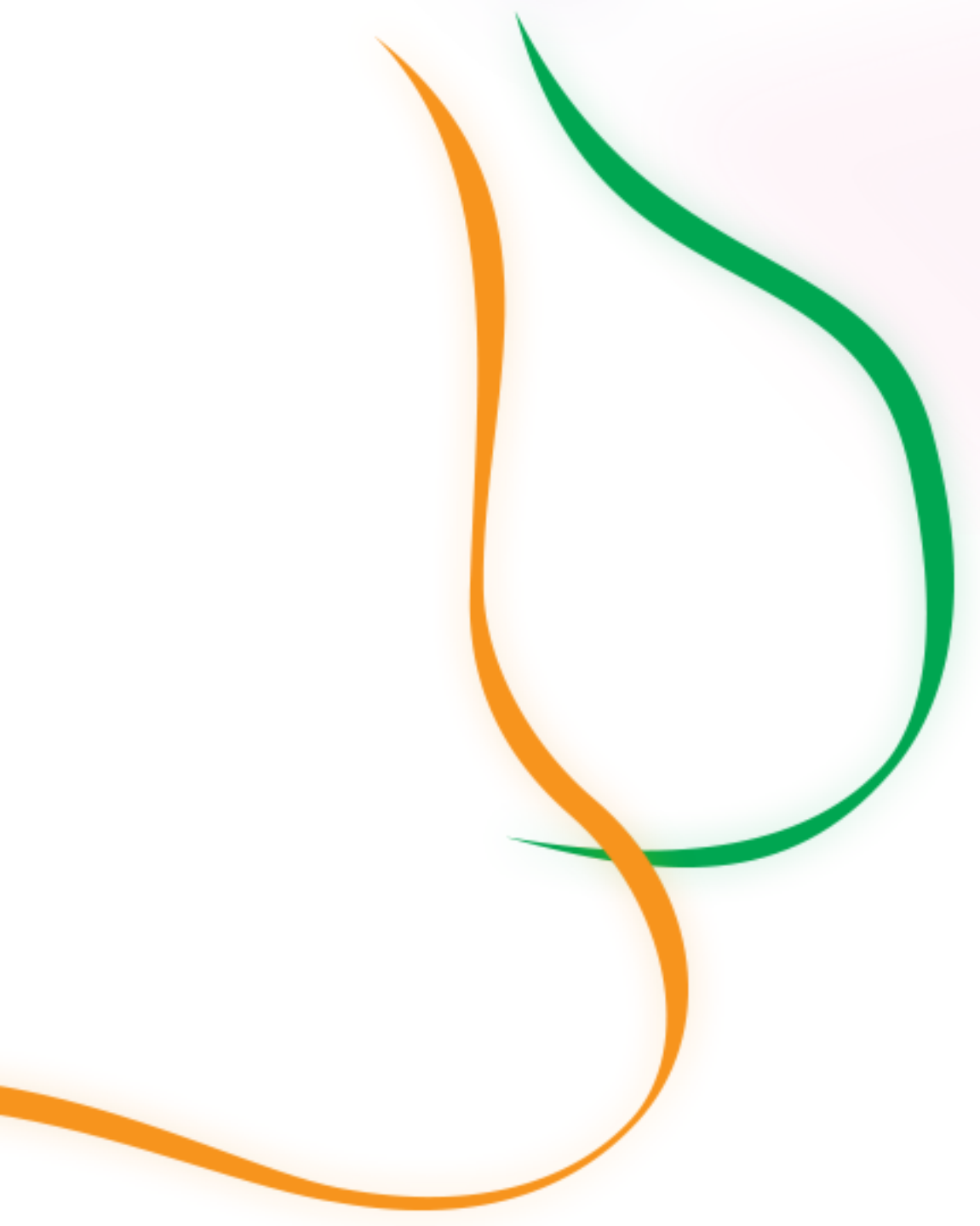
⁶SIP: Session Initiation Protocol, es un protocolo de señalización utilizado en las comunicaciones multimedia y en tiempo real.

Cybersecurity

This service represents a safeguard for companies, implemented through an advanced state-of-the-art firewall⁷ equipment . Its main function is to provide a robust barrier against computer attacks, thus constituting a vital line of defense to minimize the risks associated with cybersecurity. By employing this solution, the chances of suffering loss of sensitive information or falling victim to attempts to take control of the company's IT resources are greatly reduced.

Some of the connectivity packages by sector that we offer are:

⁷Firewall: An information technology security measure that acts as a barrier between a private network and external networks, such as the Internet.



Industrial sector	<ul style="list-style-type: none"> Personnel control and monitoring of entrances and exits in facilities. Internet connectivity for customers and business partners. Identification of customers through facial recognition to provide a more personalized service. Video security services to protect and safeguard the facilities.
Hotel sector	<ul style="list-style-type: none"> Unparalleled entertainment experience with the best HD TV content. Connection protection in critical scenarios with high traffic and influx of guests or visitors through Dedicated Internet. Wi-Fi and real-time customer interaction to enhance the user experience. Video security services to ensure the security of the facilities.
Trade sector	<ul style="list-style-type: none"> Optimization of distribution and inventory processes, with systematic product promotion. Fast, agile, and secure connection of branches or points of sale through FlexNet. Automation of customer processes through VPN (Virtual Private Network) service.
Education sector	<ul style="list-style-type: none"> We maintain connectivity between students, teachers, and campuses of private or public institutions with solutions designed to face critical scenarios of increased traffic. We implement educational programs that foster collaboration among the student community by providing access to and support for diverse educational content.
Financial sector	<ul style="list-style-type: none"> Connection protection in critical scenarios with higher user traffic. Proactive monitoring with the NOC Operations Center, guaranteeing high availability of services. Secure and reliable transport of data and voice via VPN.
Public sector	<ul style="list-style-type: none"> VPN that connects agencies and/or municipalities in an easy, agile and secure way, improving the exchange of information. Technology to optimize the operation of cities and improve the means of interaction offered to the population, achieving greater efficiency in their operation.

Business Segment

We offer products specially designed to support business consolidation through integral digitalization processes. We have a range of solutions that include: electronic invoices, cybersecurity tools, web page development and business administrators that facilitate sales and accounting control.

Symmetrical Internet	Electronic invoicing	Virtual protection	Collaboration package	Website + store
It allows downloading and uploading files, videos, and photos at the same speed, without losing any detail in activities with high internet demand such as videoconferencing.	Allows at any time and at any moment to issue, receive, cancel, validate, consult, and store receipts in accordance with SAT guidelines.	Provides technical, legal, and accounting support with unlimited access. Additionally, it allows linking up to 5 devices with a high-quality antivirus. We provide 100 GB of cloud storage.	It offers Microsoft 365 and Google Workspace.	Includes custom domain and 5 email accounts.

Presence

We have expanded, currently reaching 85 cities to serve residential customers and 173 cities to meet the needs of the business sector. Our guiding objective is to continue growing penetration.

In addition, we have a variety of service channels and points of contact to meet customer needs. These include:

- Customer service accounts in social networks.
- Telephone service available 24 hours a day, 365 days a year, at 800 510 0510.
- Possibility of registering recurring charges through a phone call to 55 4170 3285.
- Support available through WhatsApp.
- Web portal dedicated to customer service.
- Attention and support through the Total Play mobile application.

We are committed to offering a wide range of options so that customers can easily contact us and receive the necessary assistance at any time.

- Aguascalientes
- Baja California
- Chihuahua
- Ciudad de México
- Coahuila
- Colima
- Estado de México
- Guanajuato
- Guerrero
- Hidalgo
- Jalisco
- Michoacán
- Morelos
- Nayarit
- Nuevo León
- Puebla
- Querétaro
- Quintana Roo
- San Luis Potosí
- Sinaloa
- Sonora
- Tabasco
- Veracruz
- Yucatán



Context and strategy

In a constantly evolving context, the telecommunications industry is facing a series of changes that are redefining the sector's landscape, driven by technological advances, growing user demands and new regulations. This scenario requires companies in the sector to adapt and stay ahead of the curve to ensure their relevance and competitiveness.

Total Play has taken the initiative to anticipate these trends and has developed a strategic response in line with the market needs of the 7 priority themes. Based on the study "[Report on Expectations in the Telecommunications Services Market in Mexico, prepared by the General Coordination of Telecommunications Services in Mexico \(Coordinación General de Telecomunicaciones\)](#)," prepared by the General Coordination of Strategic Planning (CGPE), with the collaboration of experts and companies in the sector, Total Play seeks to obtain a clear understanding of emerging trends and growth opportunities. This report is based on information gathered during the Second Telecommunications Market Expectations Survey, conducted between February 21th and March 18th, 2022.

Industry trends and strategic response of Total Play

Priority issues	Reply
Fixed and mobile Internet coverage	We have a stable 100% fiber optic infrastructure network composed of nodes, which minimizes the risk of service interruption and guarantees coverage.
5G network deployment	We have 5G coverage in all services and packages, as well as in our latest launch of shared internet Club Total play WiFi.
Cloud Computing, Big Data, Artificial Intelligence, Machine Learning	We have LAN 2 Cloud as a direct and private connection service for the business segment, which guarantees stable and secure connections for customers.
Streaming services and content	We have several recognitions that support our network for streaming services.
Internet of Things (IoT)	We develop products for the Total Play Residencial and Total Play Empresarial that provide solutions through their interconnection.
Net neutrality	We remain aligned with the legislation and recommendations of the Federal Telecommunications Institute to avoid bad practices and guarantee quality accessibility in the packages and services we offer our customers.
Voice, messaging and data services	We have a Total play TV+ encoder, which incorporates for the first time the virtual assistant Alexa, which substantially improves the user experience.



Our Commitment: Delivering Inclusive Prosperity

Total Play's inclusive prosperity seeks to generate value and well-being for millions of families by promoting social and economic inclusion in harmony with environmental care. The approach is based on the creation of opportunities, where each individual has the possibility to actively participate in collective development.

This conviction drives the belief that a prosperous future is built together, protecting natural resources and ensuring a positive impact on society. At the business level, diversity and inclusion are valued and promoted in all aspects of the organization, from recruiting and developing talent to creating and delivering innovative solutions that meet the needs of our customers.

In addition, we work every day to build a sustainable and resilient value chain that fosters the growth, development and adaptability of the business. Breaking barriers and overcoming challenges is a priority in favor of a prosperous future for all the people and communities involved in this business environment.

The three strands of the inclusive prosperity vision are:

1. **Economic value:** Generated by innovating in the telecommunications market and offering world-class internet, restricted television and telephony services that strengthen the quality of life of millions of families and boost business productivity.
2. **Social value:** This is the commitment we have to establish enabling environments to enhance the capabilities of society and thus improve the conditions of the communities in which we operate. We promote digital inclusion and accessibility through our offer of services and products with high standards of quality and efficiency. We also support social causes that promote social welfare and development.
3. **Environmental value:** We seek to mitigate negative impacts on the environment in the value chain. We promote respect and care for the environment and natural resources in the company's activities and processes, and we transmit this culture to our employees, customers and suppliers. We continue to develop the route to identify and reduce our environmental impacts, which allows us to monitor and establish objectives with their prevention and correction goals.

Materiality

GRI 2-22, 3-1, 3-2, 3-3

We have updated the materiality study in order to identify the most relevant and significant issues for the organization. The results allow us to identify and analyze the most relevant issues for stakeholders and the telecommunications sector. Their identification and analysis are essential to guide the company's actions and decisions towards a more conscious and responsible approach, in line with stakeholder expectations and the commitment to generate a positive impact on both society and the environment.

Stakeholders analyzed

GRI: 2-29

<i>Group of interest</i>	<i>Definition</i>
<i>Industry and competition</i>	<i>S&P Sustainability Yearbook 2022 leading companies in the telecommunications sector and peers.</i>
<i>Regulators</i>	<i>Rules and regulations applicable to the telecommunications sector.</i>
<i>NGOs and initiatives</i>	<i>Initiatives and voluntary agreements developed by different organizations in the area of sustainability Initiatives applicable to the telecommunications sector in Mexico and internationally.</i>
<i>Suppliers</i>	<i>Companies with whom we exchange products and services.</i>
<i>Media and communications</i>	<i>Online news relevant to the sector. Represents the expectations and ESG trends of society at large.</i>
<i>Collaborators</i>	<i>All personnel working in the organization under a contract.</i>

Objectives of the materiality study.

The materiality study update was based on three main objectives for Total Play:

1. Establish **the critical** and priority **material ESG issues**.
2. Identify the **most relevant risks and opportunities** for Total Play and its stakeholders.
3. **Integrate the expectations and needs of** Total Play's **main stakeholders** as a starting point for the sustainability model.

Methodology

Relevance of ESG issues to stakeholders:

1. Selection of topics to be evaluated and development of their definitions.
2. Identification and definition of stakeholders
3. Analysis and integration of public information from stakeholders to understand their ESG priorities.

Relevance of ESG issues to Total Play:

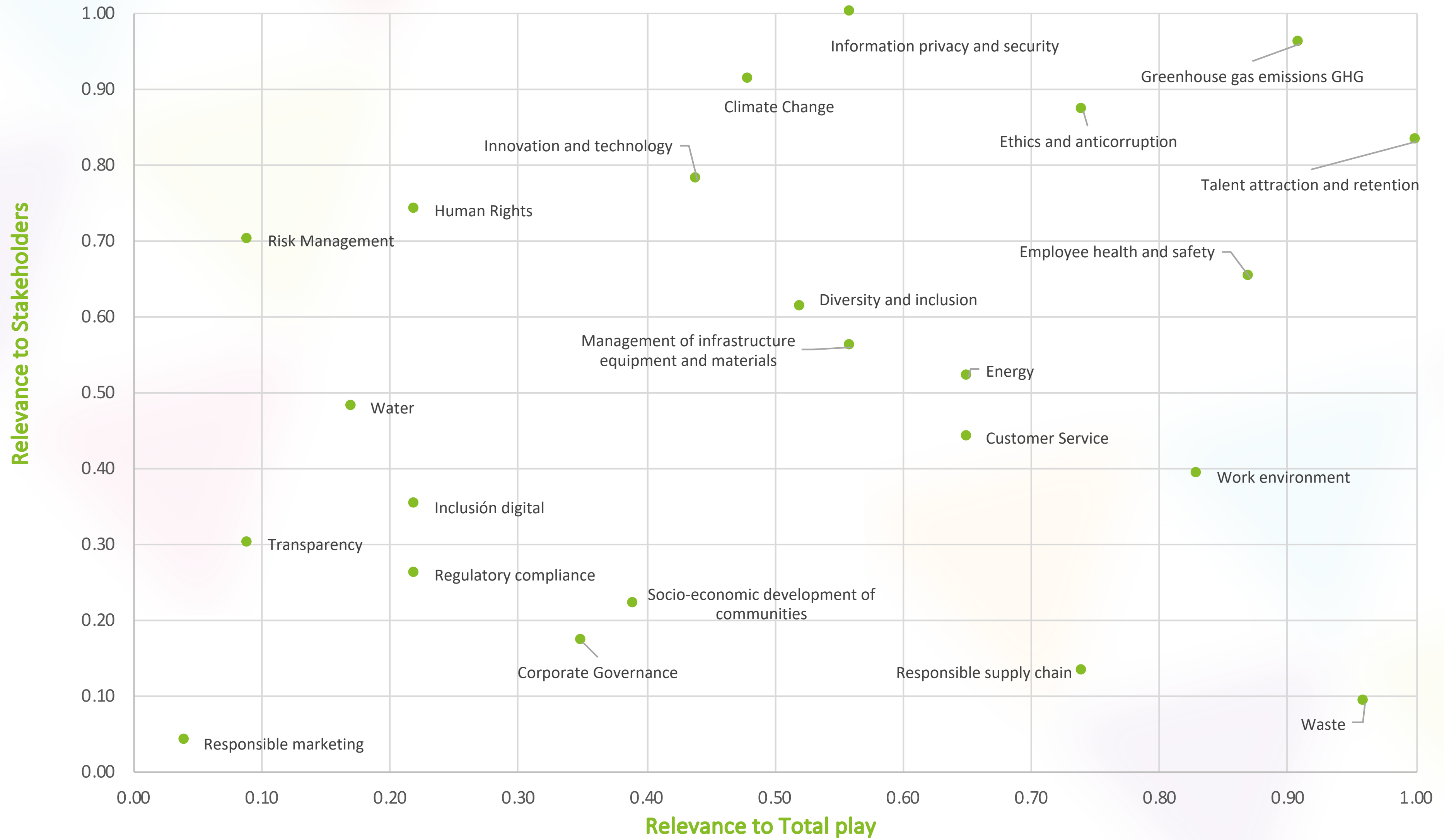
1. Analysis of Total Play's current ESG initiatives and programs.
2. Interviews with key executives.
3. Determination of current sustainability priorities for the organization.

Development of a materiality matrix

1. Relevance to stakeholders and to Total Play based on the issues assessed.
2. Elaboration of a materiality matrix.
3. Identification of the top 15 material issues.



Materiality Matrix



We have 15 material items under the following concepts:

Critical issues: These are issues that are significant for both stakeholders and Total Play. They serve as the basis for the sustainability model and determine the contents of this report.

Priority issues: These are the issues to which we will pay attention because they may become critical in the short term, as a result of a significant change in the context and/or in our operation.

Material subject	Definition	ESG aspect	Material subject	Definition	ESG aspect
Innovation and technology	<i>It involves the introduction of new ideas, services and practices that improve the way communication services are provided, while technology encompasses the tools, devices and systems that facilitate data transmission and processing, enabling more efficient and accessible connectivity for users.</i>	Transversal	Climate change	<i>It refers to the physical and transitional impacts, risks and opportunities presented by climate change and the transition to a low-carbon economy, as well as the adaptation and resilience measures adopted by companies. This topic also includes references to governance systems for managing climate-related risks and opportunities.</i>	Transversal
Waste	<i>Items or components that are discarded or generated as a result of the manufacture, operation, maintenance or decommissioning of telecommunications equipment, devices and networks.</i>	Environmental	Talent attraction and retention	<i>It refers to the processes and practices of attracting, recruiting and retaining employees through the creation of growth opportunities and career plans that foster their satisfaction and well-being. It also considers the management of the workforce so that it operates at the most productive levels, copes with organizational changes and adapts to new trends.</i>	Environmental
Information security and privacy	<i>These are critical aspects in the telecommunications sector, encompassing a set of measures and policies designed to protect the integrity, confidentiality and availability of the data and communications handled in communication networks and systems.</i>	Governance	Work environment	<i>It is the psychological and emotional environment experienced in the workplace. It is the employees' collective perception of working conditions, interpersonal relationships, organizational policies and practices, as well as the degree of satisfaction, motivation and well-being experienced in the work environment. Work climate can influence productivity, creativity, talent retention and employee engagement.</i>	Governance
Ethics and anti-corruption	<i>This refers to the promotion of internal processes to ensure ethical performance towards its stakeholders (employees, investors, authorities, customers, community, among others) through information and training.</i>	Transversal	Employee health and safety	<i>This refers to the protection and promotion of the physical, mental and emotional integrity of workers within a work environment. It is a fundamental aspect of corporate social responsibility that seeks to ensure safe and healthy working conditions to prevent accidents, occupational diseases and damage to the health of employees.</i>	Transversal
Responsible Supply Chain	<i>It refers to an integrated approach that seeks to maximize economic, social, and environmental value throughout the set of interrelated activities and processes that are carried out to bring a product or service from its origin to the final consumer. It involves considering not only the economic and efficiency aspects, but also the social and environmental impacts of business operations.</i>	Transversal	Energy	<i>It refers to fuel and electricity consumption and overall energy use by companies, as well as energy recycling, energy efficiency gains and general reduction measures.</i>	Transversal

Issues under surveillance: These are those issues of lesser significance at present and which do not require immediate action by Total Play, however, they should be kept under surveillance.

Material subject	Definition	ESG aspect
Diversity and inclusion	<i>Refers to the processes, practices and mechanisms implemented to support the active integration and fair treatment of all employees, with a focus on gender, age, cultural background, skills, race, religion, and sexual orientation. It considers equal opportunity provisions aimed at promoting the professional development of all employees and supporting a culture of acceptance.</i>	Transversal
Management of infrastructure equipment and materials	<i>Refers to the transition from a system of energy production and consumption predominantly based on fossil fuels to renewable and carbon-free energy sources, including the policies, objectives, accounting instruments and technologies that facilitate this transition.</i>	Environmental
Customer Service	<i>Refers to the strategies and processes aimed at meeting or exceeding customer expectations and requirements to create a positive customer experience and customer loyalty from the point of purchase onwards.</i>	Governance
Human Rights	<i>It refers to the fundamental rights and freedoms inherent to all human beings that enable them to live in dignity, freedom, equality, justice and peace, and the measures necessary to give effect to these rights.</i>	Transversal
Greenhouse Gas Emissions (GHGs)	<i>It refers to direct and indirect greenhouse gas (GHG) emissions and emission reduction targets aimed at limiting individual company contributions to global warming</i>	Environmental

These topics underwent internal executive validation in order to define their classification based on the needs and business model, taking into account industry expectations, employee priorities and relevant trends for the different stakeholders..

Integrating this matrix into our decision-making process allows us to better understand stakeholder priorities and concerns.



Importance by stakeholder

The following matrix shows the level of importance that each stakeholder group assigns to the critical, priority and watchdog topics

Material subject	Total Play	Stakeholders						
		Industry and competition	S&P Leaders	Suppliers	Media and communications	Regulators	Collaborators	Voluntary initiatives and NGOs
Innovation and technology	↑	↑	↑	↓	↑	↓	↑	→
Waste	↑	→	↓	↓	↓	↑	→	→
Information security and privacy	↑	↑	↑	↑	↑	↑	↑	→
Ethics and anti-corruption	↑	→	↓	↓	→	→	↑	→
Responsible Supply Chain	↑	↓	↓	↓	↓	↑	→	→
Climate change	→	↓	↓	→	↓	→	↑	↓
Talent attraction and retention	→	↑	↑	↑	↑	↑	↓	↓
Work environment	→	↓	→	→	↓	↑	↑	→
Employee health and safety	→	→	↑	↑	→	↓	↑	→
Energy	→	↑	↑	→	↑	↓	→	↑
Diversity and inclusion	↓	↑	→	↑	→	→	↓	→
Management of infrastructure equipment and materials	↓	↑	→	↓	↑	→	→	↑
Customer Service	↓	↓	→	↓	↑	→	↑	↓
Human Rights	↓	↑	→	→	→	↑	→	↑
Greenhouse Gas Emissions (GHGs)	↓	↑	↑	→	↑	↑	↓	↑

↑ High importance: it is a critical issue to manage.

When referring to high importance in the management of material issues, this indicates a critical level of relevance to the organization or stakeholders.

→ Medium importance: it is a priority issue.

When an issue is considered to be of medium importance, it is indicating that the issue has a considerable level of relevance, but is not as critical as issues of high importance.

↓ Low importance: this is an issue to keep an eye on.

