

Sustainability
Report

2023





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Message to Readers

As prominent participants in the telecommunications sector in Mexico, we recognize the responsibility we have to positively impact society and the environment. That is why we are pleased to present the Total Play Sustainability Report for 2023, in which we share with you our achievements, challenges, and the commitments we have undertaken to promote sustainable development.

We believe that transparency, ethics, and responsibility are fundamental pillars for building a solid and trustworthy Company. Control and supervision mechanisms have been implemented to ensure compliance with our policies, which in turn are aligned with the highest national and international standards.

Our governance is focused on the values of integrity and ethics, paying special attention to strengthening transparency, accountability, and combating corruption, thus promoting an organizational culture based on trust and compliance.

Our commitment to reducing the environmental impact generated by our operations is by adopting sustainable practices and technologies. The goal is not only to minimize our ecological footprint, but to also inspire our customers and employees to adopt more sustainable habits.

The social environment is key to us. Total Play endeavors to contribute to the well-being of communities and promote an inclusive and safe work environment. We take pride in fostering initiatives through the Azteca Foundation to support youth and raise environmental awareness.

Our approach to diversity and inclusion is reflected in our corporate philosophy, focusing on promoting and protecting vulnerable groups through the Gender Unit, which aims to create safe and violence-free spaces for all personnel.

As a key Company in the telecommunications sector in Mexico, we strive to improve the quality of life in communities by offering exceptional services and actively participating in initiatives aimed at strengthening societal well-being. In doing so, Total Play has achieved a Customer Satisfaction Index of 45.7%, which is above the industry average.

This report is a testament to our dedication to building a sustainable future. All our stakeholders are invited to join us on this journey, contributing ideas, collaborating, and sharing our commitment to sustainability.





Milestones 2023

<p>#1 in average</p> <p>connection speed for playing Netflix content.</p>	<p>Total Play</p> <p>is the favorite internet provider in Mexico, according to Speedtest by Ookla.</p>	<p>Official online platform</p> <p>in the League of Environmental Leaders (LLA).</p>	<p>#1</p> <p>in the Broad Performance category of the nPerf Awards Mexico.</p>	<p>+1.4 million</p> <p>followers on social media.</p>
<p>Customer satisfaction</p> <p>index is 1.6 times higher than the industry average.</p>	<p>+\$4 million</p> <p>MxP invested in training.</p>	<p>+139,000</p> <p>hours of training conducted.</p>	<p>+4,000</p> <p>medical consultations offered to employees at Total Play facilities.</p>	<p>+\$12 million</p> <p>MxP collected in support of IMSS Foundation, the Red Cross, and for Hurricane Otis victims.</p>
<p>60 tons</p> <p>food and hygiene products sent in support of victims affected by Hurricane Otis in Acapulco.</p>	<p>+11,500 trees</p> <p>trees planted thanks to A New Forest.</p>	<p>+35 tons</p> <p>of waste collected thanks to cleanup activity days organized by Let's Clean Up Mexico.</p>	<p>+3,500 volunteers</p> <p>volunteers involved in cleanup activities.</p>	



We are Total Play





We are Total Play

GRI 2-1, 2-6

We are a leading telecommunications company in Mexico, offering internet access, pay television, and telephone services through one of the largest 100% fiber optic networks in the country. There are two business segments: **Totalplay Residencial** and **Totalplay Empresarial**, through which we provide technologically advanced telecommunications services to millions of customers nationwide.

100% fiber optic

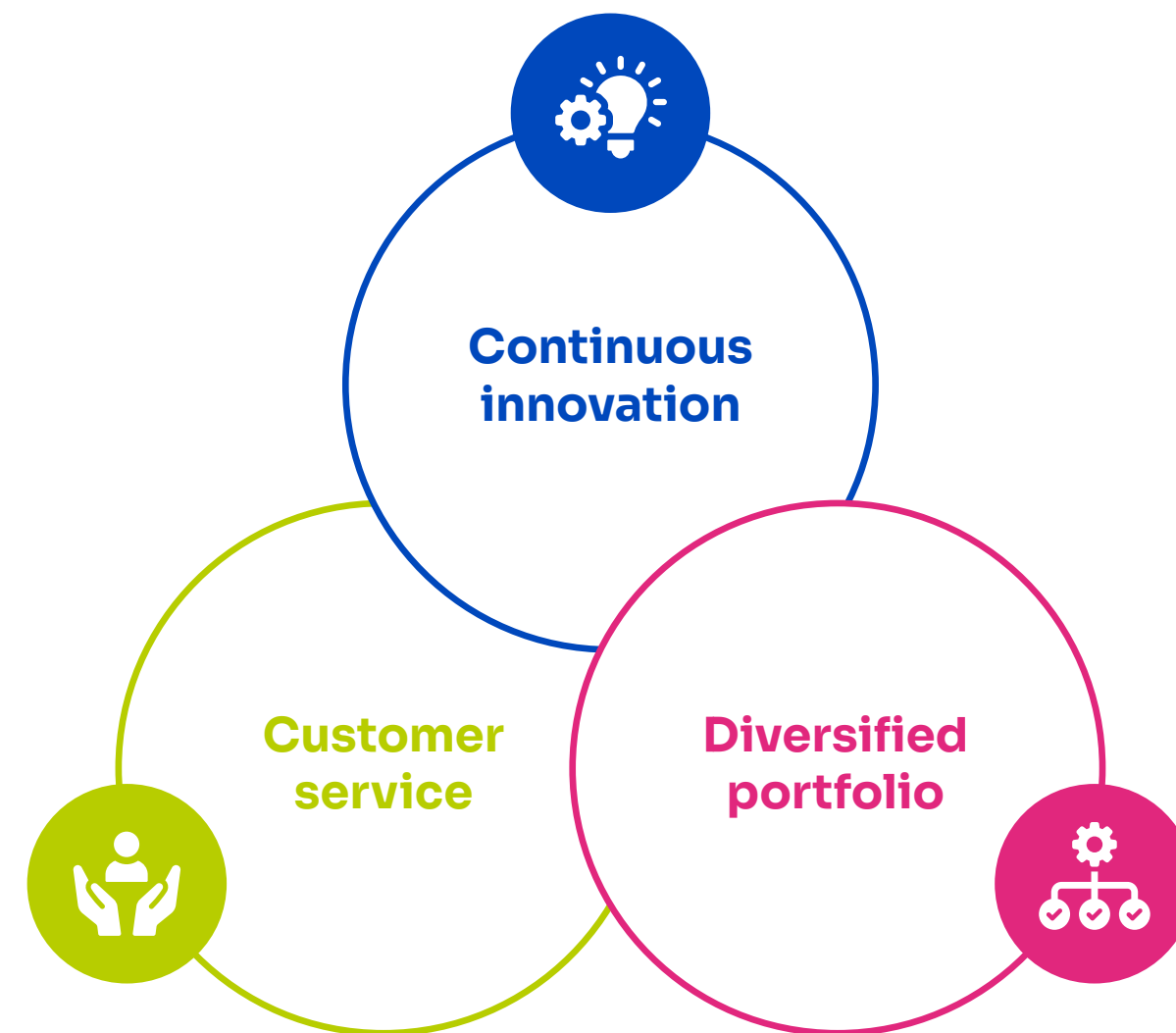
network connected directly to homes.

+10 years

of experience in Mexico.

Our Approach

In the dynamic world of telecommunications, Total Play stands out for its ongoing commitment to continuously transforming the connectivity and entertainment experience. Our aim is to provide cutting-edge technological solutions that adapt to the ever-evolving needs and expectations of our customers, which is why our approach is based on the following elements:

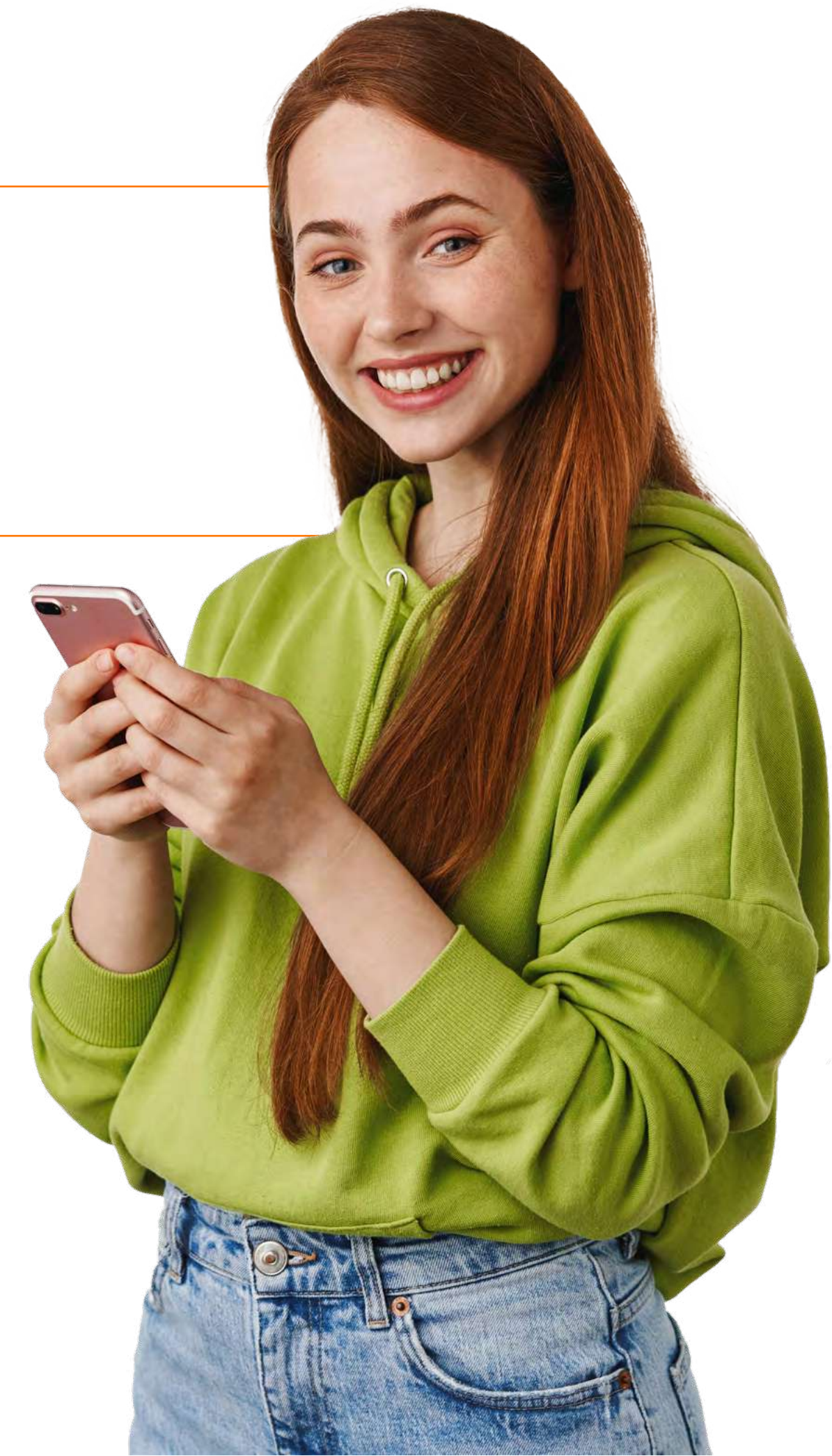


We are first place

in the **Netflix Speed Index** for +4 years.