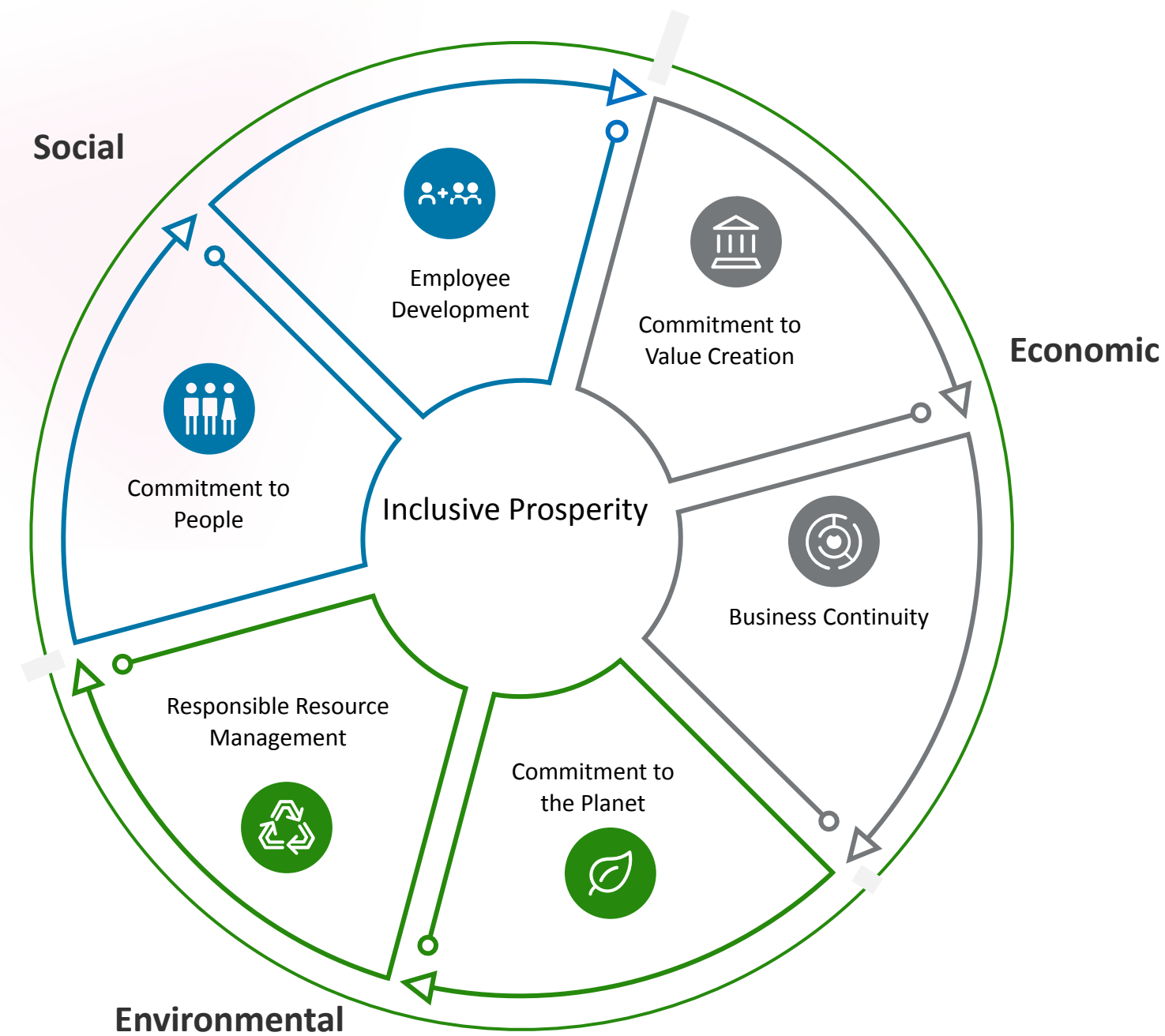
When an issue is categorized as low importance, it indicates that the issue has a lower level of relevance compared to other issues. These issues do not have an immediate or critical impact on the main objectives and, therefore, can be kept in a state of vigilance.

Sustainability Model

Derived from the results of the materiality study, we have updated the sustainability model with the firm purpose of establishing a clear and solid direction, prioritizing the identification of risks and opportunities related to ESG issues.

This update represents a significant step towards a responsible approach to the company's future actions, where we seek to generate a positive and lasting impact on both the internal community and society. Through this model, we aspire to drive the creation of inclusive prosperity in order to be leaders on the road to sustainable development in Mexico.

This update is developed through the strategic pillars: Social Value, Economic Value and Environmental Value.



Based on the strategic pillars, the following lines of action (commitments) are defined:

Our **commitment to the planet** is based on the responsible use of natural resources because we know the importance of preserving and protecting the environment for present and future generations. We strive to minimize our environmental impact through sustainable practices in all our operations. From waste reduction to increased energy efficiency through the implementation of measures that promote resource conservation and climate change mitigation.

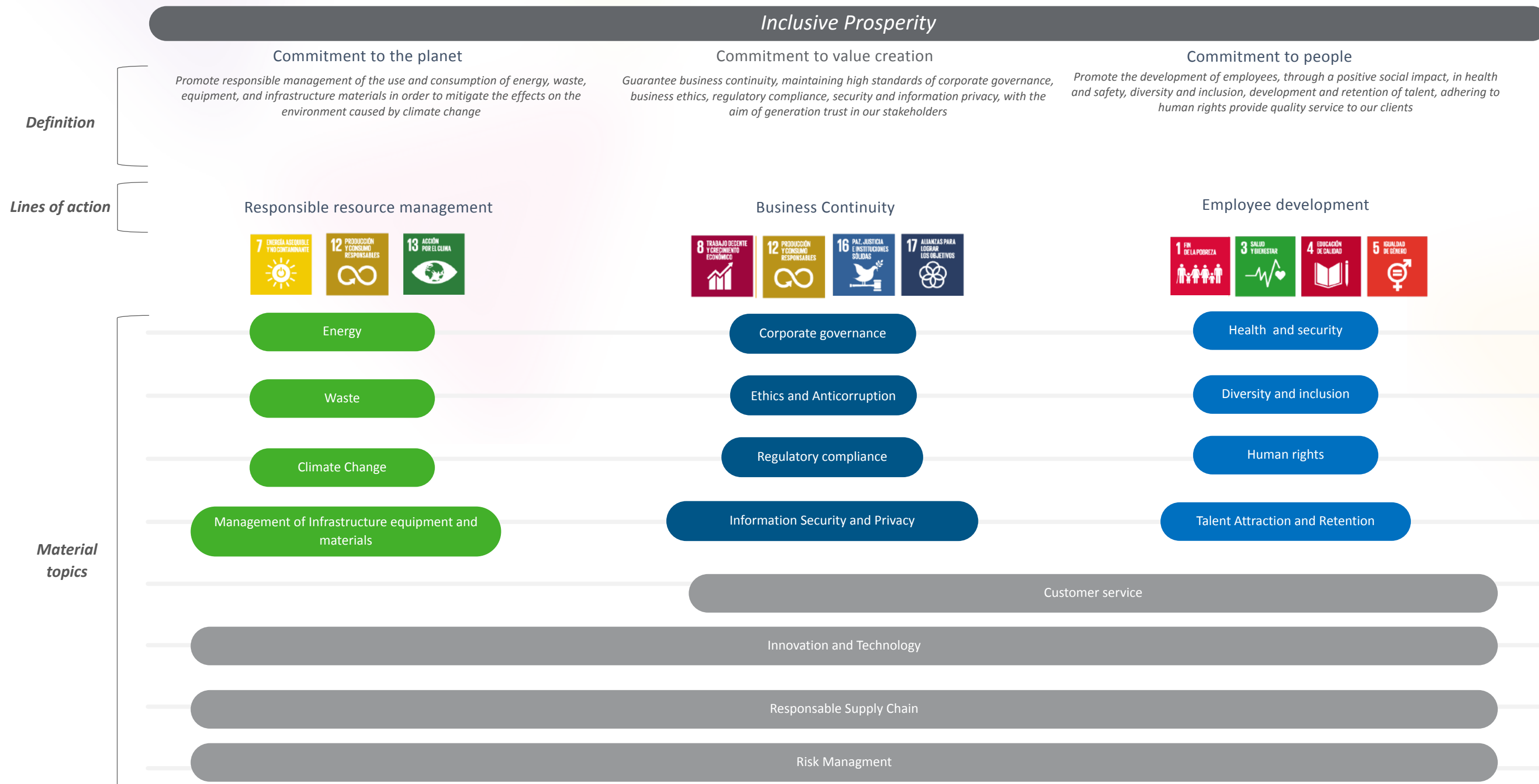
Our **commitment to people** is based on the **development of communities and collaborators** because we know that the company's success is linked to the well-being and growth of the people who are part of it and the communities in which we operate. In addition, we seek to be agents of change and have a positive impact on the communities through projects that promote education, health, access to basic services and improved quality of life.

Our **commitment to value creation** is based on **business continuity**, and we know that integrity is fundamental to maintaining the trust of our customers, employees, and business partners. We seek to implement and maintain high ethical standards in all operations to ensure that processes and practices comply with applicable laws and regulations. We implement internal control measures and training programs to promote an organizational culture based on honesty, transparency, and effective accountability.

Relationship of the Sustainability Model and Materiality

To ensure that all actions are aligned with the Sustainability Model and contribute to the objectives identified, we have carried out a linkage analysis of the strategic pillars (Social Value, Economic Value and Environmental Value), with the following [Sustainable Development Goals \(SDGs\) of the 2030 Agenda of United Nations, in synergy with the material issues](#) in synergy with the material issues.

By aligning the company's strategic pillars with the SDGs and material issues, we are confident that we will build a responsible and sustainable path for the development of the company, our stakeholders, and the communities where we operate.



Contribution to the Global Compact and the Sustainable Development Goals

The Global Compact is a United Nations initiative launched in 2000. It is a network that unites companies and organizations around the world in the quest to promote sustainable and socially responsible development. Its main objective is to promote and mobilize sustainability in companies, in order to contribute to a more equitable and prosperous future for present and future generations.

In 2018 we adhered to the Global Compact, so we assumed the responsibility of aligning business actions with its Ten Principles divided into four axes: human rights, environment, labor and anti-corruption.

In 2019, we took an important step toward the fulfillment of this project by issuing the [Declaration of Commitment](#) in which we stated the way in which Total Play and the companies that belong to Grupo Salinas will actively contribute to building a fairer and more sustainable world.

Human Rights

GRI: 410-1

In line with our corporate values of respect, integrity, service, and excellence, we support the equality of all individuals and affirm that every person is equal and that their rights must be respected.

At Total Play, respect for human rights is fundamental to establishing and maintaining trust with our customers, employees, and other stakeholders.

We align all operations with recognized human rights frameworks and standards such as the United Nations Guiding Principles on Business and Human Rights, the United Nations Universal Declaration of Human Rights, the United Nations Global Compact Principles and the Organisation for Economic Co-operation and Development (OECD) Guidelines for Multinational Enterprises.

We base such culture, programs and actions for the respect and protection of human rights on the following foundations:

1. *Promote and instill a culture of awareness and respect for human rights among stakeholders.*
2. *To have the appropriate anonymous communication channels in order to be able to attend, with due protocol, to all requests and complaints associated with the subject.*
3. *Assess the risks of our operations and establish due diligence processes.*
4. *Report progress and goals related to human rights in a transparent manner to all levels of the organization.*
5. *Make all employees, including security personnel, aware of the policies and procedures in accordance with human rights.*

We are committed to avoiding any practice that encourages or tolerates discrimination of any kind. We categorically reject child labor, forced labor, human trafficking, sexual exploitation, and workplace harassment in all its forms, any attitude motivated by prejudice based on race, religion, ethnic origin, gender, age, socioeconomic status, marital status, sexual preference, political or nationality inclinations, health, physical disability, or any other form of discrimination.

These are unacceptable behaviors, and, in the company, we work to prevent and report them in case they occur. We also actively support the eradication of violence against women by promoting a safe and respectful work environment.

In our firm commitment to corporate social responsibility, we prioritize the protection of the health and safety of all people involved in our operations. We strive to implement preventive and occupational risk control measures, ensuring a safe and healthy work environment for each of our employees.

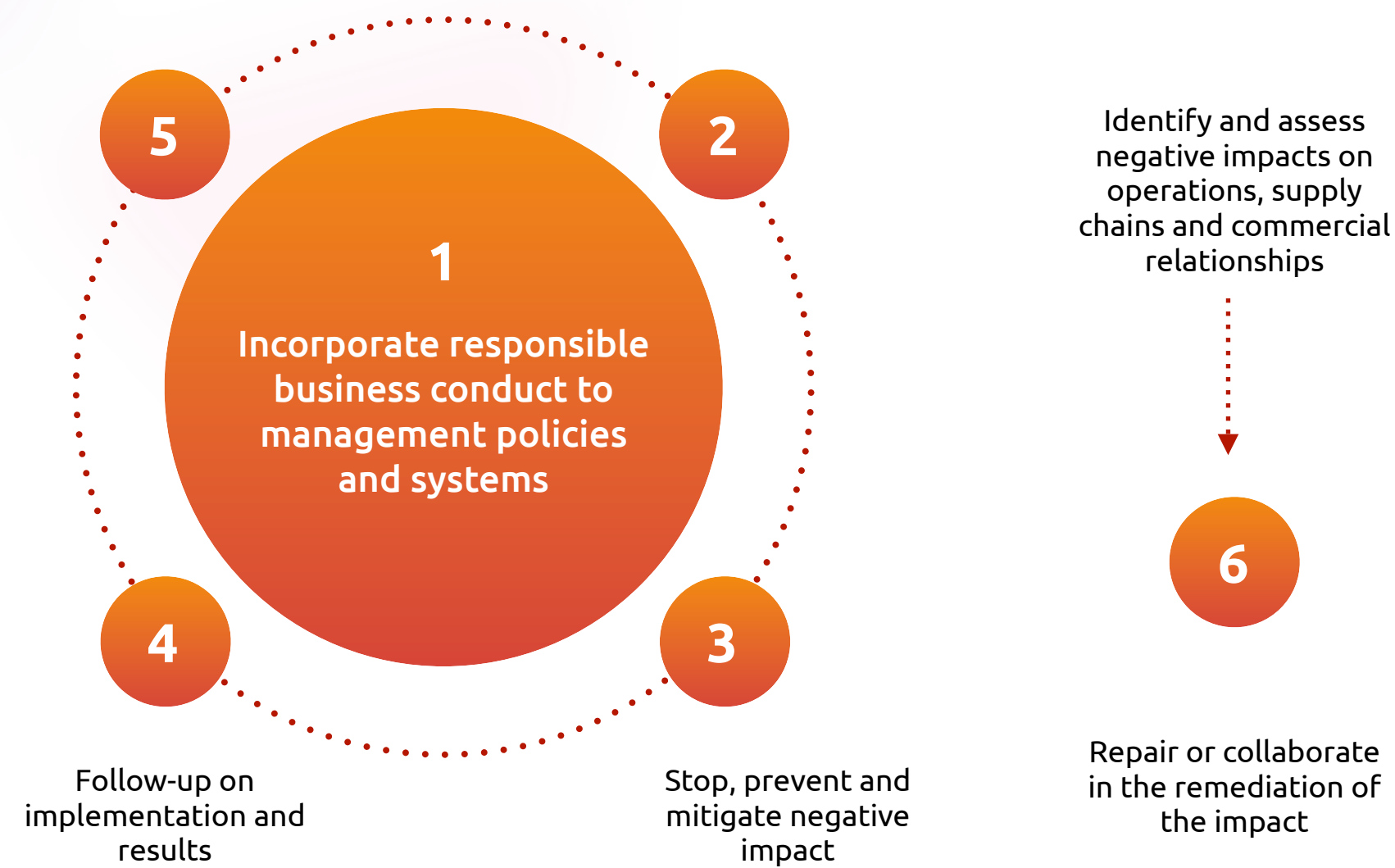
To further strengthen the human rights approach, we are guided by the Grupo Salinas Human Rights Policy. [Human Rights Policy of Grupo Salinas](#) and the [Ethics, Integrity and Compliance Program](#). These documents establish principles and guidelines that guide our actions and decisions, with the objective of respecting, protecting, guaranteeing, and promoting the human rights of all stakeholders.

Human Rights Due Diligence Process ⁸

GRI: 2-23, 406-1

At Total play, we firmly believe in the importance of acting responsibly and respecting human rights in all our operations and business activities. That is why we have integrated Human Rights Due Diligence as a fundamental pillar of our business strategy.

In this report we present our progress in identifying risks associated with human rights, as well as the response measures, policies and other instruments we have put in place to address any negative impacts that may arise.



⁸For more information on the different tools that support the due diligence process click [here](#).

Step 1. Incorporate responsible business conduct into management policies and systems.

To ensure responsible business conduct, we strictly adhere to the Human Rights Policy, which commits us to carry out training and education for the team, establish effective communication and whistleblowing channels, and thoroughly assess the potential risks associated with the different activities and relationships with different stakeholders. In addition, we have developed our own Ethics, Integrity, and Compliance Program, which covers a wide range of topics, including an internal Code of Ethics, and another specifically designed for suppliers and contractors.

Step 2. Identify and assess negative impacts on operations, supply chains, and business relationships.

To ensure corporate integrity and responsibility, we rely on the Ethics, Integrity and Compliance Program (PEIC), which consists of four phases to identify ethical and human rights risks. We have an "Honestel" whistleblower hotline for confidential reports. We also evaluate and advise suppliers through the Purchasing Center and the Supplier Circle to mitigate risks in the supply chain. In addition, we implemented the Third-Party Relationship Policy and the Third Party Anti-Corruption Policy, strengthening transparency and diligence in the different interactions with suppliers and contractors. These measures consolidate an ethical culture and respect for human rights in all activities and business relationships.

Step 3. Stop, prevent and/or mitigate negative impacts.

As part of the strategy to stop, prevent and/or mitigate negative impacts, we conduct constant training related to the Code of Ethics, as well as anti-corruption and human rights issues. These trainings are in line with our Ethics, Integrity and Compliance Program (PEIC) mitigation process, and aim to promote an organizational culture based on integrity and respect. Through continuous training, we seek to strengthen the awareness and commitment of our employees to ensure compliance with the highest ethical standards.

Step 4. Follow up on the implementation of the results.

To ensure effective monitoring of the implementation of results and ethical compliance in our organization, we have designated the Integrity Committee and the Group Compliance Department as the main responsible parties. These bodies are responsible for monitoring and following up on any ethical misconduct that may arise, as well as its possible consequences and the responsible parties involved. Through this approach of vigilance and accountability, we seek to maintain integrity and transparency in all operations, ensuring that ethical principles are respected and that the necessary measures are taken in the event of non-compliance.

Step 5. Reporting on how impacts are addressed.

As part of our commitment to transparency and accountability, for the second consecutive year, we have made public our main ethical and human rights impacts through this sustainability report. In this document, we seek to report in detail on how we have addressed these impacts, as well as key results and areas of opportunity. In addition, the Integrity Committee presents an annual progress report to the Board of Directors to ensure effective implementation of ethical measures and accountability. With these disclosure and communication practices, we develop strategic resilience and through a process of continuous improvement we develop responsible management of our impacts on society and the environment in which we operate.

Step 6. Assist in impact remediation where appropriate.

To assist in remediating impacts where appropriate, we have established effective reporting channels that allow us to identify and follow up on cases that affect the dignity of each individual and stakeholder with whom we engage. Through these reporting mechanisms, we are committed to addressing in a timely and fair manner any situation that may have caused a negative impact.



▶ Commitment to Value Creation

Value creation is the central pillar that drives the continuity and success of the business. For this, it is necessary to have solid principles of ethics, integrity and transparency that are the driving force in the operation of the company, as well as a risk management system that allows to foresee and counteract the challenges that the company may face.

Relevant Figures

- 44%** of the Board members are independent.
- 13** policies that promote ethics and anti-corruption in all operations.
- 2,605** complaints received through Honestel, 5.8% less than in the previous year.
- 3** lines of defense for the management of business-related risks
- 10,017,509** cumulative downloads of the application Total Play





Corporate Governance

At Total Play, we have a corporate governance structure that guarantees transparency in accountability and responsible decision-making. This structure is comprised of a Shareholders' Meeting, a Board of Directors and an Audit and Corporate Practices Committee, thus complying with the guidelines of a corporation in accordance with current applicable legislation.

Through Total Play's corporate governance, we are aligned with applicable regulations and standards, and are able to set and achieve strategic objectives to generate economic, social and environmental value for our stakeholders. The structure is in line with the vision of inclusive prosperity and allows us to operate in an ethical and responsible manner, effectively managing the risks associated with our activities.

General Shareholders' Meeting

Total Play's General Shareholders' Meeting is responsible for safeguarding shareholders' interests, appointing and/or replacing members of the Board of Directors and Committees, overseeing financial matters, and making observations or suggestions. Ordinary meetings of the Assembly are held once a year.

Board of Directors

GRI: 2-9, 2-10, 2-11, 2-12, 2-13 2-15, 2-18,2-19, 2-20

The Board of Directors oversees and defines the business strategy. In terms of the selection process for Board members, the members of the Shareholders' Meeting are responsible for evaluating the experience and background of each candidate, considering the skills that contribute to the growth of the company and always guaranteeing equal opportunities and non-discrimination. Board members are appointed for one-year terms, with the possibility of being reelected, and the Board meets at least once every three months.

The Board of Directors is currently comprised of nine Directors, 44% of whom must be independent⁹. Directors are selected based on their professional background and expertise. We evaluate their experience, skills and professional recognition to ensure that they can fulfill their responsibilities impartially and without conflicts of interest.

We seek to strengthen the principles of diversity, which is why we have a woman as a proprietary Board Member.

The term of office of the members of the Board of Directors is one year and they may be reelected; however, they will fulfill their responsibilities until the persons appointed to replace them formally assume their functions.

⁹In accordance with the Securities Market Law, it establishes 25% of independent members with respect to the total number of directors.



Main functions of the Board of Directors

The Board of Directors is responsible for legally representing the company and has the following powers to carry out its corporate purpose:

- Handle legal matters and collections.
- To perform acts of administration.
- Execute acts of ownership.
- Issue, underwrite, guarantee, and negotiate various types of debt instruments.
- Opening and closing bank accounts.
- To call ordinary, extraordinary, or special shareholders' meetings.
- Establish internal work regulations.
- Appoint and remove the external auditors.
- Create branches and agencies.

Members of the Board of Directors

Name	Position	Seniority
<i>Ricardo B. Salinas Pliego</i>	<i>President; Equity-holding Director</i>	<i>2003</i>
<i>María Laura Medina de Salinas</i>	<i>Proprietary Director</i>	<i>2020</i>
<i>Pedro Padilla Longoria</i>	<i>Proprietary Director</i>	<i>2003</i>
<i>Jorge Mendoza Garza</i>	<i>Proprietary Director</i>	<i>2010</i>
<i>Benjamín F. Salinas Sada</i>	<i>Proprietary Director</i>	<i>2010</i>
<i>Sergio M. Gutiérrez Mugerza</i>	<i>Independent Director</i>	<i>2020</i>
<i>Gonzalo Brockmann García</i>	<i>Independent Director</i>	<i>2020</i>
<i>Héctor M. Gómez Velasco y Sanromán</i>	<i>Independent Director</i>	<i>2020</i>
<i>Ricardo H. Phillips Greene</i>	<i>Independent Director</i>	<i>2022</i>

Currently, 44% of the Board Members are independent



Evaluation of the Board

To evaluate the performance of the directors, we conduct a self-evaluation led by the Chairman of the Audit and Corporate Practices Committees, in collaboration with the Shareholders' Meeting, where the Chairman of these Committees presents a report detailing the activities and operations to the Shareholders' Meeting.

Audit and Corporate Practices Committee

In 2021, the Board of Directors approved the creation of the Audit and Corporate Practices Committee, which is an essential body to ensure transparency, accountability, and responsible management of the organization's operations.

This committee must be composed of at least four members appointed by the Board of Directors and most of the members of the Committee must be Independent Directors. The Committee's responsibilities are to assist the Board of Directors with respect to:

1. Supervision of transactions with related parties.
2. Review the annual internal audit program and review the results of the audits performed.
3. Support to the Board of Directors in the analysis of risks in operations with related parties and those that may represent a conflict of interest.
4. Proposed compensation scheme for directors and executive officers, as well as performance criteria.
5. Preparation of an annual report on the most significant related party transactions.

Members	
Name	Seniority
<i>Sergio Manuel Gutiérrez Mugerza</i>	2020
<i>Gonzalo Brockman Garcia</i>	2020
<i>Héctor Marcelino Gómez Velasco y Sanromán</i>	2020
<i>Ricardo Howard Philips</i>	2022

Management Team

The management team is comprised of leaders specialized in their respective areas. Each is nominated, voted on and appointed by the Board of Directors. These leaders develop internal strategies to achieve the goals established annually at Total Play. Their dedication and expertise play a key role in achieving successful business objectives.

Composition of the management team

Name	Position
<i>Eduardo Kuri Romo</i>	<i>Chief Executive Officer</i>
<i>José Luis Rodríguez</i>	<i>Chief Technology Officer</i>
<i>Alejandro E. Rodríguez Sánchez</i>	<i>Director of Finance and Administration</i>
<i>Eduardo Ruiz Vega</i>	<i>General Counsel</i>
<i>Humberto Elenes Vega</i>	<i>Chief Operating Officer</i>
<i>Héctor Nava Cortinas</i>	<i>General Manager of Total play Empresarial</i>
<i>Víctor Teuhtli Estrada Pérez de Lara</i>	<i>Product Manager</i>
<i>Rodrigo Fernández Capdevielle</i>	<i>Director of New Business Development</i>
<i>Aurelio Saynes Santillán</i>	<i>Systems Director</i>
<i>Luis Octavio Sánchez Silva</i>	<i>Human Capital Director</i>
<i>Jose Ramón Fernández Loperena</i>	<i>Director of Total Play Residential</i>



Remuneration to Board Members and Management Team

The compensation of the members of the Board and Management Team is determined by the Audit and Corporate Practices Committee, considering both fixed and variable components. These components are based on performance, results, and achievement of objectives.

The management team receives compensation consisting of base salaries and performance bonuses. The value of these bonuses and the rules governing them vary from business unit to business unit and from individual to individual.

It is important to note that Total Play does not currently offer pension, retirement or other similar arrangements that allow executives or employees to participate in the company's capital stock.

Ethics and Anti-Corruption

Corporate transparency is an important value to be aligned with ethical and anti-corruption fundamentals. Through ethical principles, we guide our actions and decisions in all operations, while fighting corruption is the key to preserving integrity and building trust among stakeholders.

Culture of Ethics and Integrity

GRI: 2-23, 2-24, 2-27, 205-1, 205-2, 206-1

At Total Play, we take an approach to fostering a strong culture of ethics and integrity. As part of our commitment to the six fundamental pillars of integrity, legality, honesty, transparency, commitment, and accountability, we have developed various tools and strategies that enable us to achieve our objectives.

Ethics, Integrity and Compliance Program (PEIC)

The [PEIC](#) Total Play's PEIC aims to detect, prevent and address any risk of corruption within the company. The PEIC is aligned with the commitment "Zero Tolerance to Bribery and Corruption", and includes the guidelines and lines of action defined within the policies of Human Rights, Anti-Corruption and Integrity, Prevention of Internal Fraud, Free Competition and Protection of Personal Data, Relations with Third Parties and Due Diligence, and Conflict of Interest, which serve to strengthen the implementation of the six fundamental pillars of the program:

1. Integrity
2. Legality
3. Honesty
4. Transparency
5. Commitment
6. Responsibility

This program guarantees effective self-regulation and complies with applicable laws and the most rigorous international standards established by recognized organizations such as the United Nations (UN), the U.S. Department of Justice, the Organization for Economic Cooperation and Development (OECD) and Transparency International, among others.

Through PEIC, we seek to maintain a transparent, responsible, and exemplary corporate culture that promotes legality, honesty, integrity, accountability and transparency in all our actions and decisions.





Ethical Business Conduct and Zero Tolerance for Bribery and Corruption

The Corporate Commitment to "Ethical Business Conduct and Zero Tolerance to Bribery and Corruption" reinforces the implementation of the PEIC principles and the general bases and policies of Mexico's National Anticorruption System. Our determination is to decisively combat bribery and corruption in all its manifestations, ensuring accountability and transparency.

Code of Ethics and Conduct

Total Play's Code of Ethics and Conduct seeks to promote honesty, legality, integrity and ethical behavior in all business activities and operations. It aims to prevent and avoid misconduct or acts of corruption that may affect the business or its reputation. This framework establishes guidelines on how we should act and lists prohibited conduct, aligning with Total Play's mission, vision, values, commitments, and principles.

Policies

We have several policies that help us to achieve business ethics:

- [Anti-Corruption and Integrity Policy](#): Establishes the absolute prohibition of acts of corruption and promotes ethical business practices at all levels of the organization.
- [Legality and Human Rights Policy](#): Guarantees respect for and compliance with all laws and human rights in all activities and business relationships.
- [Control, Audit and Evaluation Policy](#): Establishes procedures for performing internal controls, audits and periodic evaluations to ensure compliance with policies and detect possible irregularities.

- [PEIC Training and Education Policy](#): Promotes the training and education of employees so that they understand and correctly apply the Ethics, Integrity and Compliance Program.
- [Integrity in Human Resources Hiring](#): Guarantees a transparent and merit-based hiring process, avoiding any form of discrimination or favoritism.
- [Transparency, Socialization and Communication Policy](#): Promotes a culture of open and transparent communication, where employees can report concerns and receive information about the PEIC.
- [Donations, Contributions and Sponsorships Policy](#): Establishes clear guidelines and criteria for donations and contributions, ensuring that they are legal and ethical.
- [Internal Fraud Prevention Policy](#): Establishes measures to prevent, detect and address any form of fraud carried out by internal collaborators.
- [Money Laundering Prevention Policy](#): Implements controls and procedures to prevent and detect money laundering and terrorist financing.
- [Personal Data Protection Policy](#): Guarantees the protection and adequate treatment of the personal data of customers and collaborators.
- [Antitrust Policy](#): Ensures that our business practices comply with antitrust laws to avoid anti-competitive practices.
- [Third Party Relationship and Due Diligence Policy](#): Establishes processes for selecting and evaluating business partners, ensuring that they meet the same ethical standards.
- [Anti-Corruption Policy for Third Parties](#): This policy establishes clear expectations regarding integrity and the rejection of corruption in the business relationship we maintain with suppliers, contractors and other third parties.
- [Compliance Bodies](#)

We have permanent control bodies dedicated to ensuring strict compliance with all applicable legal provisions. These bodies work tirelessly to monitor and ensure that internal crime prevention policies are effective and properly implemented.



Anticorruption

GRI 205-1, 205-2

Related risks

At Total Play we carry out an anti-corruption risk analysis developed through four phases:

1. **First Phase.-** Risk identification based on the company's external and internal environment, considering elements such as geographical factors, the sector and industry in which the company operates, as well as its internal operations.
2. **Second Phase.-** Risk analysis and evaluation by assessing each risk in relation to its probability and impact, in order to determine its importance
3. **Third Phase.-** Control mechanisms include the design and implementation of actions and measures to prevent and mitigate risks identified after their detection.
4. **Fourth Phase.-** Follow-up on each of the controls implemented to modify or update those that are inefficient.



Corruption risks

Proper management of corruption-related risks is essential for the development, permanence, and reputation of the business. To manage them, the first step is to identify the risks we face, once identified we proceed to analyze and evaluate these risks considering the probability of occurrence and their impact, in order to make essential decisions to prevent, manage and mitigate them effectively.

The identification of these risks does not imply that acts of corruption are currently occurring in the company. Rather, it reflects the possibility that, due to external or internal factors, they may manifest themselves at some point.

As a result of the identification, analysis and evaluation of corruption risks, we have detected the following risks under different schemes:

Risk	Possible schemes
<i>Bribery, Bribery, and Influence peddling</i>	12
<i>Bribery of foreign public servants</i>	1
<i>Unlawful participation in administrative proceedings</i>	1
<i>Use of false information in administrative proceedings</i>	2
<i>Collusion</i>	2
<i>Misuse of public resources</i>	1
<i>Improper hiring of former public officials</i>	1
<i>Internal fraud</i>	1
<i>Acting on behalf of, in representation of or for the benefit of the company.</i>	2

At Total Play we have established a series of comprehensive tools and measures for the mitigation of identified risks. This includes implementing robust internal controls, appointing specialized personnel to monitor these issues, and conducting regular training.

Main ethics and anti-corruption goals achieved in 2022

- The first steps have been taken in the design and implementation phase of the PEIC.
- We developed the Code of Ethics and Conduct, establishing the fundamental guidelines for ethical behavior.
- We created the PEIC Policies, which establish the concrete guidelines that will govern integrity practices.
- We completed the Corruption Risk Assessment, enabling a thorough understanding of potential risks and vulnerabilities.
- We built the Integrity Committee, reinforcing the structure to oversee and guide ethical initiatives.
- We appointed the Compliance Director, who will be responsible for leading and supervising the effective execution of the PEIC

Media and whistleblower system

GRI: 2-16, 2-25, 2-26, 2-29, 205-3

We have Honestel, our main means of confidential reporting through which employees can freely express themselves and report situations that affect their work performance and physical and/or emotional integrity.

Complaints may refer to the Code of Ethics, principles, policies, and procedures, as well as applicable law.

The purpose of this means of reporting is to ensure the protection and confidentiality of the complainants, and even in necessary cases, anonymity. At Total Play, we do not tolerate any form of retaliation, intimidation, pressure, or retaliation against those who report in good faith or who cooperate with investigations. Any retaliation is a serious violation of the principles of ethics and integrity at Total Play.

All complaints are monitored, investigated, and resolved in an impartial manner. The resolution of each complaint contains detailed and verifiable information to ensure that all relevant elements are investigated, and the necessary disciplinary procedures are applied.

Subjects reported	2021	2022
<i>Sexual harassment</i>	16	12
<i>Dishonesty</i>	208	217
<i>Theft</i>	9	10
<i>Conflict of interest</i>	163	179
<i>Abuse of power</i>	522	839
<i>Work environment</i>	769	196
<i>Non-compliance with standards</i>	458	300
<i>Other topics</i>	618	852
Total complaints received	2,763	2,605

During 2022, we received 2,605 complaints through Honestel, which demonstrates the importance and trust that employees place in our ability to address and resolve any situation that could affect the reputation and integrity of the business.

Contacts: www.honestel.com.mx and/or

contactanos@honestel.com.mx

Media and communications

We have two internal communication media that promote a more open, participative and collaborative work environment. These media are Cuéntanos and Ideas, which have a common objective: to facilitate communication and interaction among the organization's employees. Cuéntanos stands out for being an anonymous communication channel that encourages employees to express their comments, concerns and personal or work-related doubts. The main purpose of this channel is to provide attention, guidance, support and follow-up to employees, ensuring that they feel listened to and valued in their work space.

On the other hand, Ideas provides a space where employees can share their proposals, projects and improvements related to any aspect of the organization. This medium promotes creativity and employee participation, which helps to positively transform work and improve the work environment

Ethics and anti-corruption objectives

Among the main objectives we seek to achieve by 2023 are the following:

- Integration of an Integrity Committee.
- Preparation of an Organization and Procedures Manual with a description of hierarchies and roles.
- Creation of a Code of Ethics and Conduct training course for all levels of the company.
- Design and implementation of the "Honestel" whistleblower portal for reporting non-compliance.
- Establishment of shared responsibility in the Ethics and Compliance Program.
- Generation of quarterly reports on policy implementation.
- Creation of the first annual report on the progress of implementation.
- Inclusion of integrity clauses in labor contracts.
- Compliance with the Code of Ethics and Anti-Corruption Policy for Third Parties.
- Registration in the Business Integrity Register to promote ethical and transparent practices.



Risk management

GRI: 2-16, 2-25, 2-26, 2-29, 205-3

In an environment characterized by rapid technological evolution, changing market demands and increasing global interdependence, understanding, assessing, and mitigating risks becomes a strategic priority.

Below, we share the complete risk management process that we have implemented at Total Play, in line with the guidelines established by Grupo Salinas.

In this process, we have a Risk Committee, whose responsibility is to carefully analyze these risks and design comprehensive prevention and contingency plans. These plans are then communicated to all levels of the organization for implementation and ongoing monitoring.

1st line of defense Business Area	2nd line of defense Control and Management Officers	3rd line of defense Internal audit
We provide assistance in the identification and assessment of risks in all business, operational and support activities, with a special focus on senior management. We also implement preventive and risk mitigation measures to ensure safe and successful operations.	The risk management team operates independently from the operating and business areas. Their main responsibility is to measure, monitor and control risks, as well as to propose appropriate response measures. They are responsible for monitoring the evolution of risks and ensuring compliance with external and internal regulations. They also play a crucial role in promoting the development and implementation of a risk culture throughout the organization.	An impartial and independent evaluation of the quality and effectiveness of the internal control system, as well as the performance of the first and second lines of defense, is carried out. This evaluation aims to identify any non-compliances, and if found, remediation plans are proposed. If necessary, appropriate sanctions are recommended. It is essential to emphasize that the members of the Internal Audit team do not participate in the functions of the first and second line of defense, thus ensuring their impartiality and objectivity in the evaluation process.

Main risks identified for Total Play

GRI: 2-25, 3-3

The main risks associated with the business are as follows:

Risk Category	Types of Risk	Attention Measures
Operational	Service network failures	We have implemented business continuity plans to ensure operability during adverse situations. In addition, we continually invest in infrastructure improvements to ensure the delivery of high quality service.
Cybersecurity and Privacy of Information	Attacks on security systems Loss of sensitive information	We have the Information Security Office (DSI), a specialized cybersecurity unit that provides services for both Grupo Salinas and Total Play. The ISD is responsible for identifying and managing the risks associated with information security.
Health and Safety	Accidents with contractors and installers	We are currently assessing the capabilities of contractors and third parties involved in infrastructure installations. This process allows us to ensure that they have the necessary competencies to guarantee quality and safety.
Legal and Regulatory	Loss of concessions and licenses Tariff regulations	We maintain strong relationships with organizations and representatives of the telecommunications sector in Mexico, collaborating closely to exchange information and share our knowledge and experience for mutual benefit. This collaboration is fundamental to ensuring a transparent regulatory environment and promoting the development and growth of the sector in a responsible manner.
Natural disasters	Fires, earthquakes, floods or any environmental event that compromises the service network.	We have emergency protocols for natural disasters that guarantee the protection of our operations and network. We offer a quick and efficient response to minimize any impact and ensure the continuity of services. The safety and well-being of our customers and employees are our top priority in adverse situations.
Competition in the sector	New companies and emerging markets	In order to remain at the forefront and offer a competitive proposal, we constantly conduct market research. In addition, we have established strategic alliances with the main business chambers in the sector, which allows us to keep abreast of new trends and opportunities that may arise.

We seek to anticipate and detect present and emerging risks that may arise in the future.



Infrastructure Resilience

Infrastructure resilience plays an important role in ensuring the continuity and excellence of the services we provide. In this regard, we maintain a firm focus on preserving connectivity in all network operations, exemplified by our resilience through our extensive and robust fiber-optic network.

This commitment ranges from supervision and maintenance to network optimization, with the aim of ensuring users reliable access to communication services, such as Internet, television, and telephony.

In addition, network operations are geared towards the installation and activation of new connections and excel in their ability to effectively resolve any technical challenges that may arise. All of this converges to create a positive experience that always ensures customer satisfaction.

Innovation and Technology

In the dynamic scenario of innovation and technology, it is the users who have fostered important transformations in Total Play, driving us to seek new cutting-edge solutions.

We have a continuous improvement scheme, defining the following medium- and long-term priorities that will allow us to remain at the forefront of technological innovation and to be among the main places of preference in the sector:

- Strengthen and expand the fiber optic network and essential infrastructure for the provision of services.
- Expand and improve broadband Internet access.
- Boost the adoption of restricted television services, such as digital television, premium digital television, video on demand and non-linear viewing options, as well as entertainment applications.
- Constantly evolve our service offerings, prioritizing the needs and expectations of our customers.
- Maintain an innovative perspective in all services.
- To sustain sound and efficient financial management.

Through the Technology and Product Division, we promote innovation in all sectors, which places us at the technological forefront and enables us to present solutions that effectively add real value.

Total Play Residencial

In the residential segment, we enhance the quality of life of families by providing advanced technological solutions that enrich the daily experience of communications and technology in the home.

Nodal fiber

Among the main product innovation offerings, we highlight the nodal fiber technology, a unique proposal in Mexico that enables superior connectivity with an increase of up to 200% in the availability of this type of connection in all services and in every city. This technology enables faster and more stable data transmission, ensuring an uninterrupted and higher quality online experience for users.





Total WiFi

It is a comprehensive connectivity optimization proposal developed by Total Play to improve the user experience within the home. This solution focuses on providing a stronger and faster WiFi connection, addressing common coverage and performance challenges in home environments.

Total WiFi combines several technologies and functionalities to achieve a connectivity environment:

- **WiFi 6:** The latest generation of wireless connection standards which represents a significant improvement over its predecessors by offering faster data transfer speeds, greater capacity for simultaneously connected devices and more reliable performance in high-demand environments.
- **EasyMesh:** This technology is designed to improve the coverage and performance of the wireless network in the home by allowing multiple devices, such as routers and extenders, to work together in a coordinated manner to create a unified and robust WiFi network, EasyMesh enables communication between multiple nodes in the network. These nodes dynamically adjust to provide the best possible coverage in every corner of the home, avoiding areas with weak signal or no connection.
- **Channel Optimization:** Total WiFi automatically adjusts transmission channels to minimize interference and improve connection quality.
- **Analysis and Diagnostics:** The solution includes analysis and diagnostic tools so that users can monitor their network performance and take action in case of connectivity problems.
- **Technical Assistance:** Total WiFi offers dedicated technical support to ensure that users enjoy the best possible connectivity experience.

WiFi Club

We provide access to an independent private network covering millions of access points nationwide, ensuring the contracted speed. Over the course of 2022, we will reach 2.6 million access points affiliated with Club WiFi. By joining this Club, users activate a network on their modems, which is visible on the coverage map and will guarantee the privacy of their data.

Club Total Play WiFi Free

Through Club Total Play Free, we provide WiFi coverage in public places of high traffic and permanence, such as shopping malls, public parks, airports and restaurants. This initiative allows us to offer connectivity to occasional users, with the possibility of converting them into future Total Play customers. We highlight the implementation of a high quality WiFi network at the Mexico City International Airport and the National Museum of Anthropology.

Mobile App

The Total Play application offers users the opportunity to experience a full range of services. These services range from the control of Club WiFi, TV+ and the ability to make calls via the Softphone portability feature, to various options for the home.

App	Accumulated discharge	Users	Assets (%)
Total Play	10,017,509	5,368,150	83%
TELMEX	13,373,349	4,441,521	33%
izzI	11,023,601	3,618,952	33%
Megacable	3,099,594	880,726	28%
Sky	3,646,973	696,096	19%



Total Play Shop

We introduce the First Market Place which can be accessed through the web, mobile devices, and television (from mosaic, banner or channel 103). This Market Place has more than 80 vendors and offers a wide variety of more than nine thousand products distributed in 17 main categories and 173 subcategories. After successful testing with previously selected customers, we will proceed to gradually open access to the entire user base.

Live Stream Shopping

It is one of the most outstanding innovations in eCommerce. This feature fuses live video with interactive and personalized shopping experiences. This feature is transforming the way users engage with brands by increasing trustworthiness and fostering connection with them. Total Play offers easy access to this feature through its mobile app, its TV channel or through a convenient click on a banner.

Google Ad Manager

In 2018, we established a commercial alliance with Google, the first of its kind, for the integration of the Google Ad Manager tool to the marketing strategy; in this way, we launched much more segmented advertising campaigns, according to the expectations of both potential customers and customers who are already with us.

Total Play Empresarial

On the business side, we maintain a constant focus on innovation and improvement of our services, solutions, and processes, providing companies with the competitive advantages essential to thrive in an ever-changing environment.

UNNO

This platform merges computing and storage capacity in a generic server, enabling the provision of network, collaboration, security, and computing services through virtual functions. By opting for this solution, users can reduce their energy consumption by up to 60%, while cutting their investment in equipment acquisition, implementation, and license support by 38%

The services offered by the UNNO project are:

- **Standard services:** first class connectivity with high capacity and availability, the only one in Mexico with backup.
- **Managed Networks:** creation and management of software-based networks to facilitate the operation of Mexican companies.
- **Cybersecurity:** total protection of the company's IT assets, through first-class solutions, products, and consulting.
- **Television:** the best HD television solution on the market, with on-screen applications to enhance the user experience.

Benefits of UNNO for Total Play:

- Storage optimization of at least 75%.
- Increased flexibility and speed in service delivery by eliminating the supply chain's dependence on external suppliers.
- Negotiations with the vendor ecosystem that are based solely on the software side, rather than relying on hardware.
- Creation of a unified services platform which, in turn, has allowed us to develop an ecosystem of suppliers offering software designed for the platform.

Thanks to the UNNO project, we have managed to trigger disruption in the market and consolidate our position as the most innovative service provider, which has had an impact on our positioning and status in the industry.



Customer Benefits

- We generate significant savings of 70% in space, energy and climate control for customers.
- We simplify operations, streamlining processes and reducing complexity.
- We reduce the points of failure to just one, in contrast to at least three in other solutions on the market.
- We ensure optimum flexibility in changing manufacturers, since the change only involves modifying the software, with no need to replace hardware.
- We optimize costs by up to 30%, contributing to more efficient financial management.
- We guarantee fast delivery and start-up, within a maximum of one week, compared to 4 to 8 weeks for our competitors.

Unified Communication

This offering is deployed through an omnichannel ecosystem in the cloud, providing a seamless experience tailored to today's needs. Additionally, this portfolio merges essential Total Play solutions, such as:

- **Voz Total Play:** It is a comprehensive communication service that offers an advanced digital telephony solution. With Voz Total Play, users can enjoy local, national, and international calls with exceptional voice quality. This service provides a clearer and more reliable calling experience through a state-of-the-art infrastructure. In addition, Voz Total play includes additional features such as caller ID, voicemail, and conferencing services, among others.
- **SBC Total Play:** Session Border Controller, for short, is a real-time communications routing and security solution. This service is used to manage the flow of calls and communication sessions, protecting the Total Play network against threats, and ensuring the quality and security of voice and video communications. SBC Total play acts as a "border controller" that facilitates interoperability between different networks and devices.
- **DIDs Total Play:** Direct Inward Dialing, for short, is a service that provides local or international telephone numbers through which calls can be received directly. This is particularly useful for companies that wish to have a presence in different geographic locations or for users who require additional telephone numbers for different purposes. With DIDs Total Play, users can have specific phone numbers without the need for physical lines, providing flexibility and savings compared to traditional telephony solutions.
- **Third-Party Application Licensing:** Total Play offers third-party applications and services, which are integrated with a platform to provide a complete and enriching experience.