The fastest and most stable WiFi

and a fixed network with the best consistency in the country.





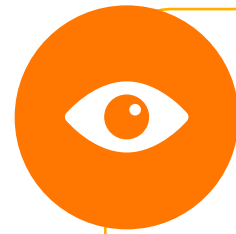
Mission and Vision

At Total Play, our mission and vision reflect our commitment to supplying the very best digital service and experiences to all Mexicans. They also guide the strategic lines to be followed and our decision-making processes.



Mission

Connect the community through innovative telecommunications and technology services.



Vision

To be national market leaders for telecommunications and digital entertainment services through innovation, and to exceed the expectations of the people and businesses we serve.





Where We Are

We are present throughout all of Mexico and provide the best telecommunications service in the country, offering efficient and uninterrupted service and support.



153,617

kilometers of fiber optic network at the close of 2023.

17.5

million homes with Total Play coverage.

Customer Service Channels and Points of Contact

We strive to be close to our customers to address their needs and value every interaction as an opportunity to improve and ensure that the solutions we offer are the most suitable for all of them. Therefore, various means to ensure agile contact are provided, regardless of location:



Contact

- ▶ Customer service accounts in social media.
- ▶ Telephone service 24/7.
- ▶ Support available through WhatsApp.
- ▶ Customer service portal.
- ▶ Service and support through the Total Play app.



Our Business

Our focus is on providing reliable connectivity that allows access to various digital tools and seamless communication. Interactive television service with a wide selection of channels and premium content is offered. Additionally, we provide the highest-speed internet connection, ensuring a fast and efficient browsing experience. Also offered is Total Play Telephone, a borderless telephone service with the best audio quality, ensuring that our customers stay connected at all times.

Through the range of services offered, we cover a wide variety of solutions designed to meet the needs of two key sectors: **Homes** (Totalplay Residencial) and **Businesses** (Totalplay Empresarial).

Totalplay Residencial

We have an extensive fiber optic network in the country, connecting Mexican homes and enhancing the digital experience of millions of people.

Find out more [here](#).

Totalplay Empresarial

We offer the best solutions, managed services, and information technology that address the operational and process requirements of organizations.

Find out more [here](#).

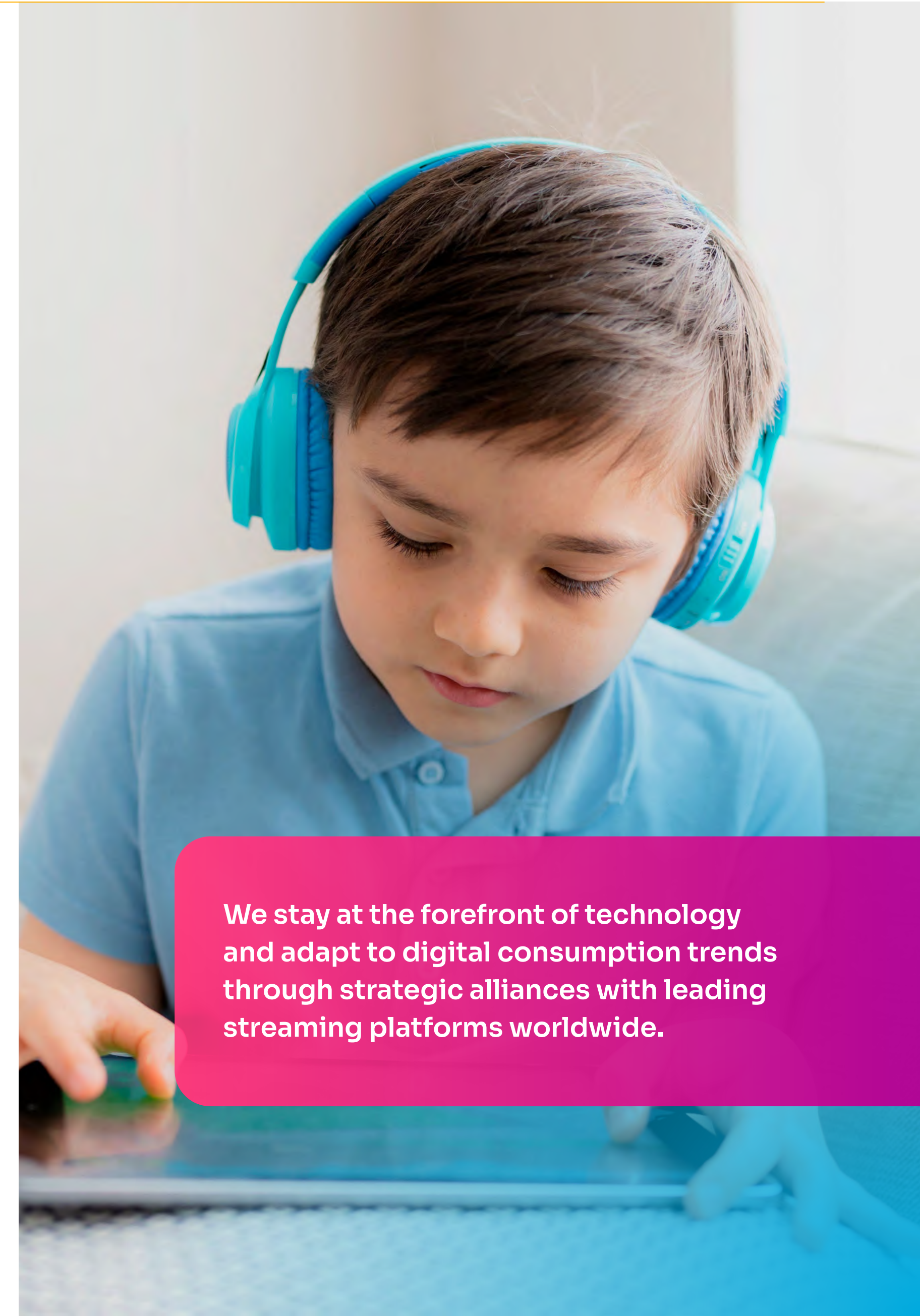
What Sets Us Apart from the Rest

Our comprehensive telecommunications experience goes beyond connectivity, delivering excellent service quality, integrating the latest telecommunications technology, and providing attention for all our stakeholders. We strive to anticipate the constant changes in the sector and exceed our customers' expectations, and are also recognized as the fastest and most consistent internet provider with the best service in the country.

Our Values

Honesty and **loyalty** are the fundamental values guiding how we do business, enabling us to build solid and trustworthy relationships with all our stakeholders. **Passion for the customer, continuous improvement, teamwork, impeccable execution, trust, and mutual respect** are the behaviors we instill in our team.

Discover more here about our corporate ethics and culture [here](#).



We stay at the forefront of technology and adapt to digital consumption trends through strategic alliances with leading streaming platforms worldwide.



Total Play Throughout the Years

2004

Start of the company's creation process using Grupo Iusacell's structure.

Construction of the first fiber optic network.

2015

Separation from Grupo Iusacell.

2008

Direct connection to homes in two specific areas in Mexico City.

2016

Network coverage reaching 7.3 million homes in 22 cities across Mexico, with 543,000 active users in the Residential segment and 58,000 services in commercial locations within the Business segment.

2020

Granted the seal of Corporate Social Responsibility, by CEMEFI.

Board of Directors consolidated with 9 members, 4 of which are independent directors.

2010

The initial offering of a variety of services through a fiber optic network, including broadband internet, television with on-demand content options, and landline telephone service.

2017

Annual revenue growth of 38% from 2017-2019.

2021

Participation in several activities of the Global Compact, such as Women's Empowerment Principles (WEPIs).

2011

Introduction of the 100% fiber-optic network in residential services.

2018

Joined the UN Global Compact.

2022

Over 130,000 kilometers of network, with more than 149,000 services and 17.3 million homes connected.

2014

1.5 million homes connected and service for 150,000 active users.

2019

Selected by Google as its #1 global partner to implement non-linear programming for targeted advertising.

2023

The fiber optic network extends across 153,617 kilometers. Totalplay Residential coverage is over 17.5 million homes, connected in 87 cities, and has 4.7 million subscribers.





Sustainable Value

GRI 2-22, 2-29, 3-1, 3-2

At Total Play, sustainable value is obtained through an inclusive business vision, which seeks to create opportunities and well-being for our stakeholders through the Company's operations.