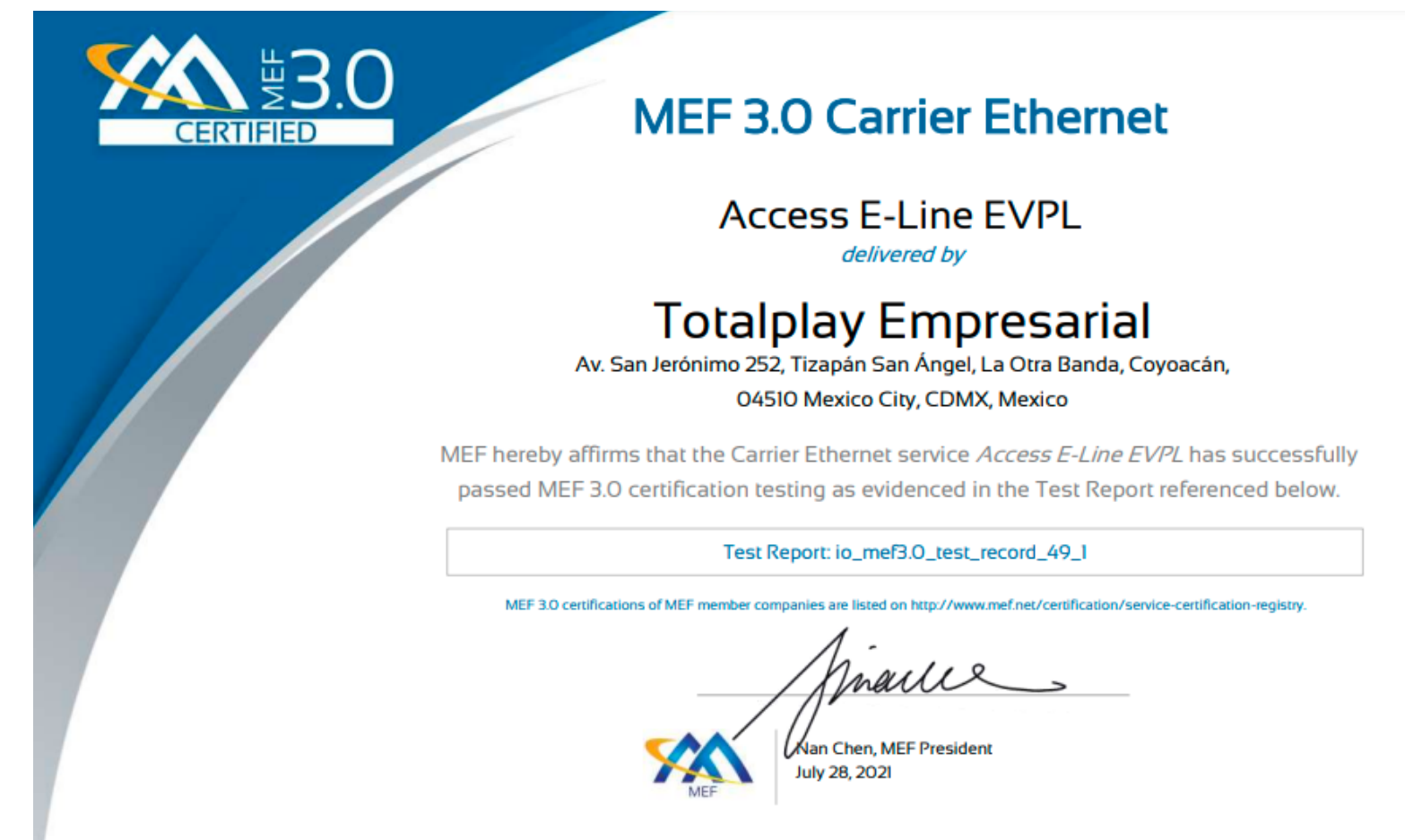
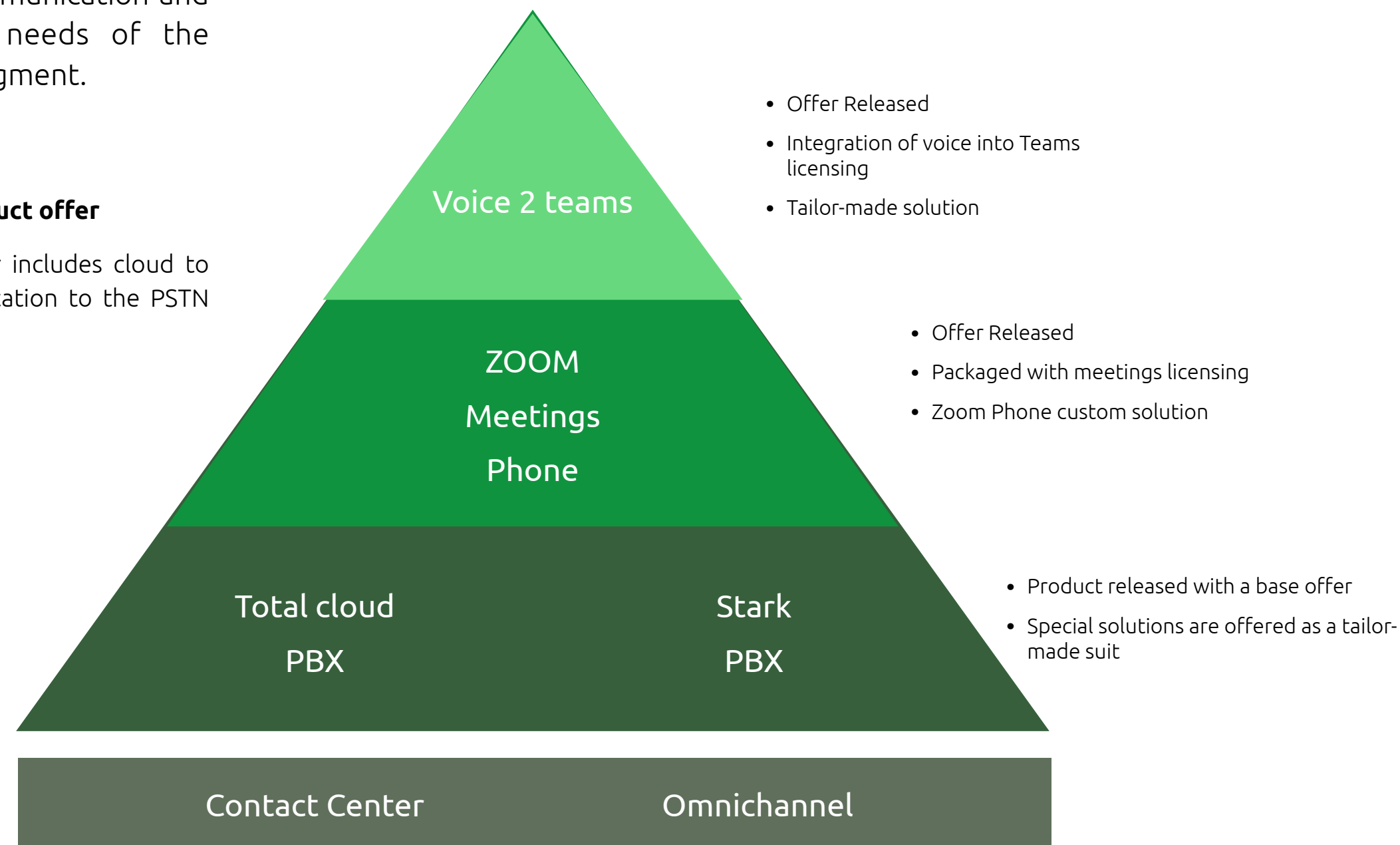


These solutions and the collaboration of teams of external partners come together to provide a comprehensive and robust offering that covers a wide range of communication and connectivity needs of the enterprise segment.



Total Play product offer

The entire offer includes cloud to cloud communication to the PSTN by own means.



Certifications

Our commitment to continuous improvement and excellence is supported by a set of outstanding certifications that we have obtained throughout our business history.



Financial Performance

The COVID-19 health contingency has significantly boosted the adoption of remote work in various industries. The implementation of solutions for both work and home environments became a crucial factor in ensuring business continuity, safeguarding employee safety, meeting the changing demands of diverse markets, and demonstrating remarkable resilience amid unprecedented circumstances. Thanks to the digital transformation accelerated by the pandemic, we have experienced a positive impact on broadband services, which has translated into improved financial performance.

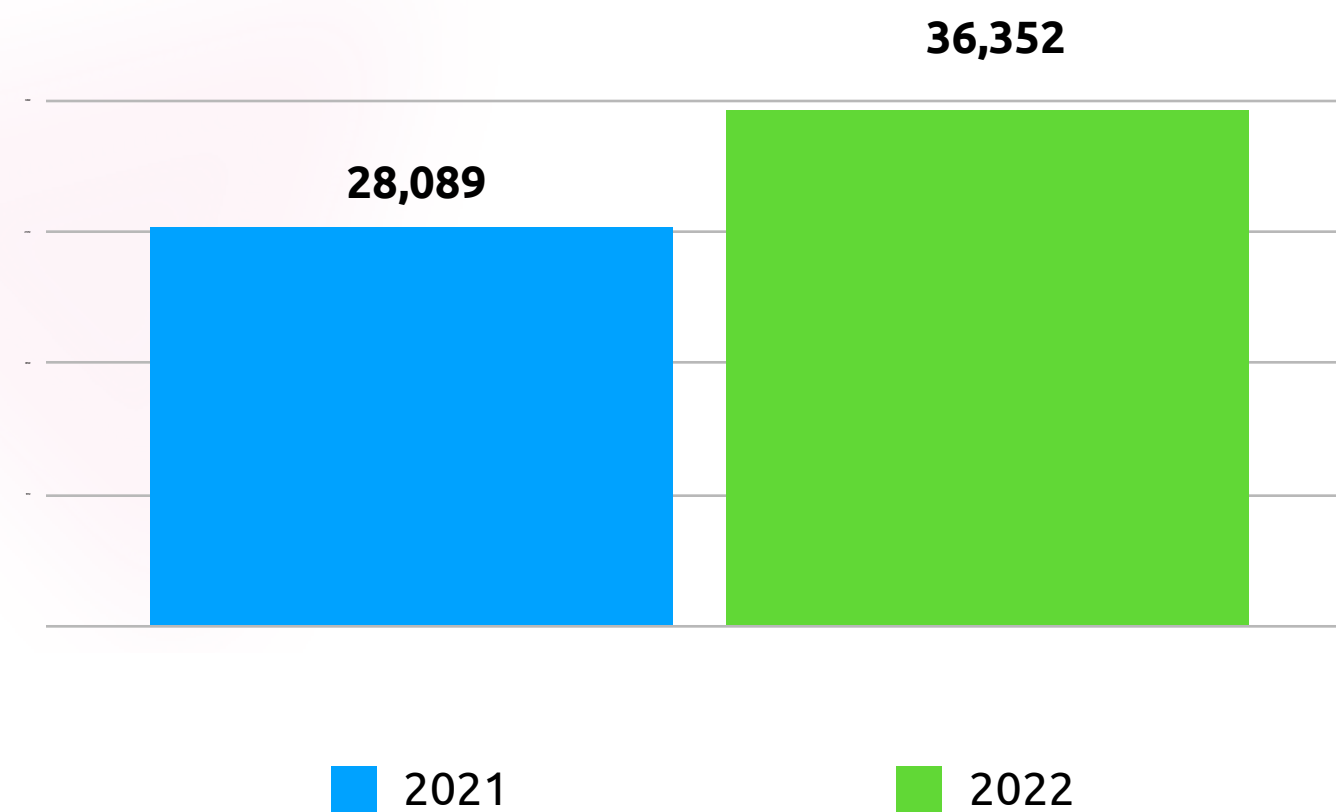
Distribution of Revenues by Segment

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

Total amount 2021 (millions of pesos)		Total amount 2022 (millions of pesos)	
\$28,089		\$36,352	
Total Play Residencial	Total Play Empresarial	Total Play Residencial	Total Play Empresarial
77%	23%	84%	16%

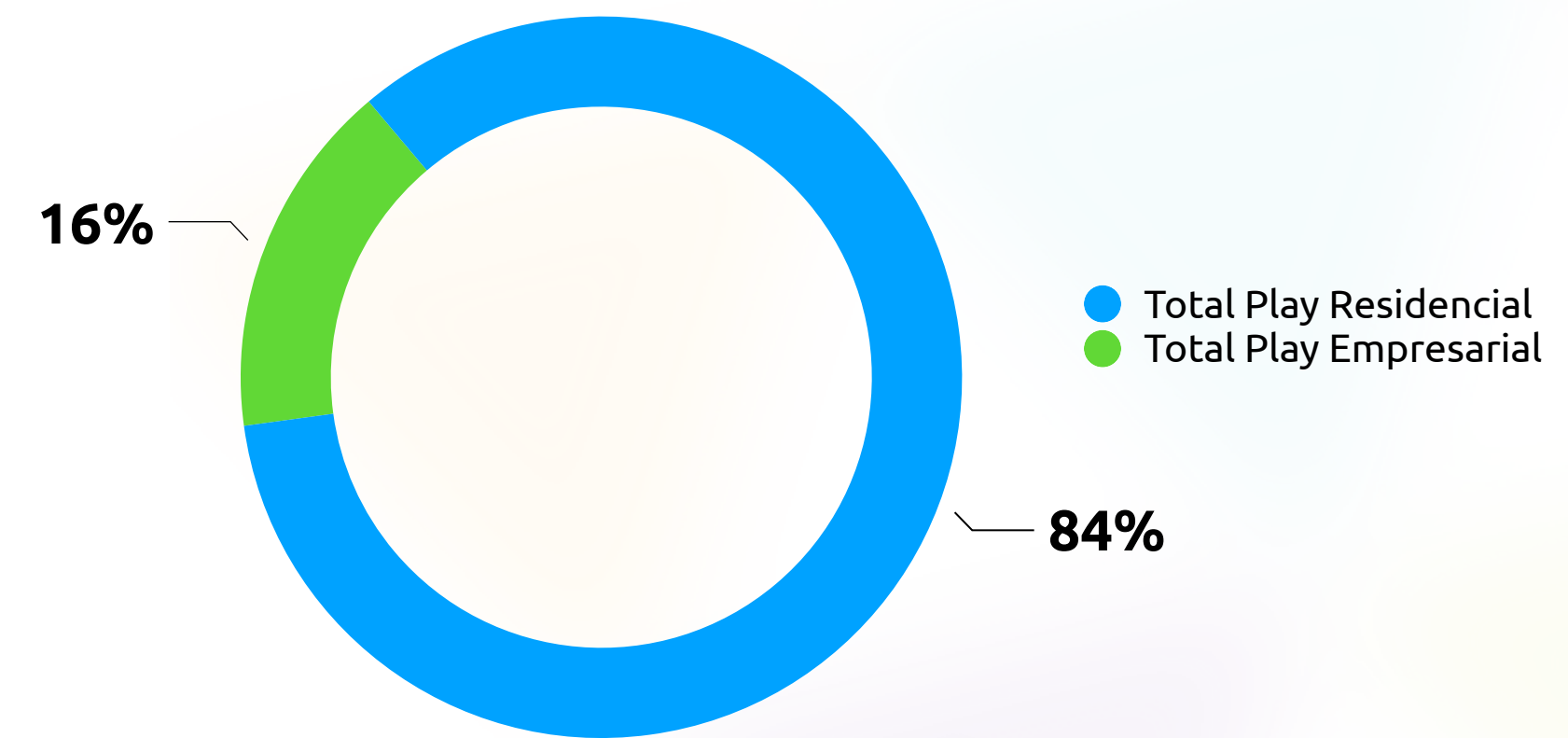
*Figures in millions of pesos

Revenue 2021 vs 2022



*Figures in millions of pesos

Breakdown revenues





As a telecommunications solutions provider, we have adapted quickly to meet customers' needs in this new digital era. Our ability to adapt has been fundamental to driving revenue growth and consolidating Total Play's position in the market.

Revenues amounted to \$36,352 million, an increase of 29% compared to the previous year.

Factors that have contributed to this increase include:

- The massive adoption of remote work and the hybrid model by companies has highlighted the importance of having a reliable and high-quality broadband service for users.
- The exponential growth in demand for cloud services has driven financial growth and will continue to be a key factor in the near future.
- The massive adoption of fiber optics as a superior technology for streaming has been highly beneficial to the development of operations and will keep us at the forefront of technology.
- Significant advances in online education have revolutionized the way we learn and teach, providing us with opportunities for continued growth in education and beyond.

These digitization-driven changes have proven to be key to financial growth and will continue to shape the technology landscape for the foreseeable future.

Financial of Total Play Residencial

The residential segment has been the most significant and resilient pillar of our business model. Over the past year, we have reached a total of 4.3 million subscribers, consolidating Total Play's solid position in the market. This has enabled us to increase our revenues by 29%. This achievement drives us to keep innovating and to continue offering the best service.

Total Play Residencial Revenues and Subscribers

The following table allows us to present these results in a clear and detailed manner, as well as the solid operational and financial management we have generated in this segment.

Total Play Residencial Subscribers and Revenues			
2021		2022	
Revenues (millions of pesos)	Subscribers (millions)	Revenues (millions of pesos)	Subscribers (millions)
\$28,089	3.5	\$36,352	4.3

*Figures in millions of pesos

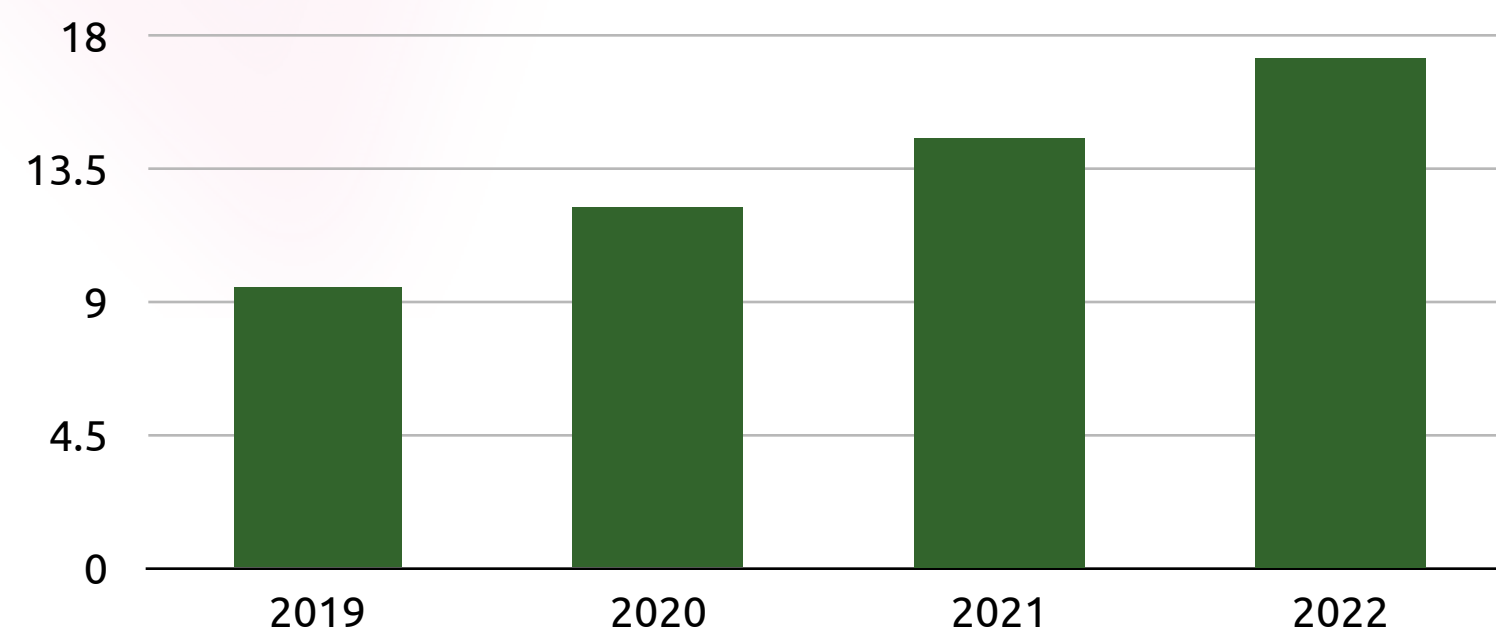


2019-2022 Past Home Coverage

In the telecommunications sector, the term "homes passed" refers to the network infrastructure that enables the distribution of telecommunications services, such as Internet access, television, and telephony, to the homes and businesses of end-users. Below, we present the historical results.

Coverage of Homes Passed 2019-2022 (millions)			
2019	2020	2021	2022
9.5	12.2	14.6	17.3

2019 - 2022 Houses passed



Financial data Business

The business segment has experienced more conservative growth compared to the Total Play Residencial over the past year. Although we have recorded growth of approximately 9% , this figure reflects the solid performance and confidence of this segment.

Total Play Empresarial Revenues and Subscribers

2021		2022	
Services (Millions)	Revenues (millions of pesos)	Services (Millions)	Revenues (millions of pesos)
45,344	\$5,327	49,504	\$5,801

*Figures in millions of pesos





Economic Value Generated

The economic value generated allows us to evaluate the positive impact of the business on the economy and society.

Total costs and expenses amounted to \$33,255 million, compared with \$24,970 million in 2021. This increase reflects our dedication to maintaining and continually improving the services we offer, as well as the investment we have made in cutting-edge technology and the development of new solutions for our customers. Despite this increase, we remain committed to operational efficiency and resource optimization to ensure sound and sustainable financial management.

Revenues (economic Value Generated, EVG)

	2021	2022
Revenues	\$28,089	\$36,352

**Figures in millions of pesos*

Total (Economic Value Distributed)

	2021	2022
Cost of services	6,480.50	7,587.80
General expenses, including, salaries and benefits	\$18,490.30	\$25,667.50
Total	\$24,970.80	\$33,255.30

**Figures in millions of pesos*

Total (Economic Value Retained)

	2021	2022
Retained Economic Value (VEG-VED)	\$3,117.90	\$3,096.20

Notes

**Figures in millions of pesos*

**Economic value distributed: operating costs, employee salaries and benefits, and overhead expenses*

**Economic value retained: "the direct economic value generated" minus "the economic value distributed".*



Taxation

GRI 207-1, 207-2 Y 207-3

In our fiscal management approach, we follow fiscal principles that are organized around the following pillars:

- We guarantee transparency in the preparation and calculation of tax obligations.
- We are committed not to transfer the value generated to low-tax jurisdictions or to use tax structures for tax avoidance purposes.
- We apply and interpret laws, regulations, and provisions with integrity to comply with tax obligations, in full compliance with Mexican law.
- We do not participate with entities located in "tax havens" and avoid the use of tax structures that lack commercial substance.
- We collaborate closely with the tax authorities to attend reviews and provide clarifications when required.

A crucial component of the control structure is the Audit and Corporate Practices Committee. Among its responsibilities, it supervises the external auditors, who issue their opinions on the financial statements.

On an annual basis, we have the support of a firm, in which at least one Registered Public Accountant (CPR) participates. This team is responsible for reviewing and formally approving the tax strategy. This review aims to update or modify the strategy to ensure its effectiveness and alignment with our financial objectives and current tax regulations.

At the end of the fiscal year, a tax return is issued and reviewed by the firm. Then, with the supervision of the registered public accountant, we submit this opinion together with a comprehensive report on compliance with tax obligations to the Tax Administration Service (SAT).

In the event of a review by the tax authorities, we seek to establish a close dialogue to facilitate the review and respond in a timely manner to any requests for clarification that may arise.





▶ Commitment to people

Our commitment to people is based on the belief that inclusive prosperity must reach every individual we touch, whether they are our employees, suppliers, customers, or society as a whole.

Relevant Figures

6,666 employees make up the workforce.

31% of Total Play's workforce is made up of women.

\$9 million pesos invested in training, representing more than 47 thousand hours.

54.6% customer satisfaction through the Net Promoter Index

100% of our suppliers are local.

56% of suppliers were evaluated in environmental and social terms.

Employees

Our employees are one of the most important pillars of our business, and it is thanks to them that we continue to prosper and move forward toward a promising future. Their commitment and dedication inspire us to continue innovating, growing, and reaching new levels of business excellence.

Talent Attraction and Retention

GRI: 2-7, 2-8, 401-1, 401-2, 401-3

Hiring and allocation of financial compensation

The hiring of new employees is carried out in accordance with the Human Resources Management Manual and the Procedure for Personnel Additions, Terminations and Changes, which guarantees effective human resources management. Once hired, our employees receive financial compensation that offers the possibility of career advancement through four rankings:



Training



Bronze



Silver



Gold

These levels are achieved based on seniority and the fulfillment of key factors that favor their professional development and allow them to move up to new rankings.

Life and career plan

In addition to financial compensation based on their development, proactivity and performance, employees enjoy a life and career plan designed to foster their professional growth and success.

The Life and Career Plan has four objectives for employees:

Loyalty

Motivation

Professional
Growth

Training

There are 3 types of life and career plan positions:



Leader



Coach



Salesman

Among the elements that contribute to level advancement are:

- **Seniority:** The time that must be served at a level to access the next level.
- **Effective sales:** The percentage of sales that must be met to progress to the next level.
- **Certification:** Required courses and certifications for the next level.

Employees receive all applicable legal benefits.

Personnel certifications

We have certifications that support staff excellence in service delivery. These certifications include:

PMP (Project Management Professional) Certification: It is awarded by the Project Management Institute, recognizes skills in professional management, planning, execution and monitoring of projects.

Having PMP certified Project Managers gives Total Play the ability to meet the requirements in bids and requests for proposals that require current certification for project management. In addition, it allows for better coordination of projects, obtaining superior results by finishing on time and within budget.

The long-term goal is to have 50% of the Project Managers certified as PMP and 100% of the staff applying best practices.

ITIL Certification: The ITIL Certification, which comes from the Information Technology Infrastructure Library, seeks to improve knowledge and skills in the management of information technology services. This certification highlights the ability to design, implement and manage processes that optimize the delivery of IT¹⁰ services .

Having ITIL-certified personnel enables all areas of the organization to implement best practices in IT Service Management. This approach translates into a significant transformation in the quality of the products and services we offer. Currently, the Implementation, Improvement, After-sales and Customer Experience Department has 11 PMP certified personnel, 33 ITIL certified personnel and 15 more people in the process of PMP certification.

¹⁰IT: refers to information and communication technologies that are responsible for the management of information that a business, related to the Internet, computing and technology.



These certifications are a testament to our commitment to maintaining the highest standards of quality and performance in all our operations.

Among the main benefits of these certifications, we highlight the following:

Global recognition: the certification is recognized as a worldwide standard for all project management professionals.

Development: employees will have the opportunity to access new and better job offers or give differential value to their professional profile by providing access to projects of greater scale and relevance at a national and international level.

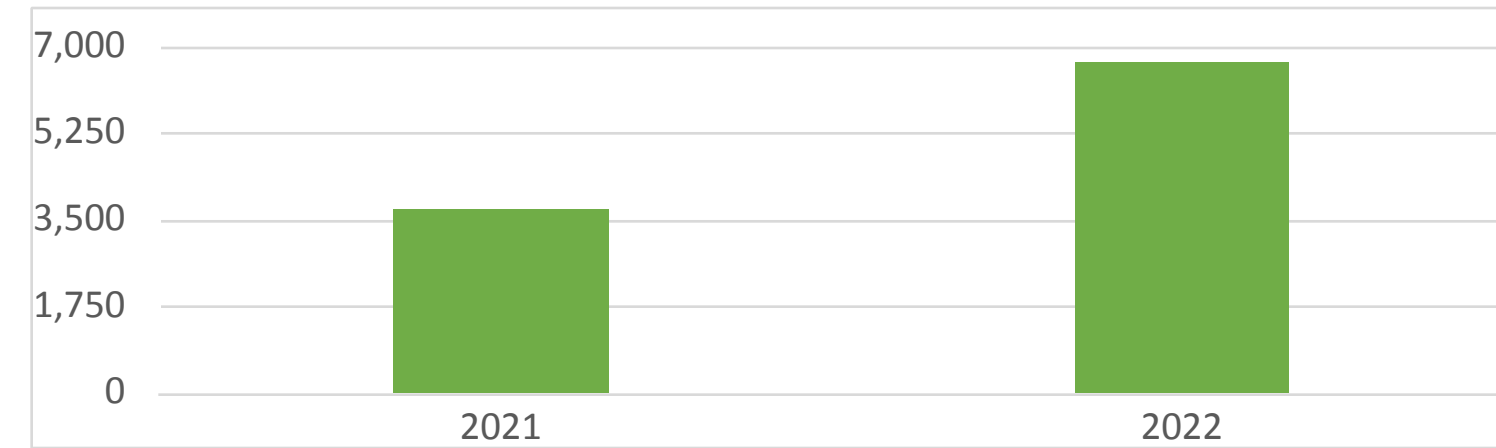
Increased income: employees' salaries can increase by up to 10% during the first year after receiving these certifications.

Trust and credibility: being certified demonstrates a high level of competence and knowledge in a specific area, which creates a positive impression among colleagues, business partners and customers.

Workforce

During the year 2022, the workforce is composed of a total of 6,666 employees. The operating areas experienced an increase of 55%, while management and executive positions experienced increases of 14% and 13%, respectively.

Total employees

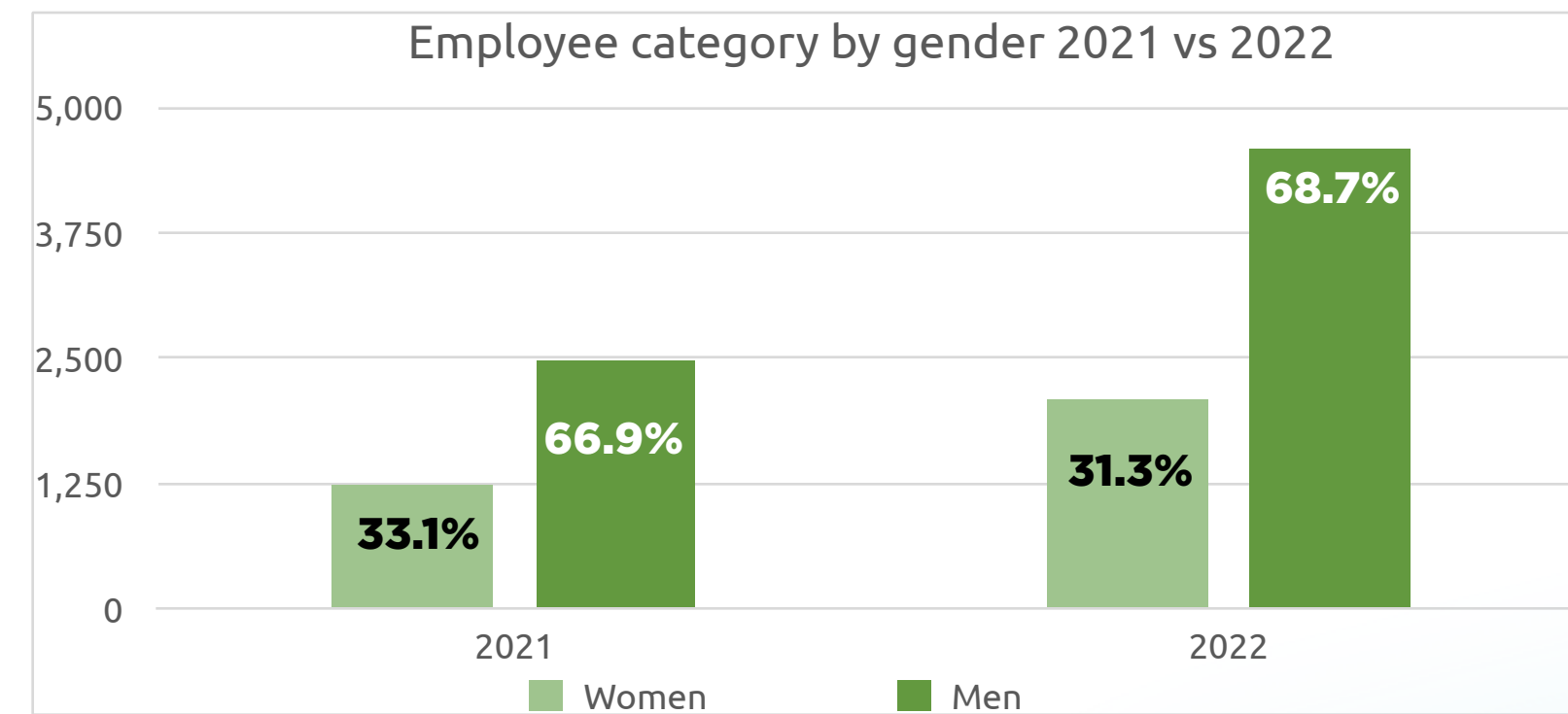


2021	3,707
2022	6,666

Employee category by position

	2021		2022	
	Men	Women	Men	Women
<i>Operative</i>	1,391	813	3,344	1,589
<i>Management</i>	835	352	957	432
<i>Director</i>	243	55	277	67
Total	2,469	1,220	4,578	2,088

We have a Vacancy Posting Policy that promotes responsible hiring.



	Women	Men
2021	1220	2469
2022	2088	4578

31.3% of the workforce is represented by women

Discharges by Age Range

Since 2021, we have undergone a significant change in our business model, moving towards a more solid strategy to grow and consolidate our position as a leading network management company in the market.

This strategic transformation focused on the creation of innovative services, which generated an increased demand for highly specialized talent in strategic, technological and entertainment areas, among others.

As a result, during 2022, we made a total of 4,720 hires, mostly targeting between the ages of 30 and 50, who demonstrated the skills and experience necessary to successfully drive our new business vision.

2021						2022					
<30		30-50		>50		<30		30-50		>50	
Man	Woman	Man	Woman	Man	Woman	Man	Woman	Man	Woman	Man	Woman
435	297	852	1,755	65	304	1,083	654	3,129	1,351	366	83
732		2,606		369		1,737		4,480		449	

Termination of Employees¹¹

During 2022, we had 1,794 workforce departures due to the implementation of the restructuring and the change in operational focus. To optimize efficiency and agility, we decided to hire professional and/or specialized services in operational areas such as sales, facilities and call center.

Type of leave	Men	Women	Total	Rotation
Voluntary resignation	1,729	960	2,689	83%
Induced discharge	1,111	533	1,644	
Total	2,840	1,493	4,333	

Type of leave	Under 30 years of age	Between 30 and 50 years old	Over 50 years old	Total
Voluntary resignation	995	1,472	222	2,689
Induced discharge	447	980	217	1,644
Total	1,442	2,452	439	4,333

¹¹Notes:

- Voluntary resignation: The decision of the employee, who freely and without being subjected to any coercion or threat, decides to terminate his or her relationship with the company.

- Involuntary leave: The company makes the decision for the employee to leave or change position in the company.

- Includes voluntary and involuntary departures.

- Turnover is calculated as: Total departures between the total average number of employees at the end of 2020 and 2021 x100.

Diversity and Inclusion

GRI 405-1

In line with our core values, we actively promote equal opportunities within the workforce and categorically reject any form of discrimination based on ethnic origin or nationality, gender, age, disability, social status, health conditions, religion, opinions, sexual orientation, marital status or any other grounds that violate human dignity or infringe on the rights and freedoms of individuals.

Representation of women in the workforce

Women's participation in the company is of vital importance, as they bring a diverse and enriching perspective to decision making and problem solving. Their active presence in different roles and hierarchical levels contributes to promoting an inclusive and equitable work environment, which drives creativity, innovation and overall organizational performance.

Post	Number of women	Percentage of representativeness
Directors	67	19%
Management	420	30%
Operational positions	1,589	32.2%
STEM positions	72	3.44%

We are committed to promoting equal opportunities for all, which is reflected in our compliance with the NMX-R-025-SCFI-2015 standard certification on labor equality and non-discrimination considering the following principles:

- Integrate a gender and non-discrimination perspective in recruitment, selection, mobility, and training processes.
- Guarantee equal pay for all employees.
- Implement actions to prevent and address workplace violence.
- Encourage co-responsibility between work, family, and personal life of employees.

19% of management positions are held by women

Diversity in the workforce

	Total employees	Percentage of representativeness
People with disabilities	5	0.07%
Racial/ethnic groups	7	0.10%
LGBTQI+ People	45	0.67%

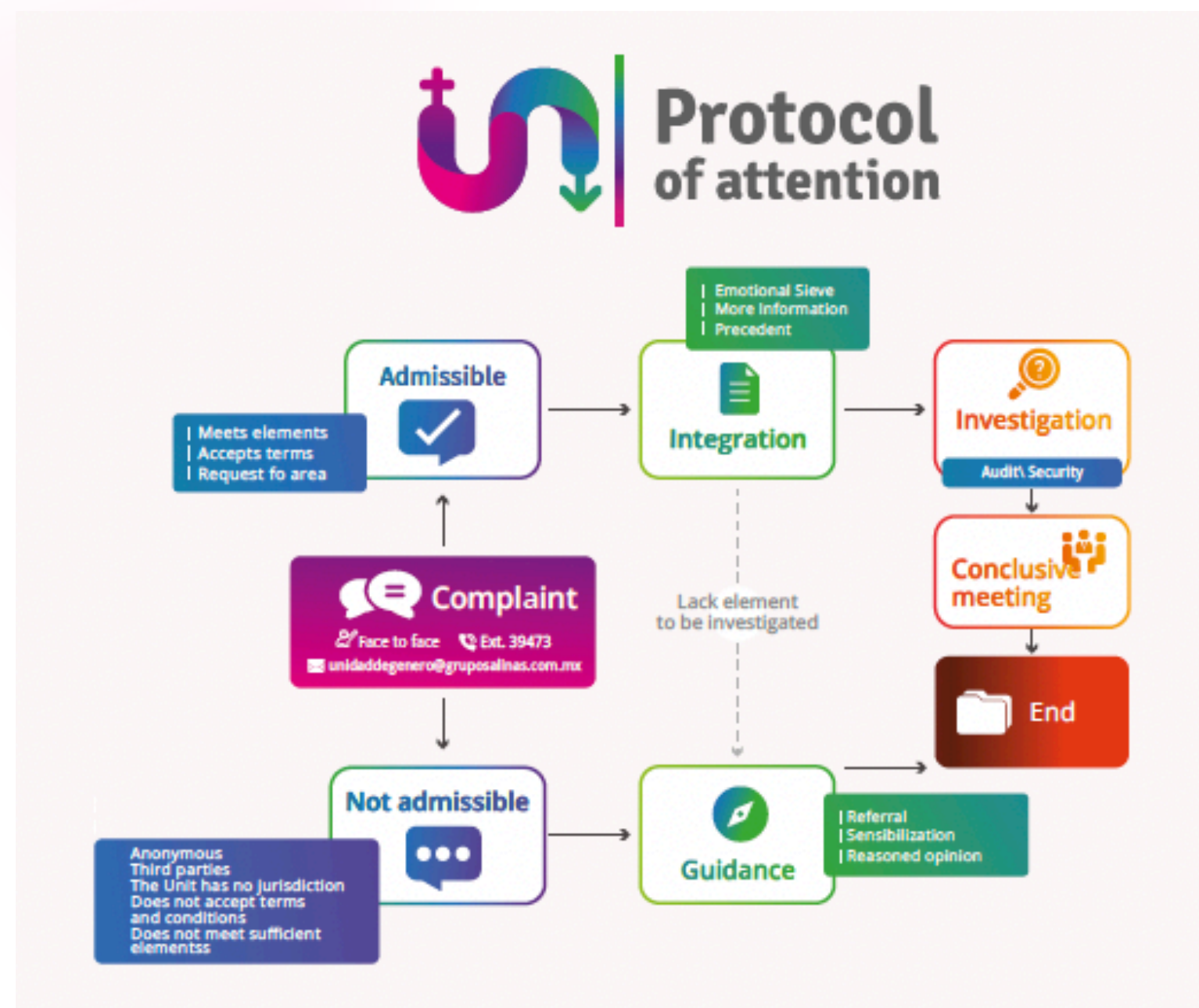
We have internal programs that promote gender equality and non-discrimination so that employees are treated with the same respect and have access to the same resources and opportunities regardless of their gender. As a result of these actions, we did not receive any cases of discrimination this year.

Gender Unit

We have a Gender Unit, which implements a protocol focused on preventing and addressing gender-based workplace violence and sexual harassment. The main objective of its complaints service is to provide a safe mechanism for people, especially women and priority groups, to report situations of workplace violence, such as sexual harassment and gender-based violence.

The management of this unit leads initiatives to identify and eliminate sexual harassment and workplace harassment both inside and outside the workplace. In addition, integrative breakfasts are held to identify and propose solutions related to gender issues.

The Gender Unit, within our organization, has played a fundamental role in promoting an equitable and respectful work environment. In this regard, during the last period, this unit has demonstrated its dedication and commitment by handling a total of 152 complaints and 38 cases.



Maternity

We value and support breastfeeding women in the work and family environment. That is why we have opened adequate and comfortable lactation rooms, so that our employees can express and store breast milk in a private and respectful environment.

Mothers are entitled to 42 days before and 42 days after childbirth with pay in accordance with current law.

At the end of our employees' maternity period, we welcome them with a kit specially designed to facilitate their life as working moms. This kit includes practical and useful resources that allow them to effectively reconcile their work life and their maternal role, ensuring that they feel supported and appreciated in their valuable contribution both personally and professionally.

In addition to the actions, our organization has taken an additional step in its commitment to gender equality and the well-being of working mothers by establishing a lactation center at our facilities. This space, designed with all the necessary comforts and privacy, is intended to provide an environment where mothers can breastfeed their babies or express milk comfortably and discreetly during their working day.

These initiatives demonstrate our firm commitment to supporting employees who are mothers, ensuring that they can maintain a healthy balance between their work and family life, and contributing to the promotion of an inclusive and maternity-friendly work culture.

Work Culture

GRI: 404-1 404-2, 404-3

Training and development opportunities

At Total Play, employee development is one of our top priorities. That is why we offer continuous training programs adapted to each position, available both online and on-site, covering all areas and levels within the company.

During the year 2022, we will invest \$9,117,236.09 in training.

Investment in training

	2021	2022
Total investment in training	\$13,762,081	\$9,117,236
Cost per employee	\$3,734	\$1,367
Men	2469	4578
Women	1217	2088

*Figures in pesos

Total hours and employees trained

Position in the organization	2020		2021		2022	
	Number of participants	Hours	Number of participants	Hours	Number of participants	Hours
Director	188	1757	184	878.7	207	808
Manager	209	2553	208	1092.8	650	1886
Operative	1242	9198	1447	8238.5	7862	44711
TOTAL	1639	13510.1	1839	10210	8719	47,405.6

Courses taught

Name/topic	What profiles of the organization was it intended for (e.g. commercial team, senior management, etc.)?	internal or external?	Number of participants	Number of hours
Operational Skills Development Course	Operating Personnel and Middle Management	Internal	222,963	463
Entrepreneurial Skills Development Course	Operating Personnel and Middle Management	Internal/ External	26,471	590
Business Skills Development Course	Operating Personnel and Middle Management	Internal	195,000	877,503
Call Center Business Skills Development Course	Operating Personnel and Middle Management	Internal	6,281	4,600
Commercial Call Center Skills Development Course	Operating Personnel and Middle Management	Internal/ External	29,855	270,640

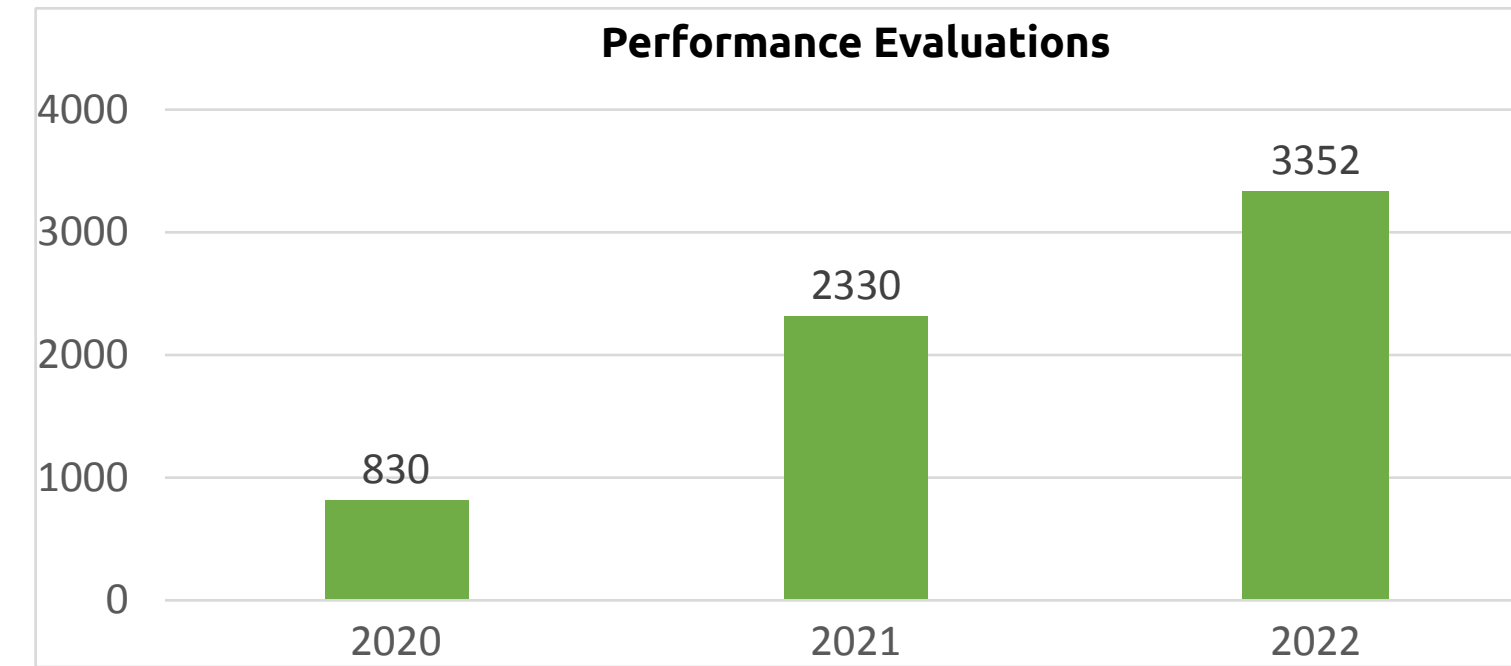
Performance appraisal

Performance appraisal are of utmost importance to employees, as they can provide feedback and opportunities for improvement. Through these evaluations, expectations and goals are clarified, outstanding achievements are recognized and motivated, and professional development and talent identification within the organization are encouraged.

These practices contribute to the professional growth, motivation, and efficiency of employees, which in turn is reflected in the overall success and continuous progress of the organization.

To carry out these evaluations, we follow the performance evaluation process based on the Objectives and Key Results (ORCs) model, which allows us to:

- Focus on key tasks to achieve business objectives, focusing on what is most relevant.
- To make it easier for employees to recognize their activities, responsibilities and the goals expected of them.
- Measure and quantify results, evaluating progress towards established objectives.
- Actively involve employees in the execution of the strategy, giving them the opportunity to understand how they contribute to the success of the organization and encouraging their commitment to it.



2020	830
2021	2330
2022	3352

Performance evaluations by gender

2020		2021		2022	
Women	Men	Women	Men	Women	Men
241	598	740	1590	1095	2257

In the course of 2022, we conducted 3,352 evaluations of employees in different areas of the organization. This figure marks a significant increase of 43.83% compared to the previous year, in which 2,330 employees were evaluated.

Performance evaluations by position

<i>Position</i>	<i>2020</i>	<i>2021</i>	<i>2022</i>
<i>Directors</i>	230	287	332
<i>Manager</i>	435	689	956
<i>Operative</i>	174	1354	2064

Employee satisfaction index

To evaluate the level of employee well-being, we have implemented the Net Promoter Index (NPI), a survey designed to measure the degree of satisfaction and loyalty that employees have towards the company and their respective areas.

Through the assigned ratings, we proceed to the calculation of the NPI. In addition, we encourage employees to provide explanations to support their ratings. This feedback provides us with valuable information, which we in turn use to carry out in-depth analyses in all areas, thus maximizing the use of this data.