Our goal is to effect changes in society through strategies having a positive impact on the economy, environment, and community. Therefore, actions are implemented to make every

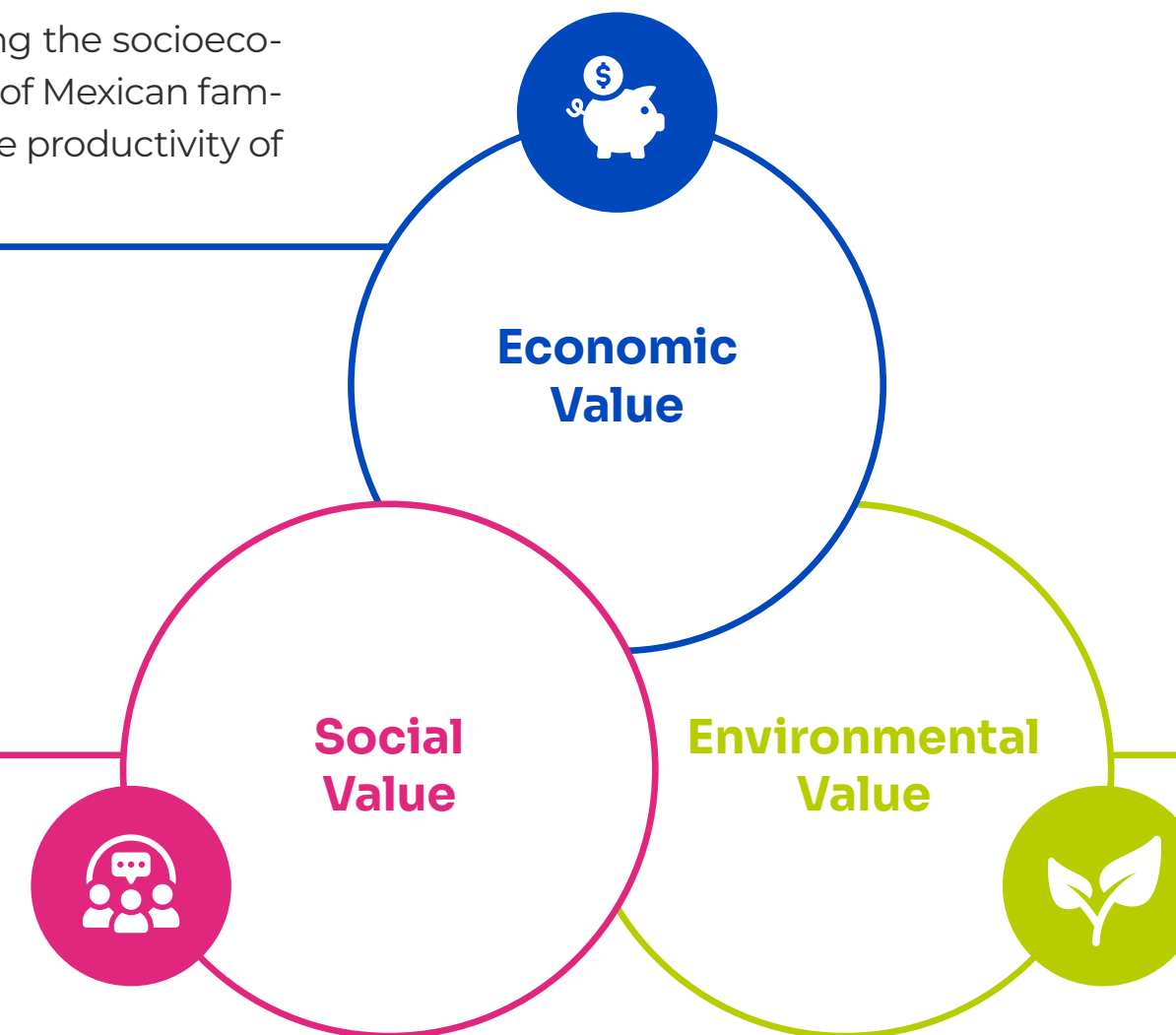
aspect of Total Play fully sustainable, including our value chain. In line with this, we adhere to Grupo Salinas' Inclusive Prosperity, which is defined as the generation of value and well-being for millions of families based on inclusion and wealth creation, by companies and institutions, for all sectors of the population and society.

Value Creation Pillars are:

Innovating in the telecommunications market; strengthening the socioeconomic development of Mexican families; and boosting the productivity of organizations.

Maintaining a commitment to creating environments that foster development of the communities in which we operate; promoting digital accessibility and inclusion; and supporting various social causes.

Mitigating the environmental footprint of our operations and value chain; promoting respect for the environment; using resources responsibly; and instilling a culture of care among our stakeholders.





Double Materiality

In 2023 an update of the materiality study was conducted to identify relevant material aspects—both sustainability and financial—for the Company, integrating them into the Sustainability Strategy and Model of each of the businesses. Once material topics were determined, they were presented to the stakeholders to understand the level of importance each has for them.

The concept of double materiality considered for this exercise contains the following elements:

► Financial Materiality

It identifies those topics having a financial impact on the Company, meaning they influence investment or loan decisions based on evaluations of the Company's financial performance and value.

► Impact Materiality

(Environmental, Social and Human Rights)

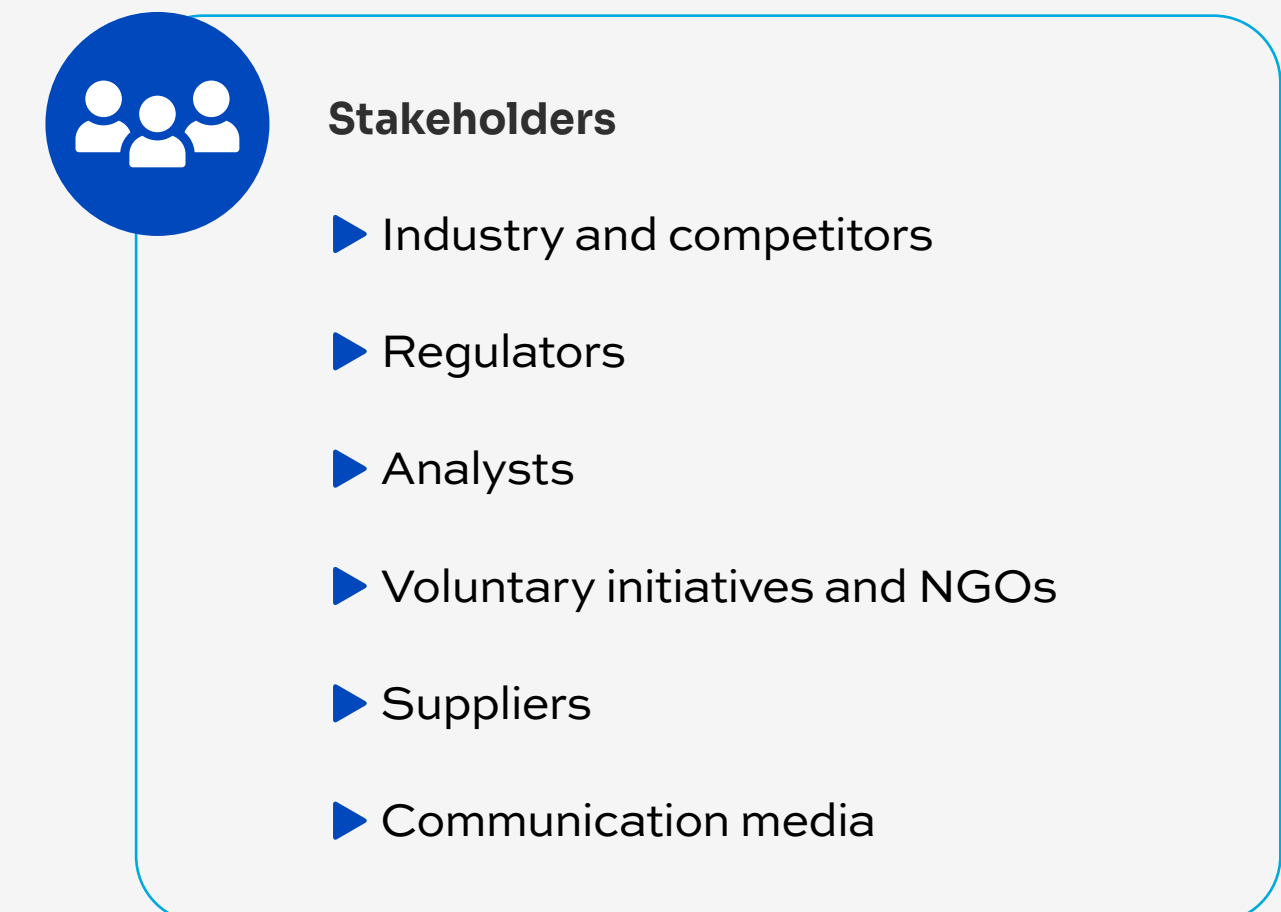
It identifies those topics reflecting the most significant, real, or potential impacts on the economy, the environment, and people, including impacts on human rights in the short, medium, or long terms. These are impacts caused directly by the Company or that may exist in its value chain.

The methodology used to perform the materiality analysis of the Company consists of five steps:



Stakeholder Relations

Total Play values its stakeholders, as their collaboration and feedback allows for the ongoing improvement of our products and services. Together with them, the aim is to build a more innovative, responsible, and sustainable future. According to the materiality study, the most relevant stakeholders are:





Materiality Matrix

Four aspects are considered in preparing the materiality matrix for Total Play:

- ▶ **Importance:** The topics evaluated and listed are important to the Company
- ▶ **Adaptability:** Topic determination is adapted to the needs of the organization. Should the executives and/or managers decide a topic is important, it is reviewed and put under consideration.
- ▶ **Scope:** Materiality is conducted based on public information and inhouse documents.
- ▶ **Analysis:** Information obtained during the process is analyzed by a tool that considers sector-related information sources.

The resulting materiality matrix is shown below, with the topics considered and the corresponding importance for Total Play, as well as the actions we undertake regarding each one.

Critical Topics

- 1 Innovation and technology
- 2 Wastes
- 3 Information protection and privacy
- 4 Ethics and anticorruption
- 5 Responsible sourcing

Priority Topics

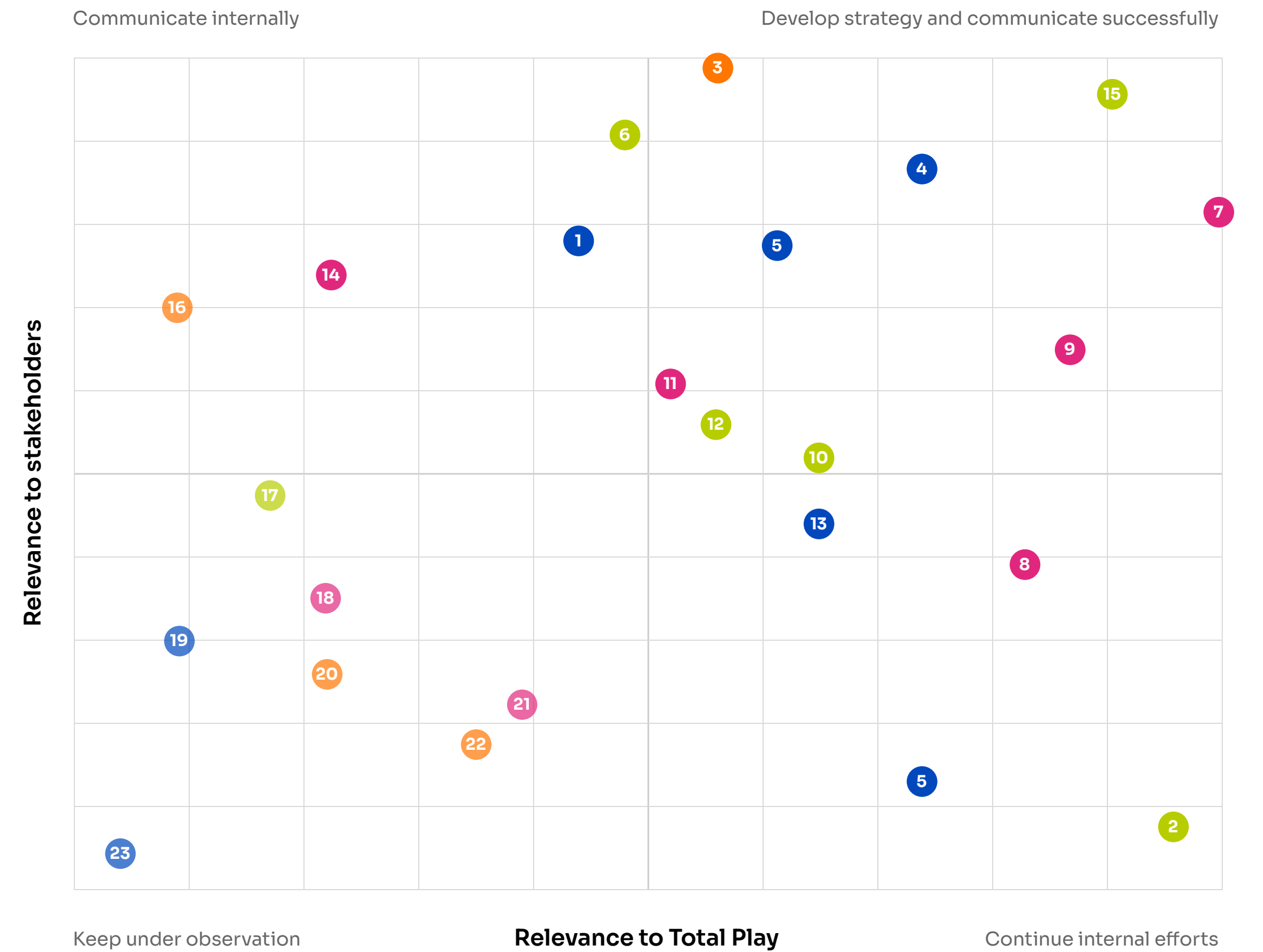
- 6 Climate change
- 7 Talent attraction and retention
- 8 Labor climate
- 9 Employee health and safety
- 10 Energy