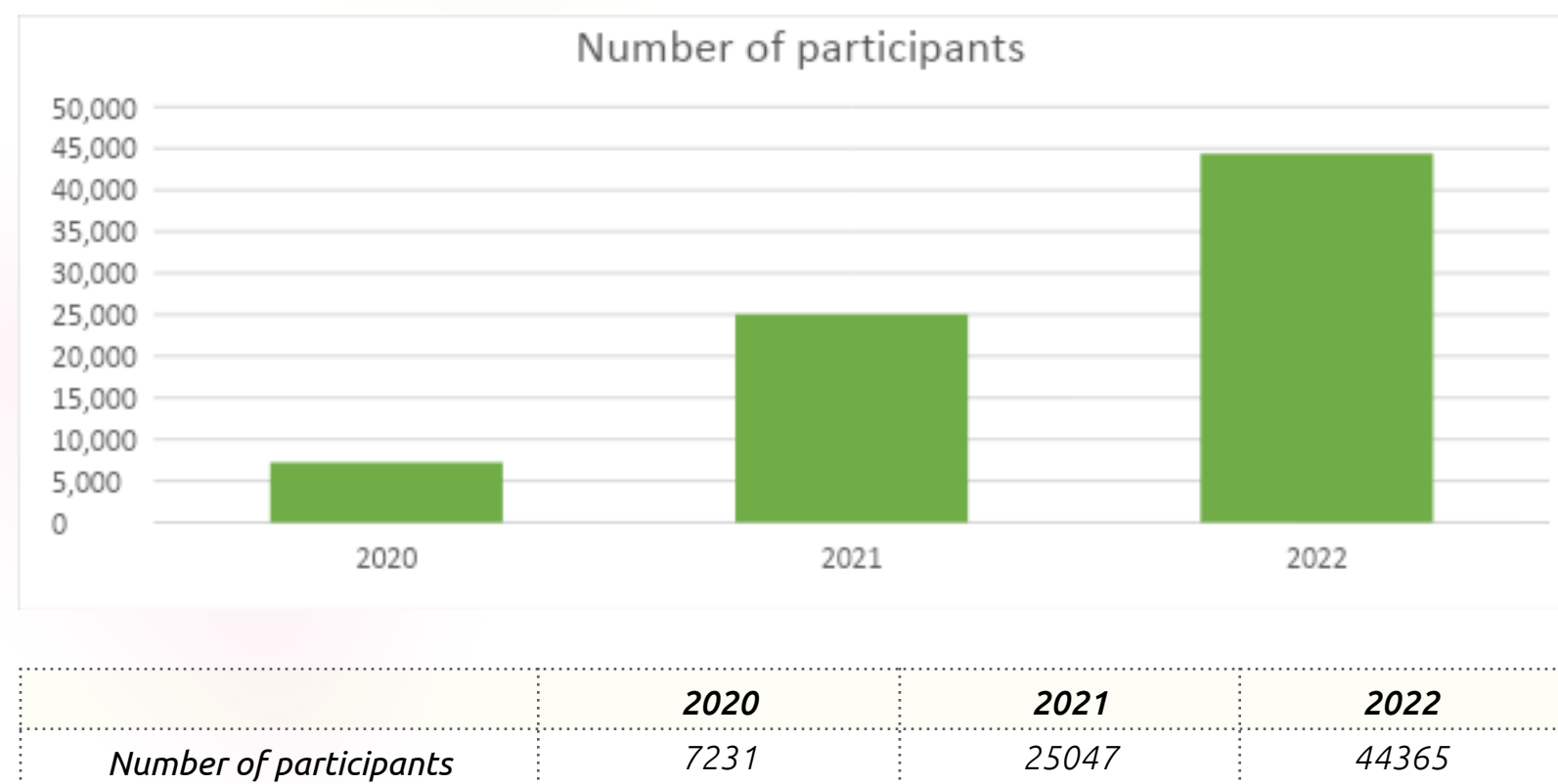
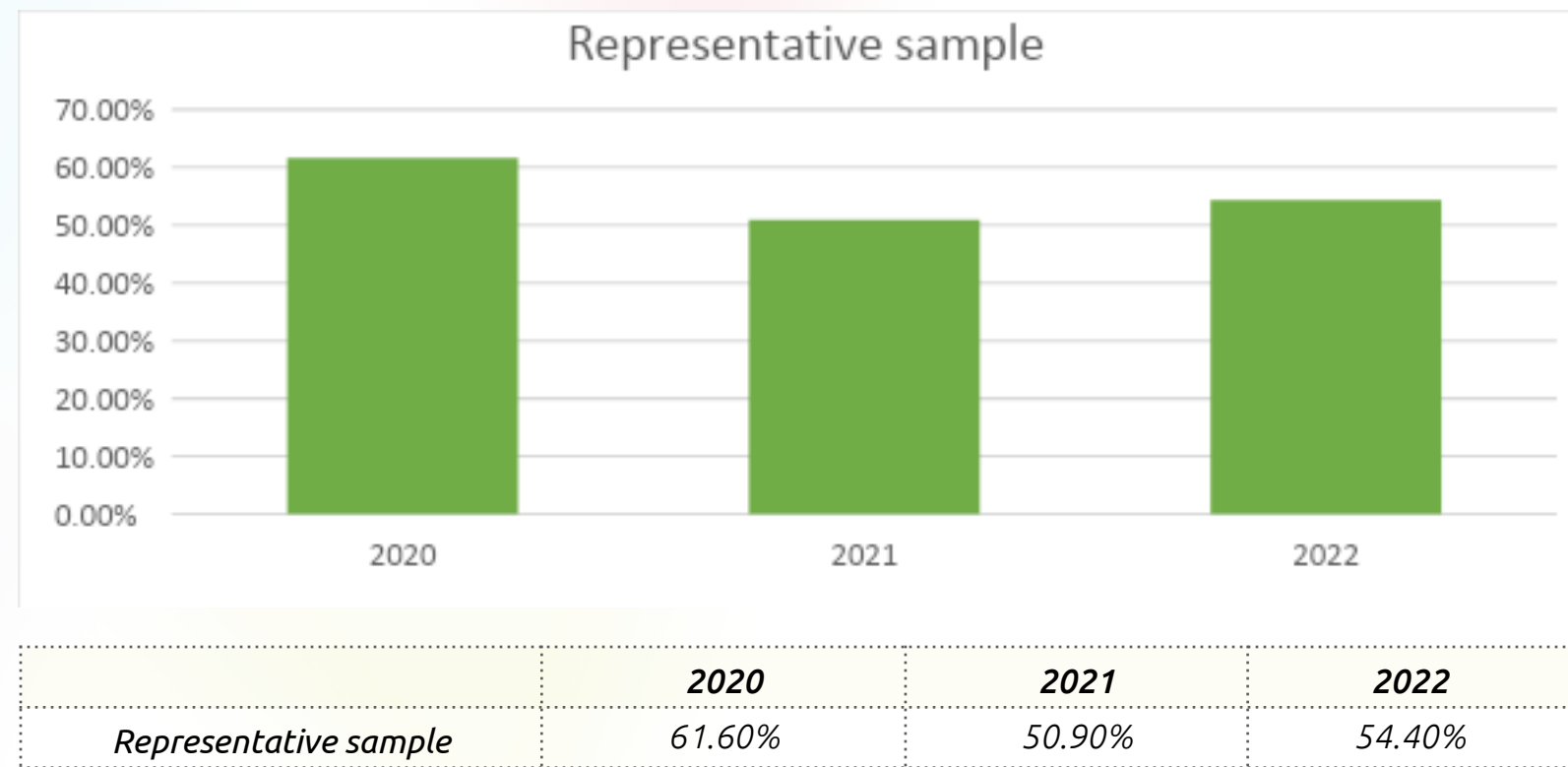
Among the information we collect is the following:

- Historical NPI.
- Employee behavior.
- Main positive and negative reasons.
- Impact analysis.

Collaborators are classified into the following categories:

- Detractors (0-6): those who are dissatisfied.
- Passives (7-8): satisfied but would not recommend it to businesses.
- Promoters (9-10): those who recommend and promote the business, its products and services.

To conduct the survey, we carefully select a significant sample. The objective is to ensure the representativeness necessary to accurately assess the perspective of our employees.



Net Promoter Index (NPI) Results¹²

	2020	2021	2022	Total
Promoters	5,189	16,741	29,567	51,497
Liabilities	1,307	4,316	9,347	14,970
Detractors	735	3,990	5,451	10,176

¹²IPN surveys are conducted on a quarterly basis, which implies that the figures may not agree with the staff.

From 2020 to 2022 we have collected the opinions of 76,643 participants in this exercise.

Health and Safety

GRI: 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10

The incorporation of health and safety into our sustainability strategy provides a beneficial approach for Total Play and its employees, stakeholders and the community in general. Our health and safety actions are aligned with the principles of inclusive prosperity. During 2022, we will focus our efforts on significantly improving our policies and practices related to occupational health and safety.

We have a specific health care policy: Employee Health Care Policy

Health and Safety Indicators

No. disabling accidents	23
No. of occupational diseases	23
No. of days lost due to injuries	6891
Absenteeism rate	0.03%

Health and Welfare Benefits

We have specific benefits to promote the health and well-being of our employees. The benefits have been created with the purpose of promoting a healthy work environment, where each team member can thrive both physically and mentally.

These benefits are provided in addition to those detailed in the Law, as an integral part of the coverage of the occupational health and safety management system.

Major Medical Insurance	<i>We offer a comprehensive major medical insurance in association with a specialized service provider. This insurance has been specially designed to meet the needs of Executives, Management and Promoter Leaders, providing them with comprehensive and quality medical coverage.</i>
Medical office	<i>We have a fully equipped medical office that provides a wide range of health services to our employees. We offer general consultation, attention to incidents and accidents, examinations for new employees, anti-doping and alcohol tests, follow-up of illnesses for vulnerable personnel, and health campaigns.</i>
GS Health App	<i>We have a health app that provides employees with a wide range of medical and wellness services at the reach of a cell phone. Through this application, employees can access medical care, nutritional consultation, psychological care, pediatric care, among others.</i>
GS Health	<i>It is an online service that provides medical, nutritional, psychological and pediatric care 24/7 through an app. In addition, it offers personalized profiling and sessions with specialists scheduled according to the user's availability, through calls or video calls.</i>
Nutrition	<i>The Nutrition program provides support to employees to promote proper nutrition and healthy eating habits. Employees have access to periodic Body Mass Index (BMI) measurements and follow-up, which allows them to have a clear understanding of their current health status and set achievable goals for fat loss and improved eating habits.</i>
Psychological care	<i>We have psychological support focused on promoting a healthy balance between body, mind and work to create a favorable work environment. Currently, 1,394 employees have been assisted through a platform, reflecting the growth and adoption of wellness initiatives</i>
Parental leave	<i>Employees who become parents are entitled to 5 working days with pay upon the birth of a child.</i>
Free Transportation	<i>We offer our employees a free transportation service consisting of 4 key routes with access to public transportation. The purpose of this service is to facilitate the transportation of employees to and from the facilities. The routes operate on a temporary basis from Monday to Friday, departing at 8:00 a.m. and returning at 7:00 p.m. Each day, this benefit is used by a total of 160 users.</i>
Acupuncture	<i>We offer acupuncture therapy services, with this option we provide a natural alternative to relieve stress, reduce the employees an opportunity to disconnect from daily stress, improve their flexibility and concentration, at the same time we offer them the possibility to exercise in a way to reduce muscle tension and improve their general wellbeing.</i>
Yoga	<i>We have yoga sessions that allow employees to disconnect from daily stress, improve their flexibility and concentration, while offering them the possibility to exercise in an accessible way.</i>
Flexible schedules	<i>There is an approach that allows employees to organize their schedules in a flexible manner, ensuring that they can adapt their working hours to their own needs.</i>



Health Training

During the onboarding process, new employees receive comprehensive training on Civil Protection in the building. They are provided with detailed information on protocols in the event of earthquakes, fires and other emergencies, along with recommendations to ensure their safety and that of their colleagues.

More of 1,600 employees participated in training sessions focused on their health.

We remain committed to providing a safe and healthy environment for all employees and will continue to promote training and updating on these issues.

Course Name	Description	Number of participants
Sanitary Guidelines before COVID 19 (For the Responsible of the Work Center).	In this course, participants learn the COVID-19 preventive measures to be applied in the workplace in order to minimize the risk of contagion and achieve a coexistence based on healthy distance within the work environment.	560
Sanitary Guidelines to COVID 19 (Collaborators)	In this course, participants learn about the preventive measures for COVID-19 in order to minimize the risks of contagion and achieve a coexistence based on healthy distance within the work environment.	801

Civil Protection

New employees, during the onboarding process, receive a complete training on Civil Protection in the building. They are provided with detailed information on protocols in the event of earthquakes, fire, and other emergencies, along with recommendations to ensure their safety and that of their colleagues.

This year, more than 900 new Employees participated in the event.

Course Name	Description	Number of participants
Civil Protection Training Program	Through this course, participants learn the importance of civil protection, how to act in case of emergencies and evacuations, and how to maintain safety at work, all in order to protect themselves and others. During the course, practical knowledge and useful tools are provided to face risk situations and ensure a safe and secure work environment. Participants acquire skills that enable them to be prepared to act appropriately and effectively in the event of possible emergencies, thus contributing to safeguarding the integrity of all employees in the work environment.	320

In addition, employees receive a series of practical workshops and training focused on prevention and response to emergency situations. These programs provide information on efficient evacuation techniques, recognition of meeting points in the event of a crisis, and knowledge on the use of fire extinguishers.

As an additional pillar of support, we have multifunctional brigades who have received specialized talks and workshops, which provide them with the necessary skills and knowledge to share their knowledge and efficiently fulfill their role.



Customers

Customers are one of the most significant pillars of the business, it is thanks to their trust and support that we continue to move forward. Their loyalty and satisfaction are the impetus that constantly drives us to raise our standards and offer more and better services.

Customer Service

GRI: 416-1

Customer service management is based on the goal of providing exceptional service through the Solutions Center, supported by three pillars:

- First contact resolution.
- Always maintain a service attitude (promoting a warm and empathetic treatment).
- Improve customer experience by expanding self-service options.

This approach involves coordinating and overseeing all activities related to customer service through the omnichannel strategy, in which we offer customers personalized attention through various communication channels, such as phone calls, WhatsApp messages, emails, online chats, social networks, chatbots and interactive voice responses.

By integrating all these channels, we allow customers to interact with us in a flexible way, switching between media according to their preference, without losing continuity in their consultation.

Call	10,889,610
WhatsApp	2,867,019
Chats	254,612
Social Networking	413,151

Below, we describe how we developed the strategy in different stages:

- **Planning and Design:** We have the structure, personnel, and technology for the solution center. We define goals and objectives to evaluate the quality of the service.
- **Selection and Training:** We select qualified personnel and provide ongoing training to improve communication and problem-solving skills.
- **Technological Implementation:** Technological tools to manage interactions and record them in a CRM for follow-up.
- **Monitoring and Quality:** We monitor interactions to ensure quality and provide specific feedback and training.
- **Workload Management:** We distribute agents according to demand to balance load and response times.
- **Problem Solving:** Problem solving procedures and access to resources for effective solutions.
- **Data Analysis:** Constant data analysis to identify trends and opportunities for improvement.
- **Customer Feedback:** We collect feedback to evaluate satisfaction and improve according to needs.

Goals and objectives in 2023

By 2023, we aim to achieve the following objectives:

- To provide outstanding service, achieving a customer satisfaction rating of 85%.
- Obtain COPC certification with a minimum of 90% compliance in metrics.
- Raise the First Contact Resolution (FCR) rate from 87% to 90% and optimize attention in social networks.
- Increase adoption of self-service options from 65% to 70%.

Certifications

We are currently in the process of certification to the COPC CX 7.0 Standard for Customer Experience Optimization, which is a set of recognized standards and practices that seek to improve the management and customer experience in a contact center. Some of these practices include:

- **Customer Focus:** COPC CX 7.0 places the customer at the center of all operations. It is dedicated to understanding their needs and expectations in order to provide personalized and quality service.
- **Performance Management:** Establishes metrics and objectives to measure and improve contact center performance. This focuses on efficiency, response times, customer satisfaction and timely problem resolution.
- **Staff Training and Development:** Emphasizes the importance of having a team of skilled and trained agents. Encourages continuous development to improve communication and problem-solving skills.
- **Quality Management:** Establishes processes to monitor and improve service quality. This involves review and feedback of customer interactions.
- **Technology and Systems:** Promotes the implementation of advanced technologies to efficiently manage contact center operations, including CRM platforms and data analysis tools.
- **Process Management:** Emphasizes having well-defined and documented processes to ensure consistent and quality care in all customer interactions.
- **Continuous Improvement:** Encourages the constant search for improvement opportunities in the operations and services of the contact center.
- **Information Management:** Emphasizes the importance of having a reliable and updated database to store relevant information about customers and their interactions with the contact center.



Total Play Residencial

To improve the quality of services and ensure a better customer service experience, the Implementation, Improvement, After-Sales, and Customer Experience Department has developed a model for handling complaints.

In response to this need, the Specialized Customer Complaints-Experience Unit has been created, an area dedicated to being the communication link with customers, guaranteeing the rapid resolution of concerns through highly qualified personnel.

This complaint handling model has been designed in collaboration with different areas of the company and is based on a defined and agreed process, which includes the categorization of complaints and an escalation matrix to ensure timely and efficient attention.

Installation

To enhance the quality of customer service in terms of facilities and case management, we have implemented an advanced strategy. We have a fleet of more than 5,000 vehicles equipped with real-time geolocation technology. This innovation gives customers the ability to track the precise location of the technician handling their request, ensuring transparent communication and effective follow-up at every step of the process.

At the end of the service installation process, customers receive a Certificate of Acceptance from the Implementation Executive detailing the products or services implemented, while the Accounts, Credit and Collection Executive provides the Customer Service Center contacts. This integrated approach ensures that any eventuality in the functionality of the services provided by Total Play is addressed in an agile and efficient manner.

To avoid complaints due to improper use of services or devices, during installation, we explain to users the proper use of the services or devices.

In order to prevent possible complaints arising from improper use of services or devices, we implement a proactive approach during the installation process. During this crucial stage, we provide users with a detailed explanation on the correct use of the services and devices they are acquiring.

Customer satisfaction index

An additional strategy that reflects our commitment to excellence in customer experience is the implementation of the Net Promoter Index (NPI). This tool aims to measure the level of customer satisfaction in a quantitative manner.

In May 2022 the IPN was carried out with the following results:

- The response rate had an increase of 55% over the previous IPN of March 2021.
- The IPN of Total Play Top Clients in this measurement shows that 22.7% were detractors, 22.7% were passives and 54.6% were promoters.

The evaluation is carried out through a quarterly survey, consisting of six questions with a binary answer: Yes/No.

In the event of a negative response, we invite customers to share an explanation of their response. By receiving this feedback directly, they provide us with the opportunity to identify areas for improvement with greater precision and make the necessary adjustments to serve your needs more effectively.

Over the course of this year, we have identified that 80% of the areas of opportunity that have arisen through this tool are concentrated in the following aspects:

- Technical Support Deficiency
- Slow management and follow-up
- Poor administration management (after-sales)
- Poor implementation



In order to address, mitigate and follow up on these findings, we have developed and implemented a series of Systemic Projects. These projects encompass improvements in our platforms, upgrades in service management systems, optimization of contact with customer service executives, greater efficiency in supplier management, operational improvements, and improvements in the design of surveys to evaluate installation processes and fault reports. In addition, we have carried out a restructuring of the business support teams, especially in the customer service area.

Total Play Empresarial

Total Play Empresarial and Government Unit provides high-quality standards in technical support for any service eventuality in order to restore and optimize the infrastructure, with a minimum impact.

To meet the demands of business customers, we have created ecosystems that facilitate effective communication with users and ensure a rapid response to their needs.

- **CARE:** This is the Strategic Network Service Center, where we guarantee our customers a first-class service by receiving and managing incident reports, ensuring a timely and efficient resolution.
- **NOC:** Refers to the Network Operation Center. In this operations center we monitor, identify, assign, and follow up on network failures and events, as well as control scheduled events, receive and attend to customer service reports, 24 hours a day, 365 days a year, in order to prevent and minimize the impact on the services or applications of end customers, to maintain an optimal level of network operation and the services we offer.
- **INOC:** It is a Network Operation Center in which we oversee monitoring, identifying, assigning, and following up failures and events in the network. In addition, we control scheduled events and attend to customer reports 24 hours a day, every day of the year. This is aimed at preventing and minimizing the impact on customers' services and applications, in order to maintain an optimal level of network operation and the services we provide.

Transparency in Marketing

GRI: 417-1, 417-2, 417-3

For the business sector, we have developed a strategy based on geographic zones, divided into seven regions throughout the country. Each region is served by teams specialized in commercial relations, which in addition to their sales activities work on the creation of communication channels and the development of customer retention strategies.

In the residential business unit, our model is based on a network of distributors and direct sales representatives operating in different points of sale. In addition, we implemented a marketing strategy through a call center and the official website.

It is important to emphasize that all marketing and advertising communications that we carry out follow the letter the recommendations of the Federal Consumer Protection Agency (Procuraduría Federal del Consumidor). Each communication element, whether it is a graphic piece, brochure, manual, or video, goes through an internal review process carried out by the legal department. This process guarantees the inclusion of terms and conditions, promotions, privacy notices and consultation channels for customers.

Commercial management and commitment to transparency are underpinned by a series of key documents:

- Terms and conditions
- [Promotions](#)
- [Privacy Notices](#)
- [Bill of rights](#)
- [Code of business practices.](#)



Claims filed with conciliating bodies

Fines

During this year, a total of 18 fines were recorded, of which 8 are in the process of litigation through the corresponding legal recourse to seek exemption from payment. In 4 cases, a judgment has already been rendered in our favor, while in 6 situations it was necessary to pay the fine.

Complaints

We have received a total of 790 complaints channeled through various channels, including PROFECO (Procuraduría Federal del Consumidor), ODECO (Oficina de Defensa del Consumidor) and Concilianet platform. In this context, it is important to note that 57 of these complaints were related to the non-application of advertised promotions, an aspect that we are addressing thoroughly to ensure that promotional offers are satisfactorily fulfilled.

Complaint handling and conciliation process

Receipt of Complaint

The process begins with the notification of the complaint, which may come through the Consumer Defense Offices (ODECO) or the Concilianet platform. This notification includes relevant information from the consumer, the reason for the non-conformity and the date scheduled for the conciliation hearing.

Conciliation Hearing

On the assigned date, the conciliation hearing is held, in which the Total Play representative presents the conciliation proposals related to the subject of the claim. The priority is to achieve a resolution in this first instance to expedite the process and close the file.

Follow-up to the Agreement

The Solution Center is responsible for following up on the agreement reached in the presence of the authority. In some situations, there may be additional conciliation stages, with a maximum of up to four hearings. If the client does not agree to conciliate in any of these hearings, the file is kept with the relevant details. In addition, the client is given the option of presenting his or her complaint through other channels if he or she prefers.

Possible Sanctions

There are possible penalties for non-compliance with certain aspects of the process:

- Fine for failure to attend the conciliation hearing.
- Fine for not complying with the agreement established during the hearing.
- Fine for not presenting the documentation required by the authority.

This process is designed to ensure that consumer complaints are handled and resolved in an effective and equitable manner.

Digital Responsibility

GRI: 3-3, 418-1

SASb TC-TL-230a.2

In an increasingly interconnected and technology-dependent world, digital responsibility has become a relevant issue that encompasses social, ethical and technological aspects.

Information Management and Cybersecurity

As part of Grupo Salinas, we align ourselves with the guidelines of the Information Security Office (DSI), which is in charge of managing everything related to personal data protection and cybersecurity.

The information security program is based on compliance with international standards, such as ISO 27001, and the PCI DSS standard for the protection of credit and debit card information. In addition, we ensure that we comply with all regulatory requirements, based on the Federal Law for the Protection of Personal Data in Possession of Private Parties (Ley Federal de Protección de Datos Personales en Posesión de Particulares).

The Privacy and Personal Data Protection Management System is composed of the following elements:

Privacy and Data Protection Governance	Risk analysis	Compliance
<p>1) Elaborate policies and necessary regulations regarding data privacy.</p> <p>2) Raise awareness among employees on the handling of personal data, through internal communication campaigns to employees.</p> <p>3) Training of employees in the use and handling of personal data.</p>	<p>We identify those areas of the business that, by their nature, have greater access to sensitive information.</p> <p>Through the contracting of a third party, approaches are made to these key areas, with interviews to identify possible risks and opportunities in the personal.</p>	<p>We evaluate policies and procedures regarding privacy and data protection.</p>

At the end of 2022, we had no claims related to the processing of personal data.

The Information Security Office is responsible for updating, implementing, and monitoring the correct functioning and effectiveness of the Personal Data Security Management System (SGSDP).

In addition, we ensure that we provide customers with clear and comprehensive privacy notices for each of the companies. The priority is to promote knowledge among customers about their rights and the way in which their personal data is treated. We want them to be informed and feel secure about the handling of their information.



Data protection and privacy

GRI: 418-1

SASB: TC-TL-220a.1

We adhere to data protection regulations, with special emphasis on compliance with the Federal Law for the Protection of Personal Data in Possession of Individuals and its regulations. The purpose of this law is to ensure that organizations manage personal data responsibly, safeguarding the privacy of individuals and facilitating mechanisms for owners to exercise their rights to control their personal information.

We have a Personal Data Security Management System (SGSDP) which is made up of a series of policies and manuals:

- Privacy Policy and Personal Data Security Management System
- Manual for the Processing of ARCO Rights Requests (Access, Rectification, Cancellation and Opposition)
- Exclusion List Administration Manual
- INAI (National Institute of Transparency, Access to Information and Protection of Personal Data) Manual for Responding to Requests
- Manual for Remissions and Transfers of Personal Data.

The responsibility for monitoring and maintaining the SGSDP in optimal conditions lies with the Information Security Office. In addition, we provide clients with company-specific privacy notices and promote awareness of their rights and the treatment of their personal data.

Digital Security

Digital security is of vital importance in the telecommunications industry, where data transmission and connectivity are at the heart of operations. At Total Play, digital security is essential to ensure that the services we offer are reliable and secure. This involves protecting communication networks against cyber threats, ensuring the confidentiality of transmitted information, and maintaining the integrity of our systems.

GRI: 418-1

SASB: TC-TL-220a.2

Totalsec

We have Totalsec, a service that provides a complete integration of cybersecurity solutions, ranging from marketing to the implementation of equipment and technologies from leading brands in the industry. Totalsec stands out as the only company in Mexico in the field of cybersecurity that is certified in accordance with the Federal Law for the Protection of Personal Data in Possession of Private Parties.

Perimeter

This service constitutes a business protection solution by means of an advanced state-of-the-art firewall equipment. This service will safeguard you against cyber-attacks, minimizing risks and avoiding the possible loss of data or unauthorized access to your IT resources.

Support / Education

Committed to strengthening education in Mexico, we provide solutions designed to improve access to education and the quality of teaching.

- Distance Learning: In collaboration with Dell Technologies, we have created a distance learning experience that focuses on enhancing the experience for both students and teachers. Our solution adapts to individual needs and capabilities, facilitates interaction through a learning management system, and offers native video conferencing tools and advanced digital dynamics for richer real-time learning.
- Distance tutor: It is a managed, secure, and effective solution that provides the necessary tools to facilitate and maximize distance learning for teachers who teach private classes or people dedicated to organizational training. Nowadays, teachers have found themselves in the situation of adapting their teaching to the digital environment at full speed, even using tools that are sometimes completely new to them.

Responsible Supply Chain

In order to ensure full compliance with the legal and regulatory framework, each and every supplier in the supply chain is fully familiar with both the Ethics Policy and the Code of Conduct. These documents are designed to provide guidance to this key stakeholder group.

In parallel to what has been observed in other companies within the group, we have centralized contracting processes, managed through Grupo Salinas' Central Purchasing Office. This entity plays an important role in validating all new acquisitions.

Procurement process

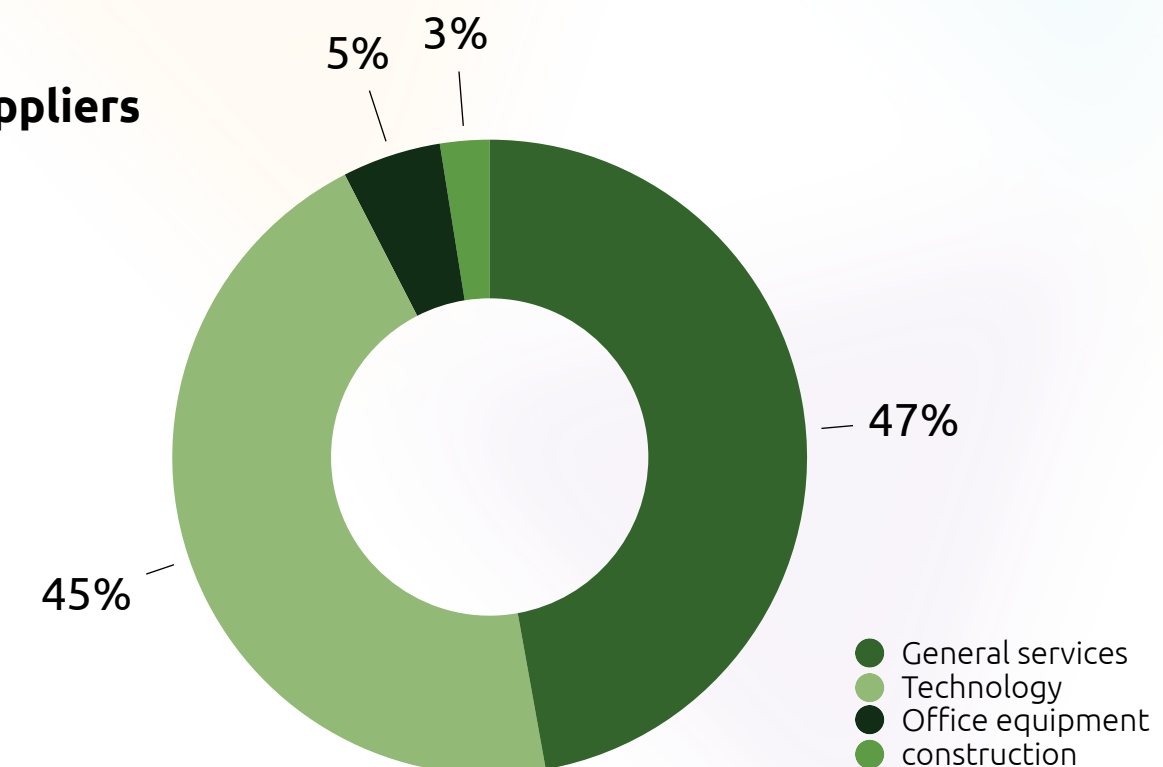
GRI 2-6, 204-1

Purchasing and Bidding System	Policy Series	Electronic releases
<ul style="list-style-type: none"> • Process for receiving requests from the different business units (including Total Play). • Analysis of requests by specialized negotiators in each category 	<ul style="list-style-type: none"> • Guidelines that oversee the collaboration between the business units and Central Purchasing (e.g., order allocation). 	<ul style="list-style-type: none"> • This procedure is initiated once the necessary authorizations have been obtained.

Supplier selection

Supplier Life Cycle Module	Supplier Registration Process	Supplier Ethics Policy
Centralizes information, including historical data, of suppliers and potential suppliers of Grupo Salinas.	Guidelines governing the interaction between the business units and the Central Purchasing Office (e.g., order allocation).	This procedure is initiated once the necessary authorizations have been obtained.

Breakdown of suppliers by category





Evaluation and selection of suppliers based on environmental and social criteria.

GRI 308-1, 414-1, 414-2, 408-1, 409-1

We perform an analysis and validation of legal, financial, operational, and commercial image aspects in relation to the services and products provided by suppliers. This process culminates in the certification of those suppliers that demonstrate sufficiency and quality in all their processes.

Through this approach, we seek to generate economic, social, and environmental value both for the country and for all parties involved in business operations. Fifty-six percent of our suppliers were evaluated in environmental and social terms, and none of them had significant impacts on the supply chain.

At Total Play, we do not support or tolerate practices throughout our supply chain that are linked to forced labor, child labor, discrimination, or any kind of direct or indirect infringement of the human rights of any individual in our supply chain.

Suppliers evaluated in environmental and social areas.

<i>Number of suppliers evaluated in environmental areas</i>	<i>34</i>
<i>Number of suppliers evaluated in social areas</i>	<i>55</i>
<i>Total suppliers evaluated</i>	<i>89</i>





Supplier Circle Certification

GRI 308-2, 414-1, 414-2

We have implemented the Supplier Circle Certification, an external evaluation that informs each supplier of the status of its management in aspects relevant to Total Play.

We focus on the responsible development of the supply chain, ensuring purchases based on ethical, labor and responsibility criteria towards the communities where suppliers operate, always taking care of the environment. In addition, we evaluate financial factors, legal compliance, operational and supply capacity.

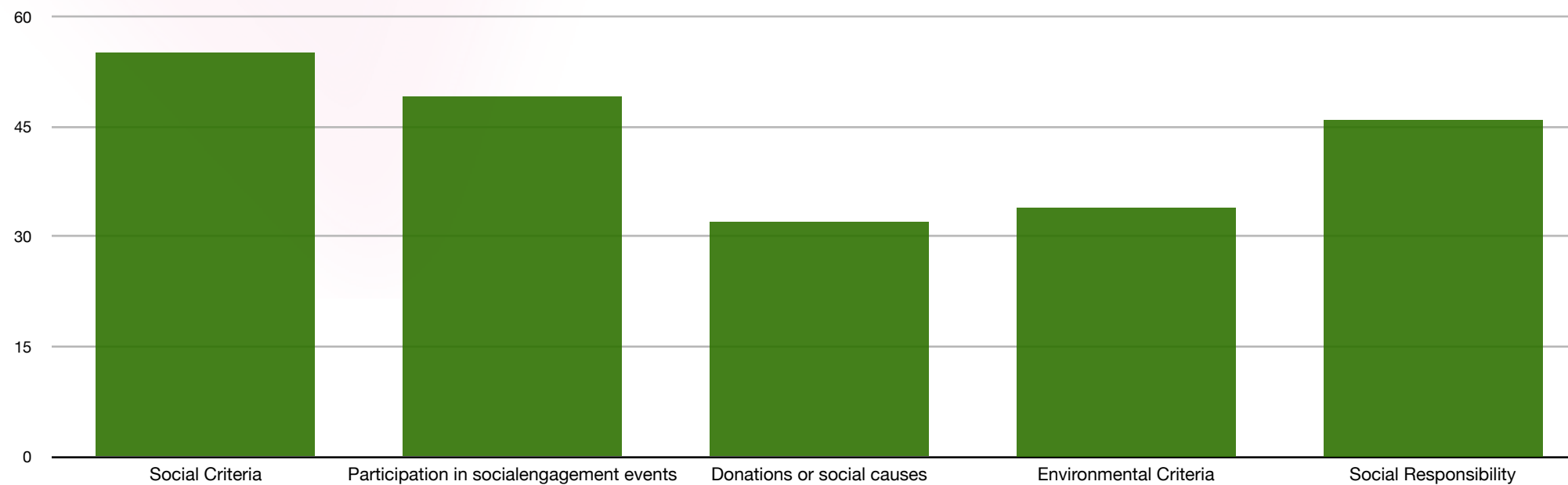
The assessment begins with a documentary and on-site analysis, which allows us to identify opportunities and potential risks. Subsequently, we conduct support sessions to establish improvement plans.

This initiative is a further step in our quest for excellence in supply chain management, ensuring that suppliers share and comply with our high environmental, ethical and social standards.

Over the course of 2022, we have worked with a total of 216 certified suppliers.



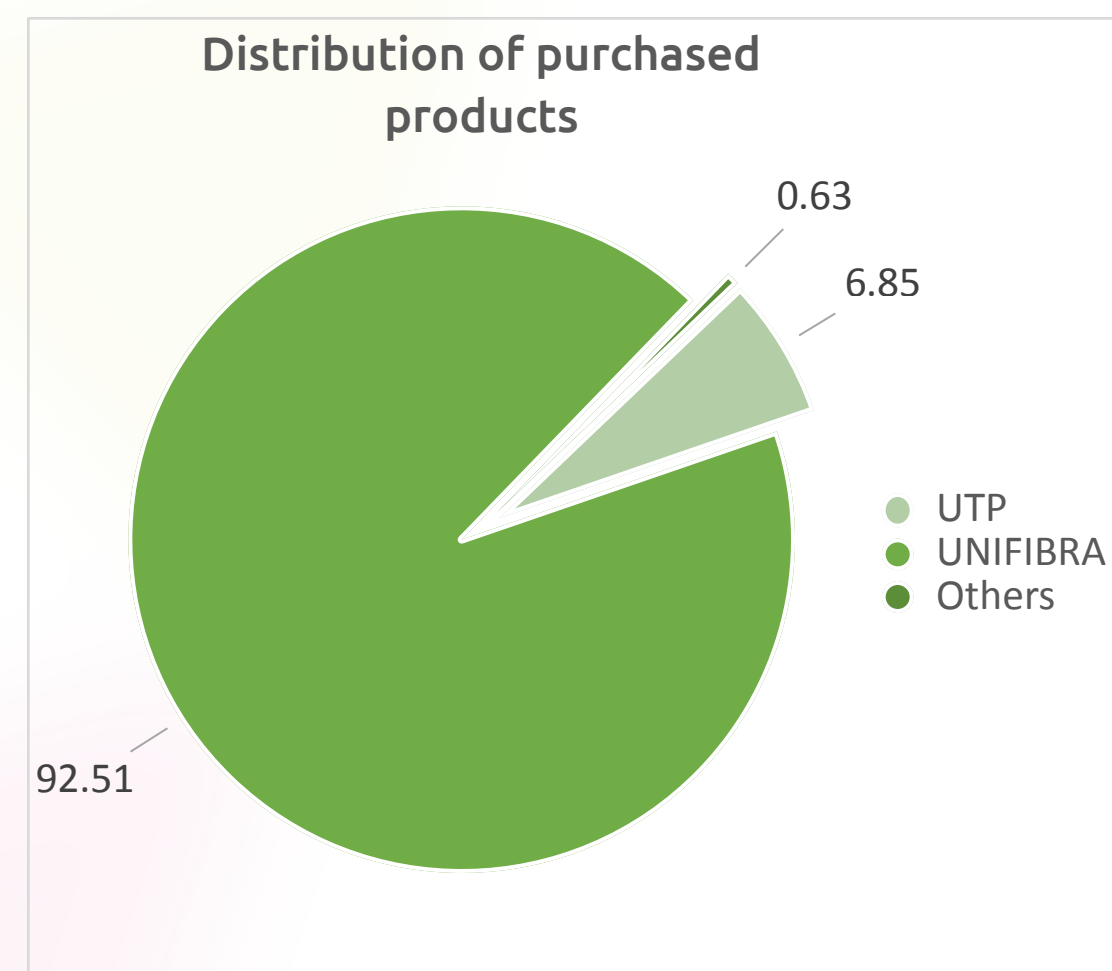
Suppliers evaluated on ESG topics



<i>Social criteria</i>	55
<i>Participation in social commitment events</i>	49
<i>Donations or social causes</i>	32
<i>Environmental criterion</i>	34
<i>Social responsibility</i>	46

Suppliers of electrical and electronic supplies

We allocate a specific number of resources to acquire the necessary technological inputs in order to maintain the quality of our services.



The logistics area, which is in charge of procuring these supplies, is responsible for planning demand, safeguarding company inventories, ensuring efficient distribution to each crew, reconditioning equipment for a positive impact on the environment and maintaining indicators in all areas of the supply chain.

Community Development

As a company, we are committed to corporate responsibility and philanthropy. We strive to make a meaningful contribution to the communities in which we operate, seeking to generate a positive impact through various initiatives and programs that address diverse needs and challenges.

Social Impact

GRI 413-1

We have a variety of programs and activities that take place in our corporate building. These programs are designed to foster the well-being, collaboration and development of our employees and communities.

Dog adoption	With the support of Grupo Salinas, a dog and cat shelter, attends the corporate event along with some dogs looking for adoption. Additionally, during this event, employees can support through donations, either in the form of necessary items or financial contributions directly deposited in the shelter's account.
Donation of bottle caps	Each year, we collaborate with a cap bank that provides support for children fighting cancer. We do this by installing containers to collect plastic caps in various cities. In 2022 alone, we managed to collect 5,566 tons of caps. These figures translate into the equivalent of 200 doses of chemotherapy and oncology drugs, representing a significant contribution to the treatment and well-being of these brave children.
Drug recycling stations	A collection of medicines was carried out, resulting in the donation of a total of 1412 units of medicines and 104 items of healing material. These contributions benefited a total of 271 patients in need.
Collection of electronic materials	A campaign was carried out to collect old or unused electronic devices, giving employees the opportunity to deposit them in designated containers for recycling. In total, 190 kilograms of electronic equipment were collected.
PET capture	A campaign was carried out to collect old or unused electronic devices, giving employees the opportunity to deposit them in designated containers for recycling. In total, 190 kilograms of electronic equipment were collected.
Blood Donation	A blood donation initiative was carried out in collaboration with blooders.org. In this campaign, a total of 78 employees joined to donate blood, supporting more than 234 people through their contribution.



Youth Building the Future (Jóvenes Construyendo el Futuro)

Jóvenes Construyendo el Futuro (JCF) is a social value initiative supported by the Federal Government, in which Total Play actively participates through Grupo Salinas. Its main focus is the incorporation of young people between the ages of 18 and 29 into the formal labor market, through training and coaching in collaborating companies. For a period of up to 12 months, the program offers a monthly scholarship, as well as the option of social security.

We were the first business group to respond to the call at the national level, offering spaces for training since the beginning of the current administration. Since 2019, we have awarded 12,895 scholarships, benefiting 4,280 young people with effective training programs. This initiative provides participants with the opportunity to acquire practical skills and knowledge in the work environment, allowing them to land their professional development plans.

We are dedicated to creating opportunities that facilitate access to the labor market for young people who might otherwise face challenges. Through this program, we provide an avenue for both personal and professional growth, empowering young people who seek to overcome obstacles on their path to employment.

Within the program, two roles are defined:

Beneficiaries: We have a total of 240 scholarship recipients, who participate in mandatory courses organized in blocks. These courses are designed to provide the beneficiaries with comprehensive tools that will enable them to grow both in their work and personal lives, thus complementing their training.

Tutors (Grupo Salinas employees): We have 171 tutors, an essential figure in Jóvenes Construyendo el Futuro. Their primary function is to support the development of the young people in the program. To ensure their effectiveness, tutors receive 2 hours of specific training to gain an in-depth understanding of the program's operation and objectives, as well as their responsibilities.

In addition, tutors have access to additional training to help them perform their roles more effectively and develop in a comprehensive manner. Among the topics of these trainings are:

- Development of emotional intelligence.
- Fundamentals of agility and scrum.
- Talent application, part of the STPS.
- Focus on Design Thinking and the potential of the trainees of the talent pool.

Aztec Foundation (Fundación Azteca)

Fundación Azteca is a philanthropic organization created by Grupo Salinas, with a committed focus on social development and the well-being of communities. Through various initiatives and programs, the Foundation seeks to positively impact areas such as education, health, culture, and the environment through three fundamental pillars:

1. **Talented young people.-** This pillar provides the tools and skills to train the leaders of tomorrow. It consists of educational programs that seek to enhance talent, promote the culture of merit and freedom as a guiding principle.
2. **Environmental.-** Caring for the environment and being aware of our surroundings is something that can be taught and learned. For this reason, at Fundación Azteca we work on programs that raise awareness and educate about the preservation of everything that surrounds us.
3. **Society.-** Through capacity building and the multiplication of alliances, we seek to strengthen the work of civil organizations and social entrepreneurs so that together, we can multiply the benefits and reach more Mexicans.





In order to achieve our objectives, we have established a Memorandum of Understanding with the United Nations Development Program (UNDP). The purpose of this partnership is to seek resources at the international level, which can come from private companies and foundations as well as international organizations. The purpose of this search is to support initiatives in educational, cultural, environmental, and sports areas. This partnership reflects our commitment to broaden our positive impact on various aspects of society and the global community.

Throughout 2022, we present two cutting-edge programs:

- **Cambia tu Jugada:** Stimulates physical activity and generates new perspectives for children and youth.
- **Huella Azteca:** Focused on several aspects that affect the welfare of companion animals.

Main programs and initiatives of Grupo Salinas' Fundación Azteca in 2022

During 2022, we have carried out several initiatives:

- We organized a high-impact educational symposium: "Rethinking Education", with prominent national and international speakers.
- We designed a strategy to connect with Grupo Salinas companies, seeking to strengthen ties with employees and foster a sense of belonging.
- We developed and implemented a general risk map for Fundación Azteca, optimizing our operational management.

- We present a Dance Gala with Isaac Hernandez and other talented dancers, accompanied by the Esperanza Azteca Orchestra and Choir.
- We organized a symphonic concert with Carlos Prieto and three presentations of the Sinfónica Azteca, conducted by Paolo Bortolameolli and accompanied by maestro Jorge Federico Osorio.
- We strengthened the Limpiemos México, Que Viva la Selva Lacandona and Un Nuevo Bosque programs, focusing on sustainability training and generating a deeper impact.
- We inaugurated an innovative summer internship program, in which 134 high school students from the Plantel CDMX worked in 18 Grupo Salinas business units.

Fundación Azteca's Educational and Cultural Programs

We contribute to providing underserved communities with the essential skills to devise innovative approaches to global challenges. We recognize education as the fundamental foundation for the improvement of our lives and sustainable advancement. By raising educational standards, we not only enrich individual lives, but also promote equitable access to quality education, fostering meritocracy and raising the quality of life.

Below, we share the programs we have established in the environmental and social areas. These address issues ranging from education to health and entrepreneurship, also showing the number of people who have benefited or participated in each of them.

Let's clean up Mexico. (Limpiemos México)

The objective is to mobilize the community to solve pollution and promote solutions through the participation of institutions, governments, and volunteers. "Desierto de los Leones Limpio", an annual and permanent campaign that carries out cleanups, courses, and educational activities to raise awareness about the importance of a clean and sustainable environment.

Program results

	2021	2022
<i>Number of brigades</i>	-	6
<i>Number of volunteers</i>	2,120	4,690
<i>Waste collected (kg)</i>	28,000	98,618
<i>Tires</i>	-	2,000
<i>Solid waste</i>	28,000	96,618
<i>Recovery of spaces</i>	-	33
<i>Trees planted</i>	-	22,455

Long live the Lacandon jungle

This program invites children and young people from 9 to 15 years old to participate in a contest that promotes the conservation of the Lacandona Jungle. Contestants submit drawings and texts related to conservation. Thirty-seven winners are chosen, one per state, in addition to other prizes. The winners have the opportunity to travel to the Chajul Station in the Selva Lacandona, accompanied by guides, Lacandon children (lacandones) and biologists, on a 6-day educational trip.

Environmental Guardians

It aims to foster the growth of skills among young people and motivate them to undertake tangible actions and projects for the benefit of the preservation of biodiversity, the environment and the restoration of the future.

	2021	2022
<i>Number of volunteers</i>	11	7

Movimiento Azteca (MOVA)

This social co-responsibility initiative of Fundación Azteca supports civil projects and organizations. It seeks to raise awareness and funds through intensive media campaigns that invite society to contribute to transformative solutions to specific problems in Mexico. These campaigns also generate awareness and financial support for Civil Society Organizations working on relevant social issues.

Mexican Social Security Institute Foundation (IMSS)

	2021	2022
<i>Number of bed chairs</i>	1,678	1,679
<i>Amount collected (MXN)</i>	\$7,051,023	\$7,051,800

Red Cross

	2021	2022
<i>Number of ambulances</i>	41	37
<i>Amount collected (MXN)</i>	\$50,941,318	\$55,529,000

Azteca Social Network

It is a network of civil society organizations throughout the country that seeks to develop capacities, alliances, and synergies to generate social value that materializes in inclusive prosperity.



Esperanza Azteca

Esperanza Azteca is a social program dedicated to music education, achieving this through the formation of symphony orchestras and choirs for young people from 7 to 25 years of age who have limited resources. The essence of this program lies in the forging of more complete individuals, using music as a fundamental pedagogical tool for their development.

Beneficiaries

Type of student	2021	2022
Undergraduate students	103	139
Placement students	34	51
Teachers	29	23

Azteca Campus

Plantel Azteca Mexico City is the first private secondary and technological high school that offers free high-quality education to young people with academic excellence from low-income backgrounds. It employs the Azteca Educational Intervention Model, focused on learning autonomy, with active methods and technology. The model promotes values, integral education, and competencies through innovative extracurricular activities such as robotics and advanced English.

For the 2021-2022 school year, five new Azteca campuses were opened, with the aim of increasing the number of students benefiting from them.