Topics Under Surveillance

- 11 Diversity and inclusion
- 12 Infrastructure equipment and materials management
- 13 Customer service
- 14 Human Rights
- 15 Greenhouse Gas (GHG) Emissions

Topics of Lesser Importance

- 16 Risk management
- 17 Water
- 18 Digital inclusion
- 19 Transparency
- 20 Regulatory compliance
- 21 Community socioeconomic development
- 22 Corporate Governance
- 23 Responsible marketing



- Transversal
- Environmental
- Social
- Governance



Material Topics

Total Play believes that material topics are essential in strengthening our commitment to driving sustainable development. Addressing these topics helps to focus our efforts and identify the most significant impacts generated, thus ensuring sustainable growth aligned with the expectations of each stakeholder.



Critical Topics

Innovation and technology	Development and use of advanced technologies and digital innovation to create new business processes and enhance experiences for customers and other stakeholders.
Wastes	Processes and initiatives related to reducing waste generated by Total Play, aiming for the implementation of circular economy strategies.
Information protection and privacy	Information technology focused on protecting the private data of companies, critical information systems, and networks against any security breaches.
Ethics and anticorruption	Guidelines or codes that dictate the culture and ethical conduct of employees and all stakeholders. This includes training on the topic, regulatory compliance, actions to mitigate corruption risks, and mechanisms that allow for communicating concerns and reports.
Responsible supply chain	Establishing commitments and policies designed to track, examine, monitor, and follow up on the performance of suppliers concerning ESG issues.



Priority Topics

Climate change	Managing climate-related risks and opportunities stemming from real or potential physical and transitional impacts.
Talent attraction and retention	A process that ensures the workforce operates at its most productive levels and adapts to organizational changes. This includes hiring, retention, and development practices for employees.
Labor climate	Employment practices related to the internal and external workforce throughout the value chain, compliance with regulatory regimes, and labor standards in the workplace. This includes labor rights, benefits, remuneration, and corporate social responsibility initiatives for employees.
Employee health and safety	Company security and mechanisms in place to maintain a safe and healthy work environment for everyone.
Energy	Managing environmental and social consequences associated with energy use. It addresses energy consumption, production, diversification, recovery, and reduction.

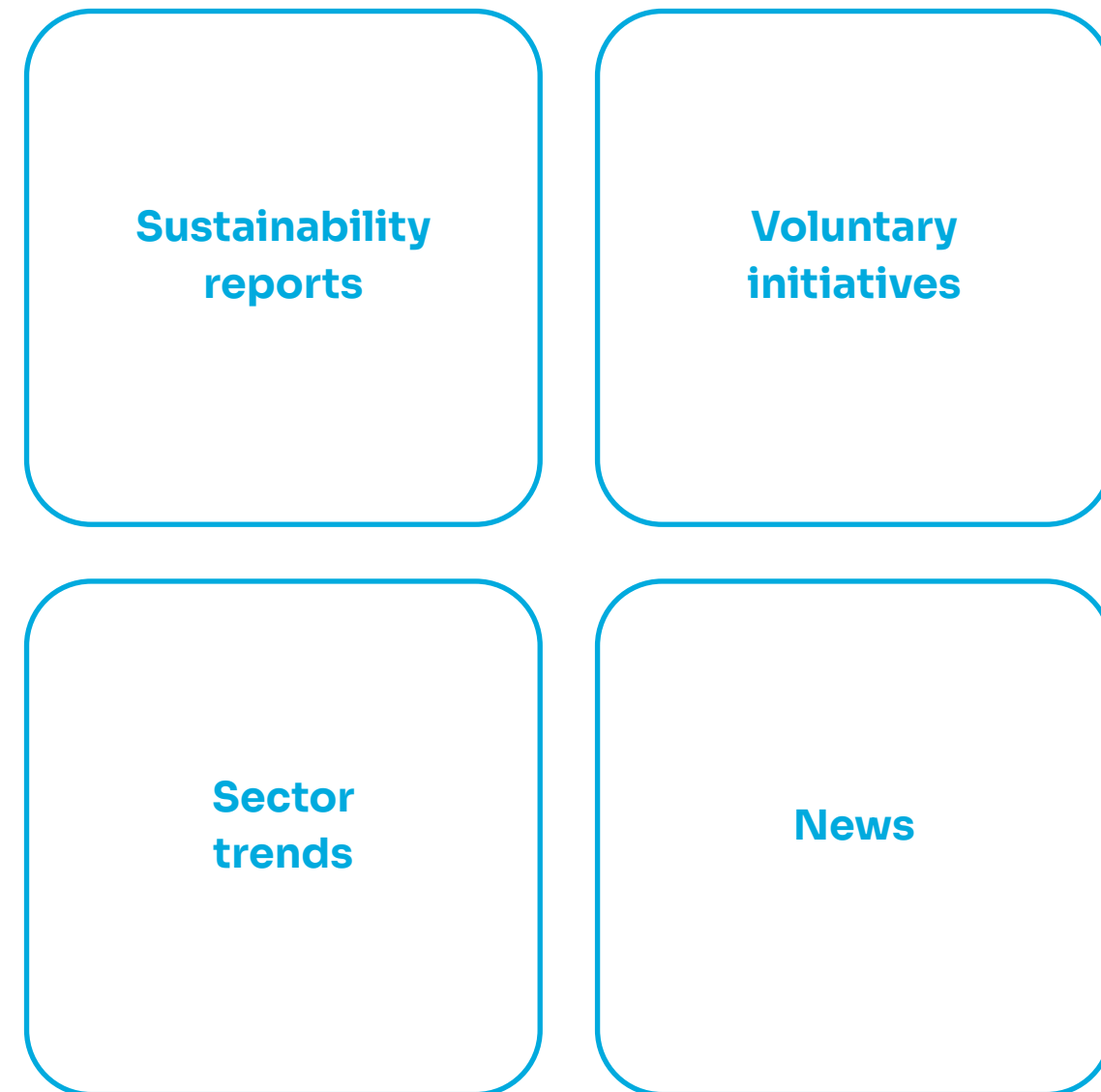


Financial and Impact Variables

During 2023, an analysis was conducted to identify sustainability issues that materially affect the business (financial variable) and those areas where the business can have a material impact (impact variable). The aspects considered for this study were:

Input for impact variables

Organizational impacts abroad



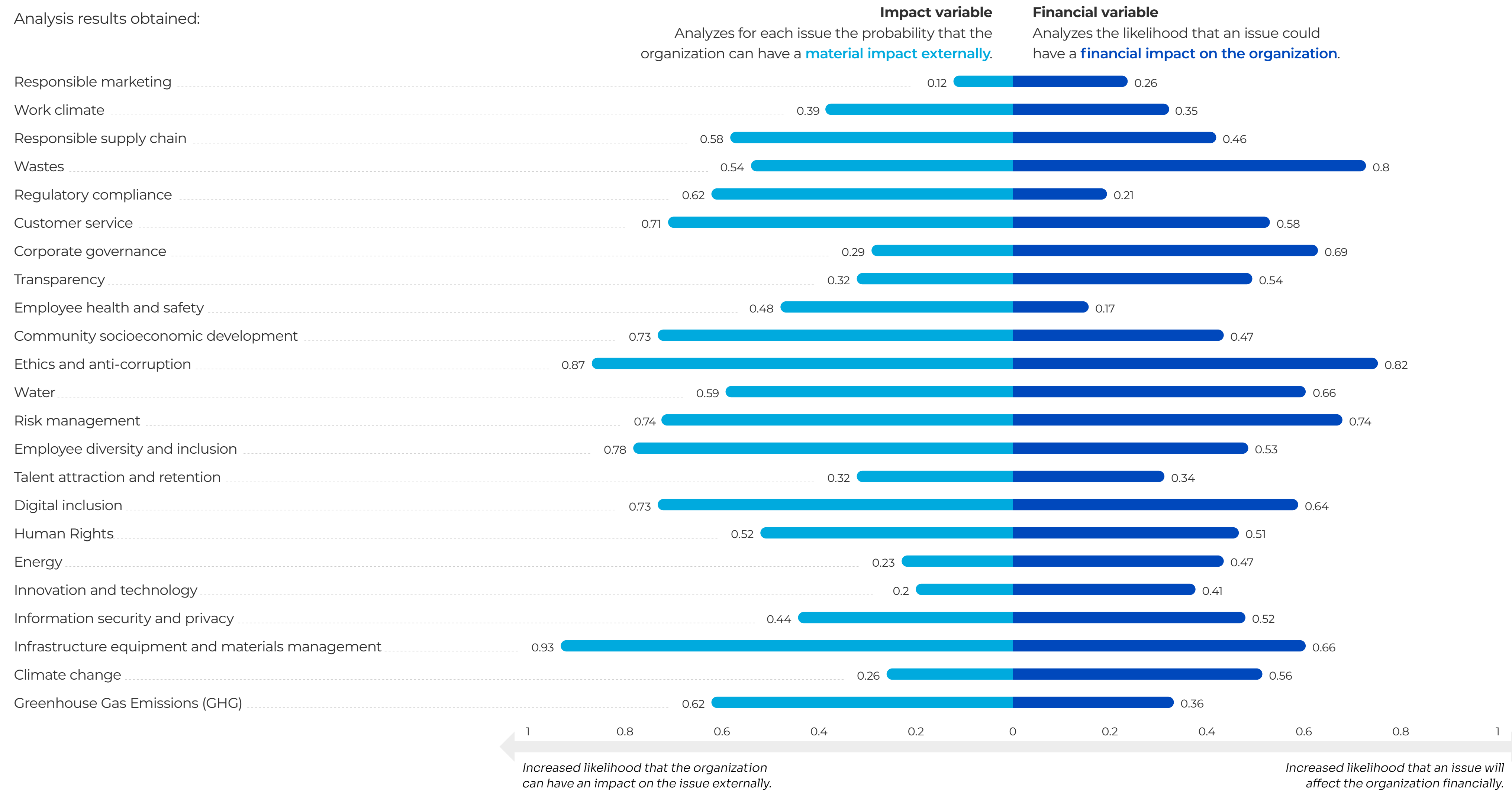
Input for financial variables

Outside impacts on the organization





Analysis results obtained:





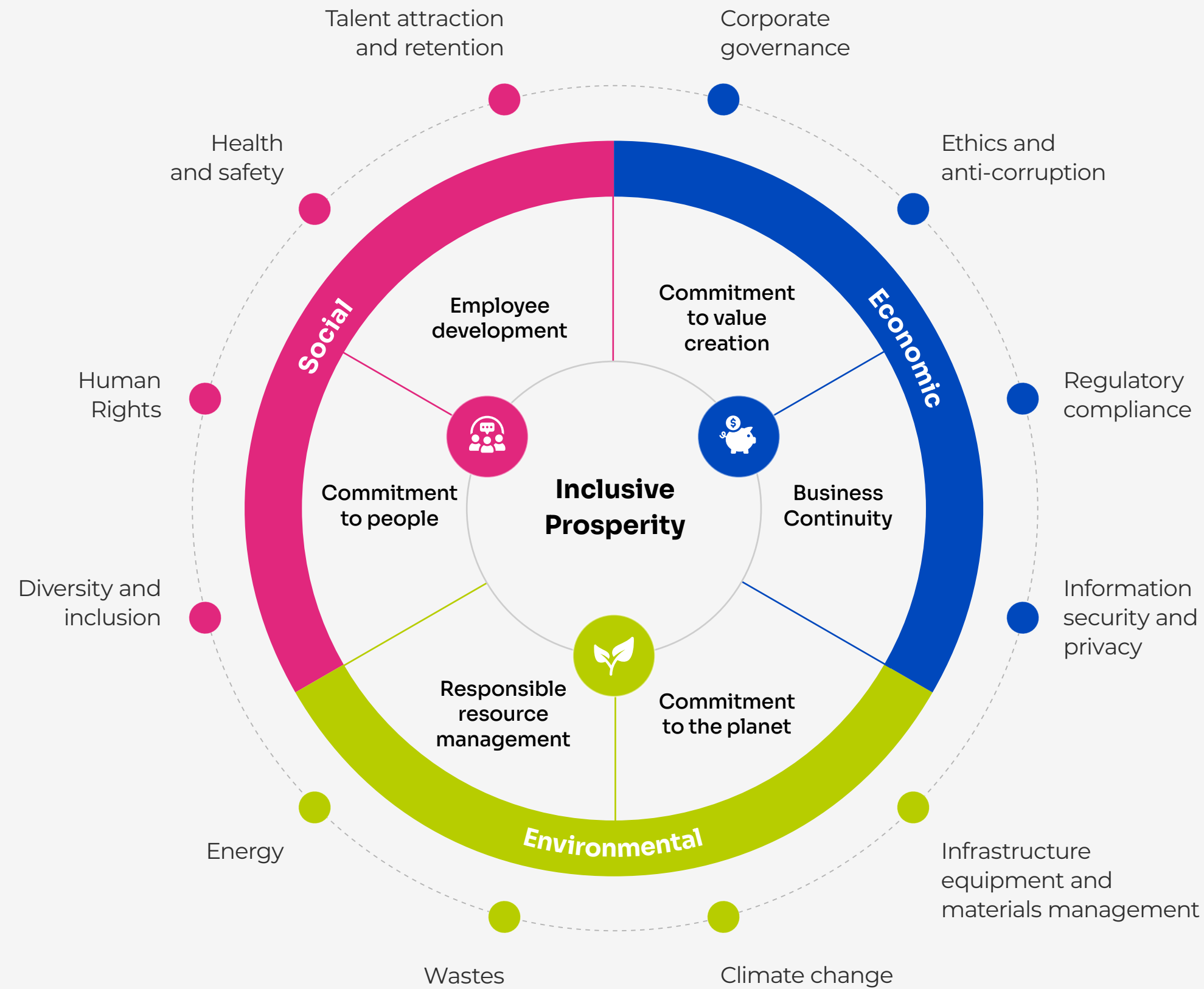
Sustainability Model

Our Sustainability Model was developed based on the results of the double materiality study; said model provides clear direction according to the most important ESG issues for the Company. It is based on the three pillars of Inclusive Prosperity: creation of economic, social, and environmental value.

As part of our commitment to sustainability, we have been signatories of the United Nations Global Compact since 2018, assuming the responsibility to align our actions with its ten principles and four areas of action: Human Rights, Labor Standards, Environment, and Anti-Corruption.

In 2019, we published a Declaration, detailing how Total Play, along with the other companies of Grupo Salinas, will contribute to these principles. Also promoted is our compliance with the Sustainable Development Goals (SDGs) of the 2030 Agenda, which address various social, economic, and environmental challenges, while providing a global framework for governments, the private sector, and society to work together to achieve sustainable development worldwide. Worthy of mention is that our Sustainability Model considers these Goals to guide our efforts toward those that are a priority for the Company.

Find our more here on our commitment to the Global Compact and the 2030 Agenda [here](#).



Lines of action

Commitment to value creation Business Continuity



Commitment to the planet Responsible resource management



Commitment to people Employee development





Commitment to the planet
Responsible resource management



Commitment to value creation
Business Continuity



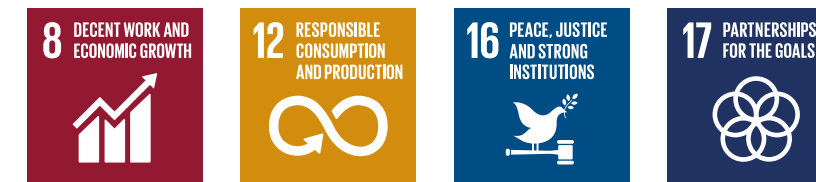
Commitment to people
Employee development

Lines of action

Promote responsible management of the use and consumption of energy, waste, equipment and infrastructure materials in order to mitigate the effects on the environment caused by climate change.

Ensure business continuity, maintaining high standards of corporate governance, business ethics, regulatory compliance, security and privacy of information, in order to generate confidence in our stakeholders.

Promote the development of employees through a positive social impact, health and safety, diversity and inclusion, talent development and retention, adhering to human rights to provide quality service to customers.



Material Topics

Energy
Wastes
Climate change
Infrastructure equipment and materials management

Corporate governance
Ethics and anti-corruption
Regulatory compliance
Information security and privacy

Health and safety
Diversity and inclusion
Human Rights
Talent attraction and retention

Customer service

Innovation and technology

Responsible value chain

Risk management



Supply Chain

GRI 2-6, 3-3, 308-1, 414-1

It is our responsibility to communicate our principles and convictions across all levels of our value chain, particularly to our suppliers. Therefore, we aim to incorporate actions that create the greatest positive impact and mitigate the negative impacts resulting from business relationships and operations.

The Procurement department is charged with establishing the criteria for the acquisition processes of goods and the hiring of new suppliers, which are detailed in the Supplier Code of Ethics and Conduct. We also promote best environmental, social, and corporate governance (ESG) practices with the certification of each supplier through the Supplier Circle.

Procurement follows a seven-step strategic sourcing process, as detailed below:

990

suppliers; 97.5% are local.





In order to adequately monitor the suppliers of each business unit and identify areas for improvement, we have a performance evaluation process. This is carried out quarterly and consists of seven modules: one qualitative and six quantitative, covering aspects such as supplier type, delivery of goods, quality, administrative management, supplier fill rate, added value, and reliability. Once results are obtained, the supplier is informed, and an action plan is designed to address any areas of opportunity.

Supplier Certification

The Procurement department evaluates all legal, tax, financial, and operational aspects of the products and services delivered to the Company through the Circle of Suppliers certification, which is conducted annually by an independent body.

This evaluation aims to improve supply chain management, foster collaboration with customers and business partners, identify areas of improvement, and enhance the fill rate of the companies. Suppliers are evaluated based on their industry, amount, and risk level in three models: essential, basic, and comprehensive. Only suppliers certified by the comprehensive model are evaluated on sustainability matters.

77 suppliers

underwent vetting in 2023 for environmental criteria.

66 suppliers

were evaluated in matters of health and safety, 139 underwent evaluation regarding the risk of child labor.



Value Creation in 2023

Results and Outlook

Our extensive service offering includes internet speeds of up to 1 Gb, the highest quality in streaming, and advanced entertainment options —video on demand, Anytime TV, and Total Play TV, which optimizes the user’s sensory experience— along with global coverage phone solutions through our mobile app, thus ensuring the preference of thousands of users.

On the other hand, the demand for high-capacity internet services, video surveillance, cloud solutions, and Total Play management has been growing among numerous business customers.

Below are some of the most relevant financial results of the Company and its business segments at the close of 2023, as well as the annual variation, reflecting the solid and constant growth we have experienced.

Financial Results 2023

Figures in millions of pesos.

Total Play consolidated

Income	\$40,503
Total costs and expenses	\$22,142
EBITDA	\$18,361
EBITDA Margin	45%
Operating income	\$2,316

17.5 million

homes connected by the end of the year and 27.2% penetration.