School level	2021	2022
Secondary	1,746	2,813
Baccalaureate	1,038	1,575
Total	2,784	4,388

By the year 2023, we have set the following goals that we wish to achieve:

- Seek international funding to support the Foundation's projects and programs, with the objective of obtaining additional support to expand the scope and effectiveness of our initiatives.
- To guarantee the efficient operation and maintenance of the information systems and technological platforms essential for the operation of Fundación Azteca, ensuring the availability and security of data.
- Effectively demonstrate Fundación Azteca's results through concrete evidence backed by solid communication, highlighting the positive impact achieved in the community.
- Create and produce educational content adapted to Fundación Azteca's Learning Management System and web page platforms, offering high quality didactic resources to support student learning and simplify access to information.
- Establish a solid internal control system at Fundación Azteca, implementing policies and procedures that promote transparency, efficiency, and accountability in all operational areas.
- Develop specific value propositions for Grupo Salinas companies, emphasizing the benefits of collaborating with the Foundation and how their participation can contribute to social progress.
- To position Fundación Azteca's Educational System in both national and international scenarios, highlighting its innovative educational approaches and successful achievements to share knowledge and forge strategic alliances.





Commitment to the Environment

The environment is a critical factor for Total Play due to its impact on energy consumption, e-waste management, regulatory compliance, and climate resilience. By prioritizing the environmental impacts to which the company is exposed, we can build a resilient business with clear objectives for all stakeholders.

To achieve our various sustainability objectives, we have policies in place to ensure that every action we take is in harmony with the well-being of the planet. Although our business does not have significant impacts, we closely follow the supply chain and operations of third parties involved.

We have a Climate Change Policy, which establishes guidelines, strategies and goals for the prevention, correction, and reduction of climate change impacts. This policy has the following pillars:

- Sustainability strategy
- Communication channels and culture
- Identification of practices that promote climate change mitigation and adaptation.

In addition, we have policies to strengthen the environmental management framework:

- **Energy Efficiency Policy:** establishes guidelines for applying energy saving and efficient energy use actions in the facilities.
- **Hazardous Materials and Natural Resources Control Policy:** determines guidelines for suppliers to comply with regulatory requirements.
- **Waste Collection Policy:** details the activities that regulate the separation and collection of waste in the Group's businesses.

We are aligned with current environmental regulations and have established a solid compliance plan for water, waste collection, and operating licenses. This strategy allows us to actively contribute to the mitigation of climate change and reduce negative impacts on the environment, as well as the reduction of resources.

In 2019, we took an important step in our commitment to sustainability by receiving LEED certification for the corporate office building. This distinction accredits the building as an outstanding example of the responsible use of energy, water, and material resources.

Relevant Figures

1,740 tons of CO₂ were avoided, a 7% reduction over the previous year.

190 kg of waste recycled, including metals and plastic, which allowed us to save 3,169 kWh of energy.

49% progress in the implementation of the Battery Renewal Plan

1 Committee for the identification of climatic contingencies

Energy and Emissions

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

SASB: TC-TL-130a.1

In the telecommunications sector, we face a challenging scenario due to the intensity of energy use. We are actively promoting the efficient use of non-renewable energy, as well as the acquisition and production of renewable energy.

Energy consumed

In 2022, total energy consumption reached 36 GWh, experiencing a 22% increase compared to the previous year, due to the growth of Total Play operations. On the other hand, we had a 9% reduction in renewable energy consumption.

Non-Renewable (CFE)			Renewable			Total		
2021	2022	Difference	2021	2022	Difference	2021	2022	Difference
25.2	32	27%	4.4	4	-9%	29.6	36	22%

*Energy consumption in GWh

Scope 1: Direct Emissions

Total Play's Scope 1 greenhouse gas (GHG) emissions result from the combustion of gasoline and diesel in the activities and operations of the business. These emissions come directly from sources controlled and managed by the company.

Emissions are calculated by multiplying consumption by the Emission Factor of the National Electric System (SEN). This factor is a specific measure that allows us to quantify the GHG emissions associated with electricity generation in the country.

Emissions (ton CO ₂ eq)					
Gasoline			Diesel		
2021	2022	Difference	2021	2022	Difference
17,444	12,206	-30%	118	135	14%

Scope 2: Indirect Emissions

Scope 2 GHG emissions are calculated based on Total Play's electricity consumption (32 GWh) throughout the year, both from renewable sources. These emissions represent a key aspect of our environmental assessment, as they reflect the impact generated by the use of electricity in operations.

Emissions are calculated by multiplying consumption by the Emission Factor of the National Electric System (SEN). This factor is a specific measure that allows us to quantify the GHG emissions associated with electricity generation in the country.

Emission Factor of the National Electric System (SEN) used:

- 2021: 0.423 ton CO₂eq/MWh
- 2022: 0.435 ton CO₂eq/MWh

Emissions (ton CO₂eq)

Emissions released			Emissions avoided		
2021	2022	Difference	2021	2022	Difference
10,660	13,920	31%	1,861	1,740	-7%

During the period 2021 to 2022, Total Play's Scope 2 GHG emissions increased due to the increase in electricity consumption from non-renewable sources and the reduction in consumption from renewable sources. In addition, the Emission Factor of the National Electrical System (SEN) experienced an increase of 2.8%.

Emissions (ton CO₂eq)

2021	2022	Difference
28,222	26,261	-7%

Water

GRI: 303-1

As part of our commitment to the planet, we have implemented concrete actions in the corporate building to generate a positive impact on water consumption and savings. One of these key actions has been the adoption of low-flow technologies in faucets and toilets. These technologies have contributed to the preservation of local water resources and have raised awareness among employees and visitors about the importance of using water responsibly.

As this is our second sustainability report, we are strengthening our internal information management processes to enhance our ability to collect, analyze and present accurate data on water consumption in our operations..

Waste

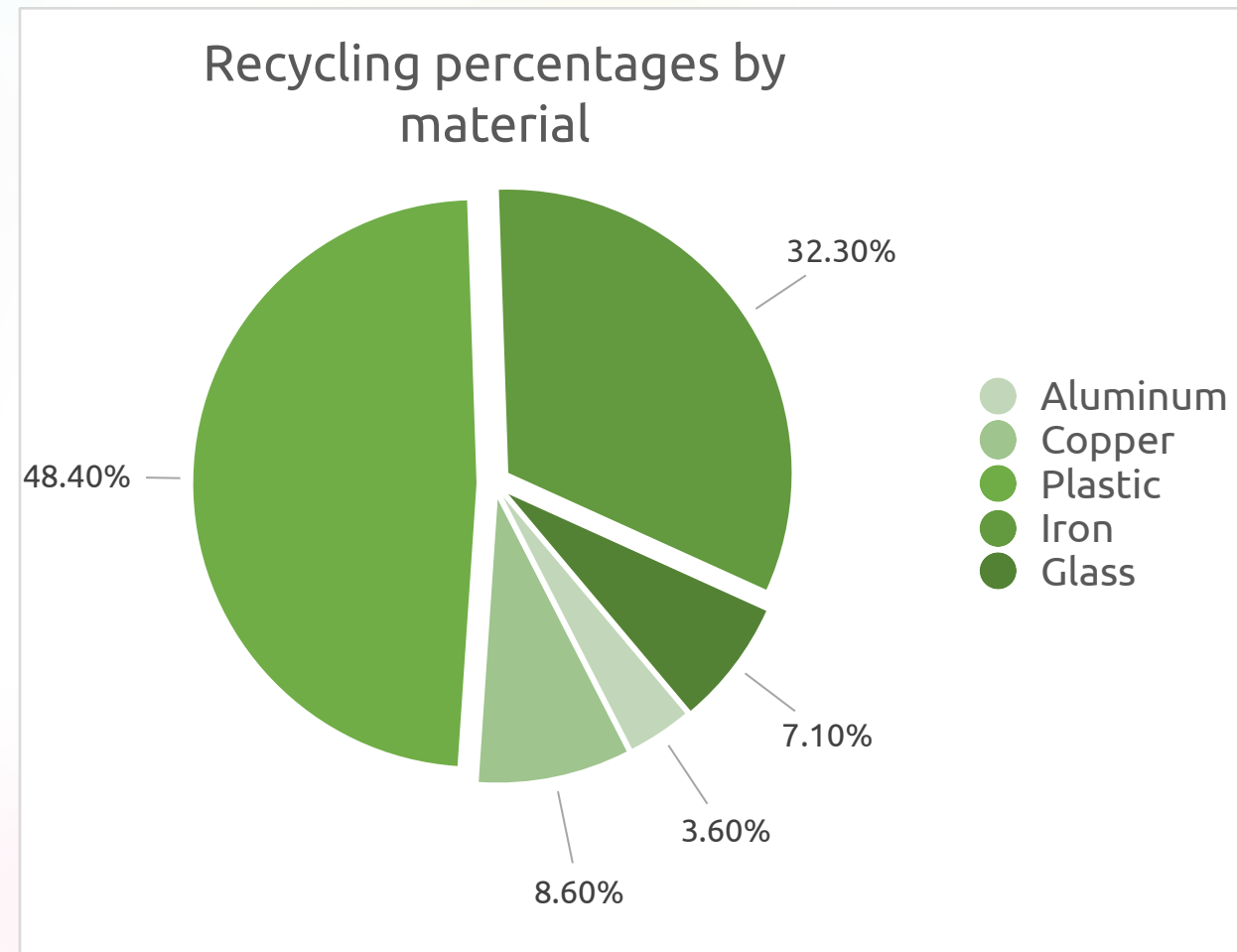
GRI: 306-4

SASB: TC-TL-440a.1

At Total Play we are aware of the impact that electronic and non-electronic waste has on our operations and supply chain on the environment. That is why in 2022 we managed to recycle a total of 190 kg of waste, including materials such as aluminum, copper, plastic, iron, and glass, which allowed us to save 3,169 kWh of energy.

Aluminum	Copper	Plastic	Fierro	Glass
6.82	16.42	91.83	61.27	13.49

*Figures in kilograms

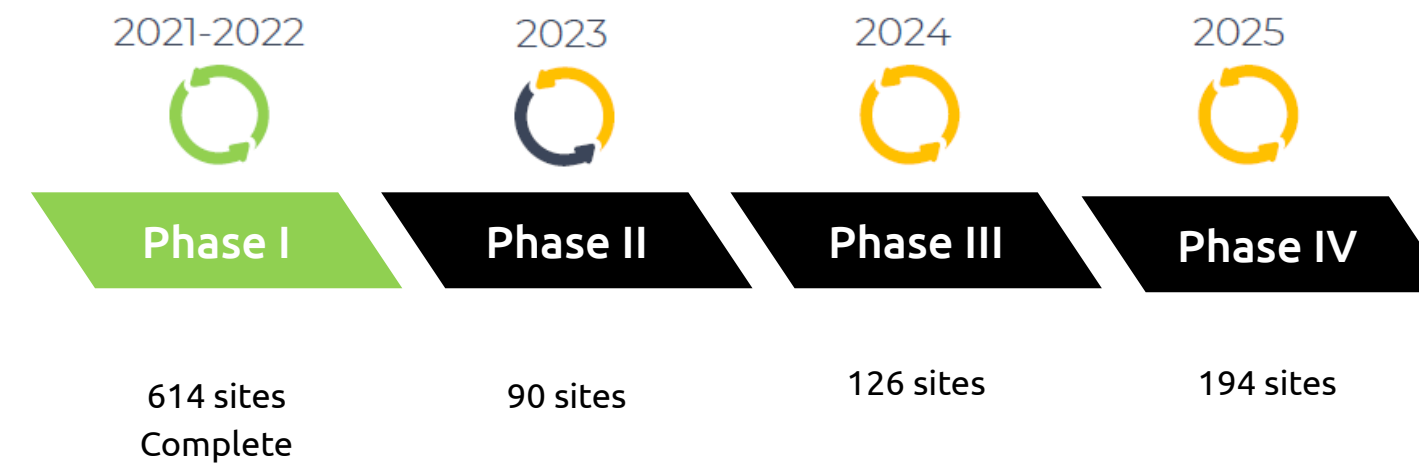


Management of infrastructure equipment and materials

At Total Play, we are constantly looking to improve and develop our infrastructure to provide the best possible experience.

As part of the infrastructure equipment and materials management strategy, we have the Battery Bank Renewal Plan, an internal initiative designed to improve the efficiency and reliability of services at the 1250 sites equipped with essential components such as the infrastructure core (CORE), optical line technology (OLT) and microwave connectivity (MW). This plan focuses on the replacement of lead-acid batteries with state-of-the-art Lithium-based technology, which will allow us to ensure an uninterrupted and high-quality power supply.

We have designed this process in 4 well-defined phases, strategically replacing batteries in key locations.



Adoption of lithium technology increases storage capacity, energy efficiency.

Since its implementation in 2021, the Battery Bank Renewal Plan has shown significant progress, with 49% of the planned sites replaced.

In this regard, we have worked closely with a supplier specializing in hazardous waste management. Their involvement has been essential to ensure the proper disposal of the 2,217 lead-acid batteries replaced between 2021 and 2022.

The decision to adopt lithium battery technology goes beyond simple economic savings; this choice has had a positive impact on our finances and the well-being of the environment.

We have achieved significant savings of more than \$1.2 million Mexican pesos.

The switch to Lithium batteries in the Battery Bank Renewal Plan offers a wide range of benefits that make a significant difference in the efficiency and sustainability of our services. Some of the main benefits highlighted are as follows:

- **Energy density:** Lithium technology provides a greater amount of energy in a reduced space, allowing us to optimize storage capacity at our sites.
- **Reliability:** Lithium batteries are maintenance-free, which means greater reliability in the operation of the infrastructure, thus reducing possible service interruptions.
- **Longer life:** Lithium batteries can achieve up to three times the life of lead acid batteries, which translates into greater long-term durability and efficiency.
- **Reduced environmental impact:** By eliminating lead from our process, we significantly reduce the environmental impact at the time of battery replacement, contributing to the preservation of the environment and public health.
- **Increased storage capacity:** Lithium technology provides us with superior storage capacity, allowing us to meet the growing demand for our services and adapt to future customer needs.

Climate Change

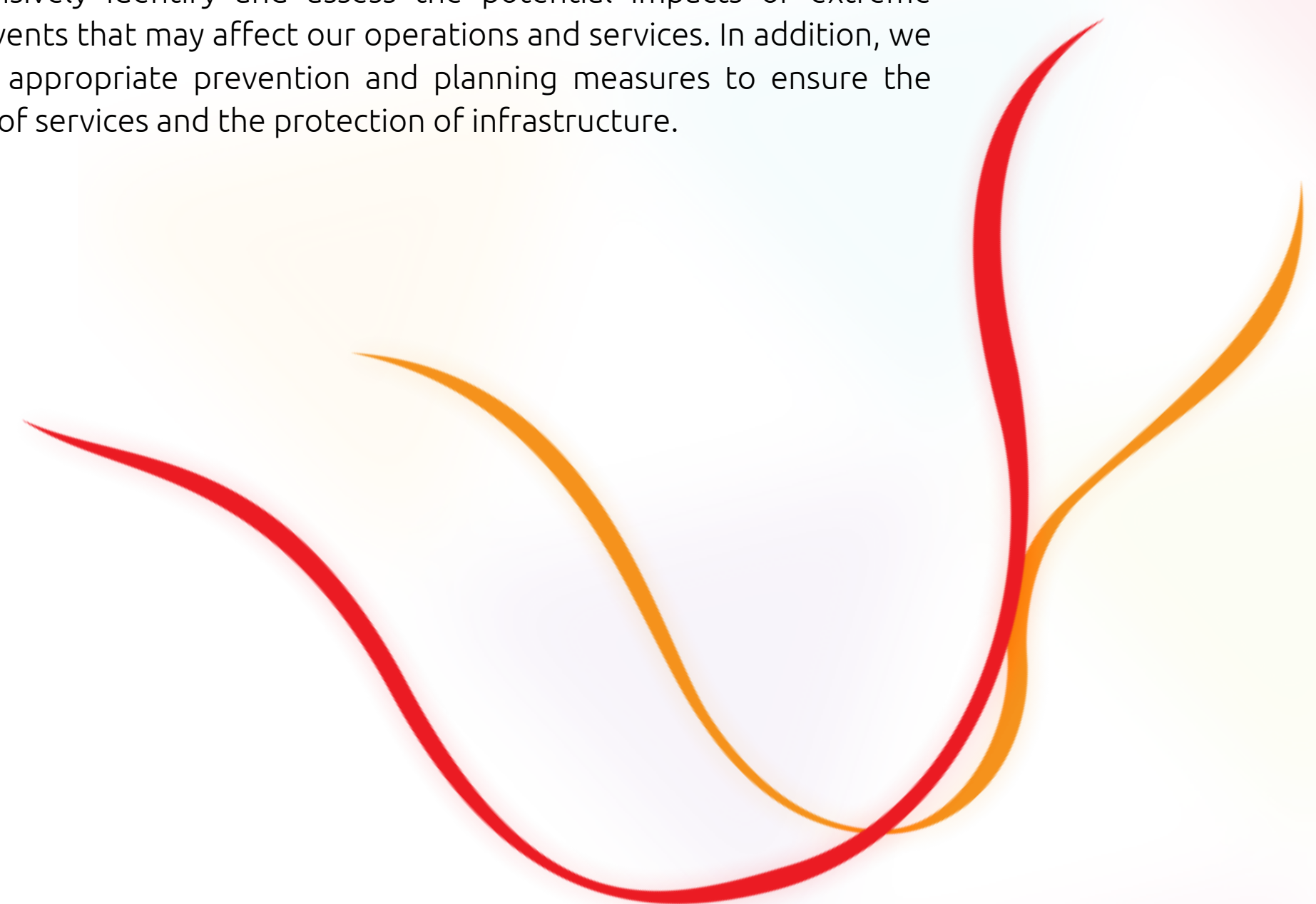
GRI 201-2

Climate change is a major phenomenon that involves alterations in the global climate due to the accumulation of greenhouse gases in the atmosphere. For us, understanding and addressing this issue is essential, as climate change brings direct and indirect impacts on our operations and customers.

Climate Risks

GRI 201-3

In the current context of growing concern about climate change, climate risk management is a crucial priority for Total Play, as we must comprehensively identify and assess the potential impacts of extreme weather events that may affect our operations and services. In addition, we must take appropriate prevention and planning measures to ensure the continuity of services and the protection of infrastructure.





Transition Risks

They are related to changes in policies, technologies and social attitudes aimed at reducing greenhouse gas emissions and moving towards a more sustainable economy.

These risks are recognized for their potential impact on the business in the short, medium, and long term. In response to this reality, both Grupo Salinas' policies and those specific to Total Play are oriented as guidelines issued by senior management. Their purpose is to adhere to public policies and to guarantee the company's long-term sustainability.

Some of these risks include:

- Stricter regulations
- Changes in the demand for products and services
- Disinvestment in industries not aligned with sustainable practices.

At Total Play, we are taking proactive steps to anticipate and address the transition risks associated with climate change and industry developments. Some of the strategies we are implementing are described below:

- Corporate energy efficiency: As a LEED-certified building, we are focused on improving energy efficiency.
- Incorporation of renewable energies: We are working to integrate renewable energy sources.
- Promoting teleworking: We are promoting teleworking as much as possible, both for employees and customers.
- Replacement of lithium batteries: With the Battery Bank Renewal Plan we seek to increase storage capacity and energy efficiency.
- Updating infrastructure and technology: We have upgraded our networks and technologies to be more efficient and offer more sustainable services.
- Specialized regulatory and governmental oversight units: Within the organization, specialized units have been established in various areas, each of which is dedicated to ensuring compliance with corporate policies, while ensuring compliance with regulatory compliance at various levels of government.



Physical Risks

Physical climate risks are related to the direct impacts of climate change on the natural environment and may affect infrastructure, the supply chain and business operations. These risks are recognized by observing significant alterations in environmental variables that generate or could generate impacts on the services provided and on the normal operation of Total Play in terms of telecommunications. Variations in the frequency, intensity or duration of these environmental variables act as signals of the presence of climatic phenomena, such as heavy rainfall, hurricanes, tornadoes, and others.

Some of these risks include:

- Extreme weather events
- Scarcity of natural resources
- Sea level rise

In order to mitigate the associated risks, we constantly monitor possible situations that could affect Total Play's infrastructure nationwide, based on forecasts provided by Conagua and the National Meteorological Service. Once an imminent threat is identified, the Business Continuity team acts by sending notifications to the areas that could be affected. At the same time, the corresponding protocols are activated to counteract any anticipated disruption.

It is important to note that, in addition to the reactive response of the Business Continuity team, the operational areas have the capacity to initiate preventive measures upon detecting signs of risk. Once these measures are implemented, the Business Continuity unit is notified in order to maintain integral coordination.

Internally, a committee has been established comprised of the directors of the operating areas most susceptible to weather contingencies. This Committee, together with the different operating units, works in a collaborative and coordinated manner. Its main objective is to execute both preventive and restoration actions, depending on the situation, in order to recover operations and minimize the impact on service.

Source: [Climate Change Adaptation and Sustainability](#) and [Climate Risks Study for Telecommunications and Data Center Services](#).



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	403-7	Prevention and mitigation of health and environmental impacts. directly linked through the relationships between the company and its employees. commercial	Commitment to people	58 - 60
	403-8	Coverage of occupational health and safety management system work	Commitment to people	58 - 60
	403-9	Work-related injuries	Commitment to people	58 - 60
	403-10	Occupational diseases and illnesses	Commitment to people	58 - 60
GRI 404 Training and Education	404-1	Average hours of training per year per employee	Commitment to people	58 - 60
	404-2	Programs to develop employee competencies and transition assistance programs	Commitment to people	55 - 58
	404-3	Percentage of employees receiving regular performance and career development evaluations.	Commitment to people	55 - 58



GRI Standard	Content	Description	Chapter	Page
GRI 405 Diversity and Equal Opportunity 2016	405-1	Diversity of governing bodies and employees	Commitment to people	53
GRI 406 Non-discrimination 2016	406-1	Discrimination cases and corrective actions taken	Our Commitment: Delivering Inclusive Prosperity Commitment to people	26
GRI 408 Child Labor 2016	408-1	Operations and suppliers with a significant risk of cases of child labor	Commitment to people	69
GRI 409 Forced or Compulsory Labor 2016	409-1	Operations and suppliers with a significant risk of cases of forced or compulsory labor	Commitment to people	69
GRI 410 Security Practices 2016	410-1	Security personnel trained in policies or procedures of human rights	Our Commitment: Delivering Inclusive Prosperity	25
GRI 413 Local Communities 2016	413-1	Operations with local community participation, impact assessments and development programs	Commitment to people	71 - 75
GRI 416 Customer health and safety 2016	416-1	Evaluation of the impacts of product categories and health and safety services	Commitment to people	61
GRI 414 Supplier Social Assessment 2016	414-1	New suppliers that have passed selection filters of agreement with social criteria	Commitment to people	69 - 71
	414-2	Negative social impacts on the supply chain and measures taken	Commitment to people	69 - 71
GRI 417 Marketing and Labeling 2016	417-1	Requirements for product information and labeling and services	Commitment to people	64, 65
	417-2	Cases of non-compliance related to the information and the labeling of products and services	Commitment to people	64, 65
	417-3	Cases of noncompliance related to communications of marketing	Commitment to people	64, 65
GRI 418 Customer Privacy 2016	418-1	Substantiated claims relating to violations of customer privacy and loss of customer data	Commitment to people	66, 67



SASB Table

Subject	Code	Parameter	Chapter	Page
Footprint environmental operations	TC-TL-130a.1	(1) Total energy consumed, (2) percentage of electricity from grid, (3) percentage of renewables	Commitment to the planet	77
Data privacy	TC-TL-220a.1	Description of the policies and practices related to behavioral advertising and customer privacy	Commitment to the people	67
Data security	TC-TL-230a.2	Description of the approach to identify and address the risks to the safety and security of the including the use of data standards, including the use of third party cybersecurity	Commitment to the people	66
End-of-life management	TC-TL-440a.1	Number of lodging facilities located in or near areas of protected conservation status or endangered species habitat.	Commitment to the planet	78
Competitive behavior & Open Internet	TC-TL-520a.2	Actual average sustained download speed of (1) proprietary and commercial content and (2) content not associated	Profile Total play	13



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