Totalplay Residencial

Income	\$34,586
Subscribers	4.7 millions

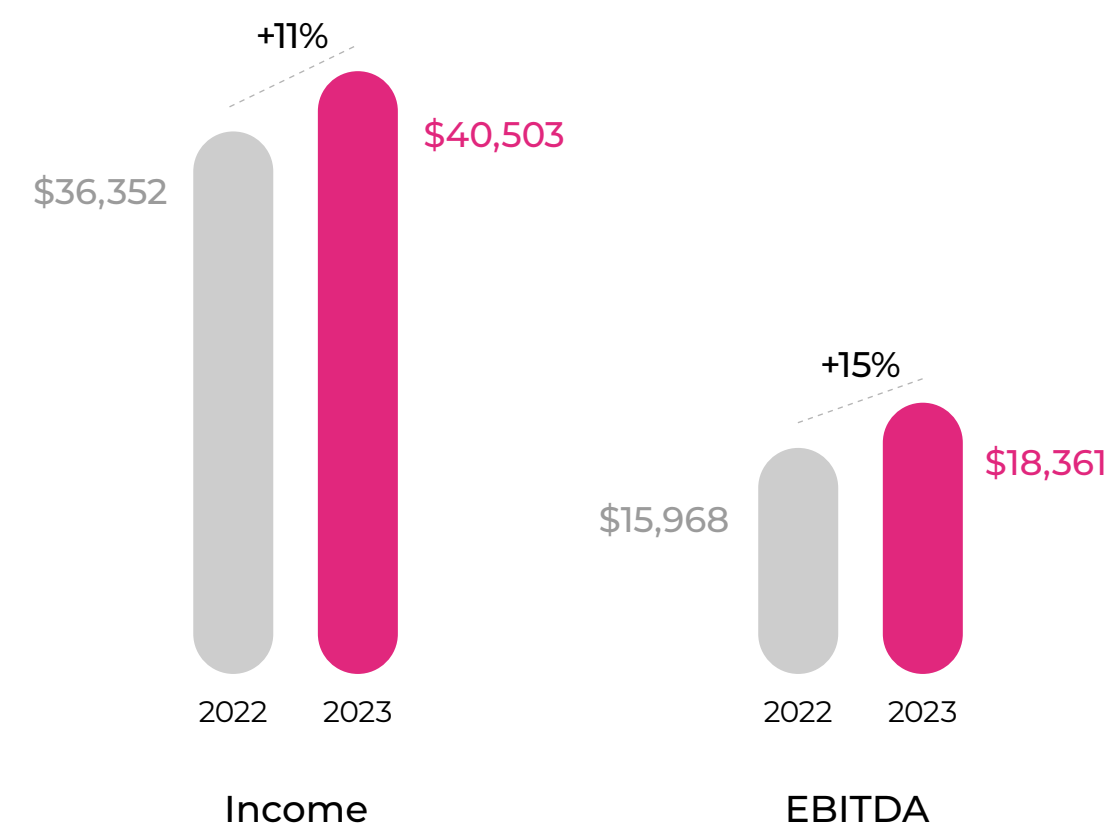
Totalplay Empresarial

Income	\$5,917
Connected services	97,721

Total Play seeks to focus efforts on a long-term strategy, thereby generating a positive impact on society and creating inclusive prosperity through the following actions:

- ▶ Increasing broadband internet penetration
- ▶ Increasing penetration of pay television services by offering digital TV and other premium digital TV services
- ▶ Maintaining the fiber optic network and infrastructure
- ▶ Keeping the focus on customer satisfaction as a key element for brand development and growth
- ▶ Preserving the customer-centric service model
- ▶ Increasing product and service innovations
- ▶ Increasing our focus on efficiencies and financial performance

Income and EBITDA 2023



See the Annual Report of Total Play 2023 [here](#).



Creating Reliable Connections





Our Businesses and Infrastructure

With the aim of meeting the needs of our various types of clients, we offer a range of services that provide several benefits: Totalplay Residencial, designed specifically for households, and Totalplay Empresarial, perfect for different industries and government institutions.

At Total Play, we are committed to providing clients with a reliable, high-speed connections. We ensure that they are always in communication and have access to all the digital tools they need.



Totalplay Residencial

- ▶ Linear TV
- ▶ Internet
- ▶ Content with Apps
- ▶ Telephone service
- ▶ Targeted advertising

Find out more about Totalplay Residencial [here](#).



Totalplay Empresarial

- ▶ Internet and voice solutions
- ▶ Private network solutions
- ▶ Cybersecurity solutions
- ▶ Hospitality solutions
- ▶ Digital transformation solutions
- ▶ Unified communication and collaboration
- ▶ Systems Integration Division

Find out more about Totalplay Empresarial [here](#).

Direct fiber-optic network

to the home, one of the few Mexican companies providing this service.

153,000 kilometers

of network, and broadband speeds of up to 8.9 Gbps.

The fastest network

in Mexico according to the Netflix monthly ISP index, since January 2021 .

The best fixed network performance

in Mexico according to nPerf SAS Company, a French firm that specializes in measuring global internet connections.

1.6 times greater customer satisfaction

compared to our competitors (Net Promoter Score) at 45.7% vs. an average of 29% for our main competitors.

¹ Gigabit per second.

² Net Promoter Score.



Totalplay Residencial

87

cities

4.8

million subscribers.



Totalplay Residencial is the largest business unit due to the growing household demand for efficient connection services. We cater to the diverse and specific needs of each family with a range of services, always staying at the forefront of technology to meet their requirements. Our current strategic priority is to acquire new customers and retain existing ones through an attractive offering.

17 tbps³

in network traffic.

500 Mbps⁴

in mean real downloads.

³ Terabit per second.

⁴ Megabit per second.



Services offered through **Totalplay Residencial** include:

Linear TV

Through linear TV, we offer all customers 4K decoders (set-top boxes) with WiFi-6 range extenders and HD technology at no additional cost. Also provided is a wide range of over 230 channels, including 181 in high definition and 10 in 4K, making it the most extensive and unique offering in Mexico. Additionally, we offer services like Video On Demand and AnytimeTV, and provide access to streaming platforms such as Max, Amazon Prime Video, Disney+, and Netflix, which are directly integrated into the system, creating a fully unified entertainment interface.

Internet

Our internet service is cutting-edge, as it optimizes user experience on popular streaming platforms like Netflix, YouTube, Amazon Prime Video, Instagram TV, and Facebook Live. Its speed is up to 1 Gb5, guaranteeing effective delivery. Advanced services such as IPv6, 4K, and 8K are provided with consistent quality for all our coverage areas. Direct caches for Netflix, Facebook, Instagram, and other platforms are offered with direct Tier One connections in the United States.

Ours is the fastest internet network in Mexico.

Telephone Services

We use a fully digital interconnection via IP protocol for all voice and data services. This allows us to achieve a more efficient operation than the rest of the sector.

Total Play App

The Total Play App brings the contracted service anywhere. Through it, users can:

- ▶ Customize the WiFi network
- ▶ Modify the contracted plan
- ▶ Purchase accessories and add-ons
- ▶ Pay for services
- ▶ Check account statements
- ▶ Use it as a remote control
- ▶ Access the softphone (with global coverage)
- ▶ Request technical assistance
- ▶ Receive exclusive promotions for Total Play customers
- ▶ Use new features developed daily: Marketplace, Deliveries, and WiFi Club.

WiFi Club

It offers access to a private network with independent browsing at millions of access points nationwide, maintaining the speed of the contracted package. Enrolling in the Club means that the network is activated on the modem designated for the contracted service and appears as a WiFi connection point on the coverage map while respecting user privacy.

In addition, it allows visitors to connect to the network without affecting the contracted bandwidth, protects personal data without sharing the WiFi password, and enables automatic connection in hundreds of public locations.



⁵ Gigabit.



Totalplay Empresarial



Aware that demand for internet extends beyond homes and that each sector has different needs, Totalplay Empresarial meets the requirements of the organizational world such as hotels, businesses, educational institutions, and financial entities, among others. That's why we offer solutions through a variety of services:

Standard Services

A high-capacity and high-availability connectivity service, the only one in Mexico with backup support:

Internet

- ▶ Asymmetric
- ▶ Symmetric
- ▶ Dedicated
- ▶ Backup

Voice

- ▶ Analog lines
- ▶ SIP and digital trunks
- ▶ 800 numbers

SME Packages

- ▶ Business Plans
- ▶ Company Plans

Managed Networks

Creation and management of software-based networks to facilitate the operation of Mexican companies:

- ▶ FlexNet SDWAN
- ▶ LAN to LAN / IP Network
- ▶ LAN 2 Cloud
- ▶ Managed WiFi
- ▶ Managed Routers
- ▶ Monitoring



Cybersecurity

Total protection of the company's IT assets through top-tier solutions, products, and consulting:

- ▶ Perimeter
- ▶ End Point
- ▶ Web Security
- ▶ Consulting
- ▶ Clean Pipes
- ▶ Cloud

Television

The best HD television solution on the market with screen applications to enhance user experience:

- ▶ Interactive TV
- ▶ Linear TV
- ▶ Hospitality solution

Cloud and IT Solutions

AaaS (Anything as a Service) tools, Service Desk, multicloud, and connectivity with public clouds:

- ▶ IT Infrastructure
- ▶ Data and analytics
- ▶ DevOps
- ▶ Consulting
- ▶ IT Services
- ▶ Migration
- ▶ Managed multicloud

Collaboration

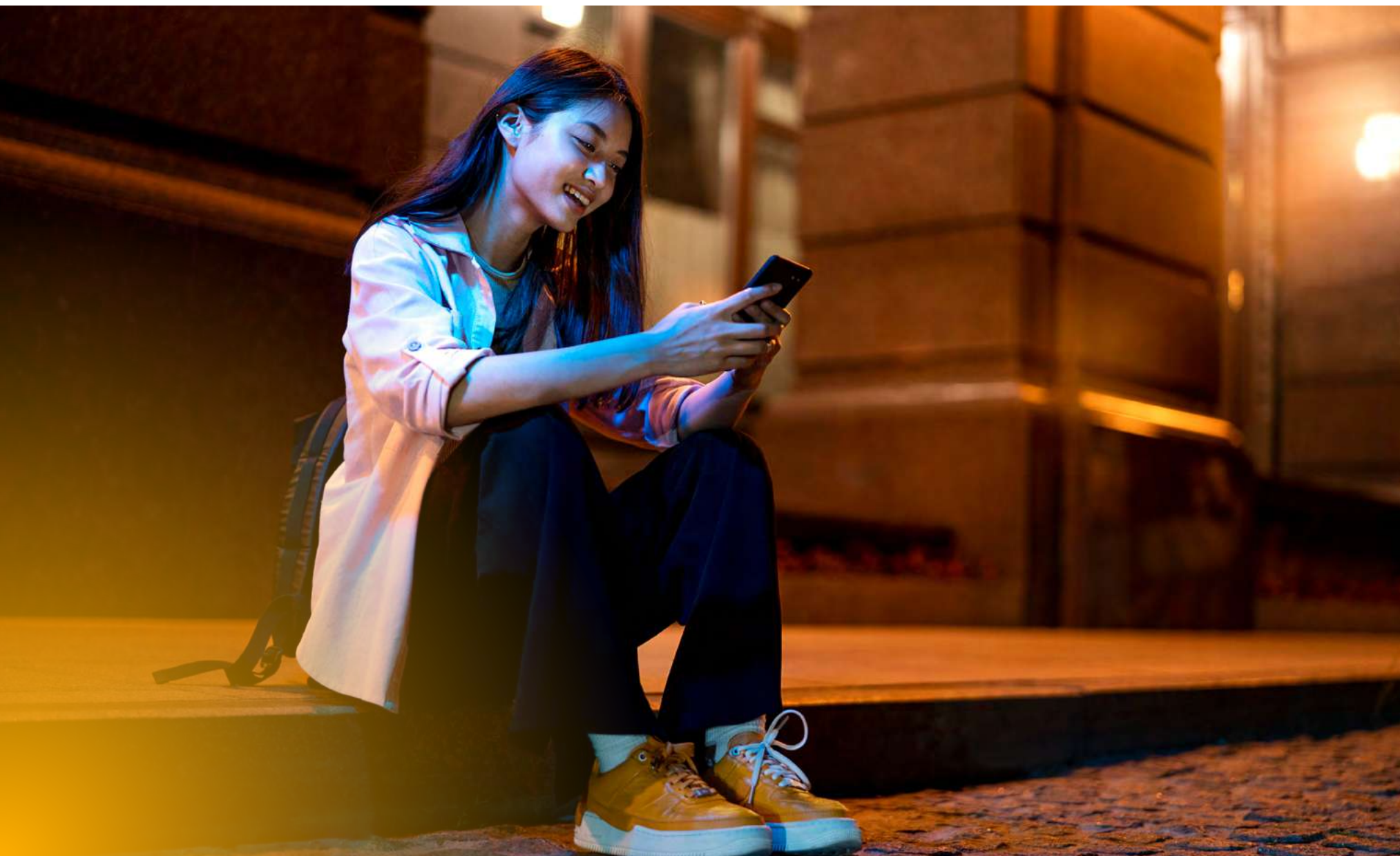
Solutions to keep the company's operations running from anywhere and at any time:

- ▶ IP Telephone service
- ▶ Unified communications
- ▶ Zoom
- ▶ Contact Center
- ▶ Collaboration

Digital Transformation

The most innovative and disruptive solutions on the market, such as IoT and AI, starting with our interactive TV solution:

- ▶ Fleets
- ▶ Video surveillance
- ▶ Big Data, archiving
- ▶ Internet of Things (IoT)
- ▶ Artificial Intelligence (AI)
- ▶ Cloud innovation





Attention Given to Incidents

With our incident management model, we guarantee the continuity and quality of the service we offer each customer. A specialized team is dedicated to incident management that operates under strict protocols to resolve any issue quickly and efficiently.

Through the Strategic Network Service Center (CARE), we provide high-quality service, monitoring and tracking incidents from the initial customer call to the ticket closure, using effective processes to ensure an appropriate response.

The Network Operation Center (NOC) is part of our customer service strategy. It monitors, identifies, assigns, and tracks network faults and events. Additionally, it manages scheduled events and addresses customer reports 24/7, all year long, to prevent and minimize the impact on services and applications.

The Network Operation Center (iNOC) is an innovative space that manages and responds in real-time to events and incidents. It is dedicated to problem analysis and diagnosis, as well as software maintenance and updates to ensure reliable and secure operations. Additionally, iNOC integrates and analyzes historical records, generating dashboards and specific reports.

Innovation and Technology

GRI 3-3

Over the past year, services have been improved through technological innovation. We have worked on developing new solutions to enhance customer experience, increase operational efficiency, and contribute to environmental protection.

The network features cutting-edge technology and is continuously evolving to provide the best service experience to our customers.

Key achievements in innovation include the installation of 60 Speedtest servers to capture over 2 million internet speed tests per month, eliminate saturation in the GPON network for overload-free operation, and optimize 85 internet interconnections that improve response times and achieve faster browsing. Additionally, we have released new terminals and advanced technological platforms, expanded the fiber optic network with 6 new routes, and achieved advanced Zoom certifications.

On the other hand, we tested a new unified communications platform with Cisco Webex, migrated to a new cloud platform to improve telephone service management, updated the 911 service according to new Federal Institute of Telecommunications requirements, activated the first cloud service with Amazon and Securitas, and enhanced our online presence with digital advertising.

The technology we use in operations, such as the DevOps methodology, has allowed us to accelerate software development and deployment cycles, optimizing response times to users and ensuring more frequent and reliable updates. This way, we ensure a culture of collaboration, transparent communication, shared responsibility, and continuous learning. Additionally, we have the infrastructure to monitor and optimize resource allocation according to the needs and nature of each application and to predict the growth of our capacity.



Information Security

GRI 3-3

Cybersecurity is of utmost importance to Total Play, as protecting customer information and ensuring network integrity are crucial in the current digital era.

We are committed to implementing the latest technologies and security practices to prevent hacking, ensuring data confidentiality, and maintaining user trust. To this end, Total Play adheres to international standards such as ISO 27001 and PCI DSS for information protection.

We have an Information Security Department (ISD), which supports all companies within Grupo Salinas and serves as a strategic ally with the mission of protecting and enhancing Total Play security across various domains. The main tasks of the ISD include protecting ecosystems and establishing security protocols that increase resilience and prevent negative impacts on Total Play.

Additionally, the ISD is responsible for protecting against cyber threats any endpoints and devices used by employees, ensuring a secure environment for connectivity and information handling. We have also increased technological capabilities to respond quickly to any situation that threatens cybersecurity and the Company's information assets. These actions aim to ensure the security and operational continuity of Total Play in an increasingly complex digital environment.

Our Information Security Policies Manual, Information Classification Policies, Cloud Ecosystem Security Operation Policies, PCI Policies Manual, Vulnerability Management, and Information Asset Management are some of the information security policies and processes we use.

On the other hand, during 2023, we implemented a strategy to protect critical assets against ransomware and the controls required by the PCI DSS standard to obtain the corresponding certification. Additionally, new technologies were adopted to safeguard assets and a cloud security methodology was established. In collaboration with the IT team, a Disaster Recovery Plan (DRP) strategy was developed for the most critical systems, ensuring operational continuity in sales, implementations, customer service, and other services. We also worked with IT to successfully migrate certified applications and infrastructure to the new data center in Monterrey. Lastly, password-free access and facial recognition was enabled for users of the Solutions Center, enhancing both security and operational efficiency.





Data Protection and Privacy

Total Play acknowledges the responsibility it has to safeguard our customers' personal and confidential information, which is why we implement rigorous security policies and use advanced technologies to ensure that data is protected against unauthorized access, loss, and theft. We have a Personal Data Protection Management System and the following policies:

- ▶ Personal Data Retention and Deletion Policy
- ▶ Privacy and Personal Data Protection Policy
- ▶ Personal Data Transmission and Transfer Policy
- ▶ Privacy by Design and by Default Policy
- ▶ Policy for Addressing Personal Data Breaches
- ▶ Personal Data Security-Risk Management Policy
- ▶ Personal Data Inventory Management Procedure

The management of customer data privacy is based on the Federal Law on Protection of Personal Data Held by Private Parties (LFPDPPP), following the principles of transparency, legality, consent, quality, purpose, proportionality, and liability.

Additionally, the following measures have been implemented to protect customer data privacy:

- Obtaining explicit consent from customers before collecting or using their personal data
- Informing customers of the purpose for collecting their personal data
- Using personal data exclusively for the purposes for which it was collected
- Implementing necessary information protection and cybersecurity measures to guard personal data against unauthorized access, misuse, or disclosure
- Allowing customers to access, correct, cancel, or refuse the processing of their personal data

We also have a comprehensive Privacy Notice that informs customers of their rights regarding data privacy. This notice is available on the Total Play website.

See the personal data portal [here](#).



United by the same Network of **Ethics and Transparency**





United by the same Network of Ethics and Transparency

Through the professional experience of the Company's corporate governance, we ensure that all operations are conducted with integrity, responsibility, legality, honesty, and transparency. The telecommunications sector is highly regulated, so good governance helps to comply with regulations, manage risks effectively, and maintain the trust of our stakeholders. Therefore, our policies promote integrity, accountability, and informed decision-making, which are vital for the Company's growth and reputation.

Corporate Governance Structure

GRI 2-9, 2-10, 2-11

Through the Company's corporate governance, we ensure legal compliance, operational efficiency, timely risk management, and long-term value creation. This strengthens our competitive position and our contribution to sustainable development.

Total Play's governance structure consists of the General Shareholders' Assembly, the Board of Directors, the Audit and Corporate Practices Committee, and the Executive Team, who work together to ensure optimal functioning.

See more about the Governance Structure in our Annual Report [here](#).





General Shareholders' Assembly

The General Shareholders' Assembly for Total Play is responsible for protecting the interests of shareholders, as well as appointing or replacing members of the Board of Directors and Committees, overseeing financial matters, and making observations or recommendations.

Board of Directors

Name	Position
Ricardo B. Salinas Pliego	Chairman
María Laura Medina Espinosa	Statutory Director
Pedro Padilla Longoria	Statutory Director
Jorge Mendoza Garza	Statutory Director
Benjamín F. Salinas Sada	Statutory Director
Sergio M. Gutiérrez Muguerza	Independent Director
Gonzalo Brockmann García	Independent Director
Héctor M. Gómez Velasco y Sanromán	Independent Director
Ricardo H. Phillips Greene	Independent Director

The Board supervises and defines business strategy. To Board members, the Shareholders' Assembly evaluates their experience and background, always considering how their skills contribute to Company growth. Board members are appointed for one-year terms with the possibility of being re-elected.

Among the main functions of the Board of Directors are managing legal and collections matters; performing administrative acts; issuing, endorsing, and negotiating credit instruments; opening and closing bank accounts; convening the Shareholders meetings; establishing internal work regulations; appointing and removing independent auditors; and creating branches and agencies.

Total Play is proud to have Board members known as industry leaders whose vast experience and decades of expertise have been fundamental to the Company's development and its consolidation as a pioneer in connectivity services throughout Mexico. Additionally, we believe diversity is key to success, thus considered a vital criterion in selecting each member. We value different perspectives, experiences, and talents, as this allows us to approach industry challenges from multiple viewpoints and to continue offering the best solutions.

Find here more about the Board of Directors in our 2023 Annual Report [here](#).

100%

attendance during 2023.



The Board of Directors meets at least once every three months and is composed of 9 members, 44% of whom are Independent Directors.



Audit and Corporate Practices Committee

The main function is to ensure transparency, accountability, and the responsible management of the organization's operations. It is responsible for overseeing related-party transactions; reviewing the annual internal audit program and its results; supporting the Board of Directors in analyzing operational risks; proposing compensation schemes for Directors and the Executive Team members; and preparing an annual report on the most significant operations. Its members are appointed by the Board of Directors; there must be a minimum of four, with the majority being independent.

Additionally, it oversees the remuneration of Board and Executive Team members, taking into consideration their performance, results, and meeting of objectives. The Committee is structured as follows:

Audit and Corporate Practices Committee Structure

Name	Position
Sergio Manuel Gutiérrez Muguera	Member
Gonzalo Brockman García	Member
Héctor Marcelino Gómez Velasco y Sanromán	Member
Ricardo Howard Philips	Member

Executive Team

The members of the Executive Team are proposed, voted on, and appointed by the Board of Directors. They are all distinguished by being specialized leaders in their areas of endeavor to ensure successfully meeting each of our Company objectives. Their compensation consists of base salaries and performance bonuses.

Executive Team

Name	Position
Eduardo Kuri Romo	CEO
José Luis Rodríguez López	Director of Technology
Alejandro Enrique Rodríguez Sánchez	Director of Finance
Eduardo Ruiz Vega	Legal Director

See more about our Executive Team [here](#).



Risk Management

10 monthly

incident tickets for failures.

15 minutes

average time after the incident and the restoration of service.

Total Play has procedures and tools to identify, assess, monitor, and mitigate potential risks that the organization may face, such as service disruptions, cyberattacks, regulatory changes, and shifts in market structure. These measures ensure business continuity and protect our reputation. Effective risk management helps us anticipate problems, improve strategic decision-making, and ensure the protection of customer information, thereby strengthening our competitive position.

Infrastructure Support

We want to keep our customers always connected. That is why we strive to respond to their requests as quickly as possible, as well as address failures and incidents reported or identified by the monitoring system, thereby maintaining high quality and service availability.

This is accomplished through five processes:



Within the range of services the Company offers to support and resolve various service issues, we provide personalized customer service, network typologies to locate faults, a Service Desk with video walls and monitoring screens, as well as service automation and alerts. The combination of these services, along with other specialized ones, allows us to stand out in the sector.

We also have business continuity processes and contingency plans. Proactive measures are undertaken to identify network problems by conducting daily redundancy tests. Additionally, the infrastructure risk plan is reviewed annually.





Primary Risks

To anticipate different risk scenarios to which Total Play's network may be exposed, various analyses are conducted. Through this, we have identified both present and emerging risks associated with the business.

Risk Category	Risk Type	Measures Undertaken
Innovation	<ul style="list-style-type: none"> ▶ Technological updates requiring significant investments. ▶ Services not wanted by public. ▶ Reduced competitiveness. 	<ul style="list-style-type: none"> ▶ Financial planning and financing sought. ▶ Gradually implementing new technologies to minimize financial impact. ▶ Innovating services and products based on customer needs. ▶ Continuously improving customer services and support.
Cyberattacks and breaching of network security	<ul style="list-style-type: none"> ▶ Cyberattacks by terrorists or criminals. ▶ Interrupted operations. ▶ Increased expenses for security reinforcement. ▶ Private information leaks. 	<ul style="list-style-type: none"> ▶ Implementing advanced security systems (firewalls, encryption, etc.). ▶ Ongoing training for staff in cybersecurity. ▶ Conducting regular audits and penetration tests.
Key personnel turnover	<ul style="list-style-type: none"> ▶ Lack of know-how by key personnel. 	<ul style="list-style-type: none"> ▶ Using Talent retention and development programs. ▶ Documenting and transferring know-how. ▶ Succession planning and mentorship.
Intensive bandwidth use	<ul style="list-style-type: none"> ▶ Preference for online services requiring high bandwidth usage. 	<ul style="list-style-type: none"> ▶ Expanding and updating network infrastructure. ▶ Implementing traffic management technologies. ▶ Offering scalable data plans.
Natural disasters	<ul style="list-style-type: none"> ▶ Fires, earthquakes, floods, or any environmental event that compromises network services. 	<ul style="list-style-type: none"> ▶ Developing contingency and disaster recovery plans. ▶ Implementing redundant systems and physical protection of infrastructure. ▶ Adequate insurance to cover damages and losses.
Loss of customers	<ul style="list-style-type: none"> ▶ Residential customers are not subject to a mandatory contract term and can request disconnection. 	<ul style="list-style-type: none"> ▶ Enhancing customer service quality. ▶ Loyalty programs and benefits for current customers. ▶ Analyzing and addressing reasons for customer disconnection.



Responsibility and Transparency

GRI 2-15, 2-16, 2-26

The importance of responsibility and transparency at Total Play lies in our ability to build and maintain trust with customers and all stakeholders. As a telecommunications service organization, it entails ensuring a culture of ethics, integrity, and compliance.

Our practices, policies, and performance are communicated in a clear and honest manner, which strengthens our relationship with customers by providing them with reliable information that allows them to make informed decisions. Clarity and honesty are both qualities essential for the Company's long-term success, as they contribute to improving our reputation, demonstrating that we are a trustworthy, ethical Company committed to the well-being of our customers and society in general.

Ethics, Integrity, and Compliance Program (PEIC)

The Ethics, Integrity, and Compliance Program was designed to detect, prevent, and address any risk of corruption. All employees within the Company must comply with the Program in the performance of their duties.

PEIC complies with national and international legislation, incorporates best practices in the field, and contains the guidelines and action points defined in the following policies: Human Rights, Anti-Corruption and Integrity, Prevention of Internal Fraud, Free Competition and Data Protection, Relationship with Third Parties, Due Diligence, and Conflicts of Interest.

Through this program we ensure effective self-regulation, in addition to compliance with international standards, such as those from the United Nations (UN), the United States Department of Justice, and the Organization for Economic Co-operation and Development (OECD), among others.

Our goal is for all employees, business partners, suppliers, customers, and distributors to act ethically and share our values and principles.

See more about PEIC [here](#).





Code of Ethics and Conduct

All actions and decisions made at Total Play are guided by the Code of Ethics and Conduct, which is part of the PEIC.

Some of the topics covered in the Code of Ethics and Conduct include: commitment to legality, respect for Human Rights, workplace safety, prohibition of corruption, conflicts of interest, gifts, travel and acknowledgments, donations and sponsorships, money laundering, internal fraud, personal data protection, confidential information, environmental care, relationships between employees, among others.


The Code

is aimed at and mandatory for **all individuals who are part of Total Play.**

18,829

hours of training given in subjects pertaining to ethics.

Anyone within Total Play or any third party who suspects a violation of the Code of Ethics and Conduct, or of the policies and procedures of the PEIC, can file a report through Total Play's whistleblowing system: Honestel. This channel ensures the protection and anonymity of all whistleblowers.



The channels for filing these reports are:

- ▶ Customer service accounts in social media
- ▶ The **Honestel-PEIC** website
- ▶ Email: peictotalplay@dialogus.com.mx
- ▶ Telephone: 55 9337 2167

Learn more about the Code of Ethics and Conduct [here](#).

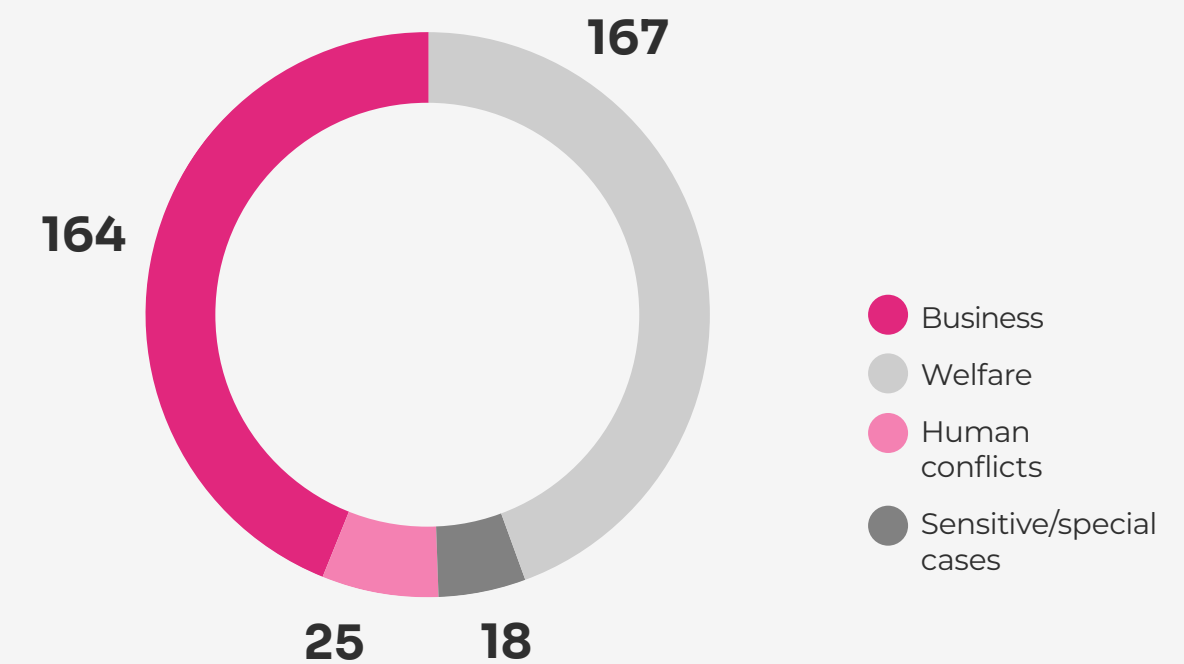
Communication Media and Whistleblowing System

There are various channels and platforms through which stakeholders can communicate with us to report any violation of their rights or to the Code of Ethics and Conduct. The report is confidential, and we follow up and investigate cases involving violence or discrimination based on gender, disability, sex, sexual preference, religion, physical appearance, culture, language, age, pregnancy, marital status, psychosocial conditions, among others. The communication channels provided are:

Cuéntanos (Tell Us)

An internal anonymous communication channel aimed at supporting and accompanying employees at all times, allowing them to express their personal and work-related doubts and concerns. The purpose is to provide guidance and follow-up through a specialized team who focuses on emotional support and care.

Consultation by topic



374

cuéntanos claims managed in 2023.



1,150
complaints
received and
addressed in 2023.

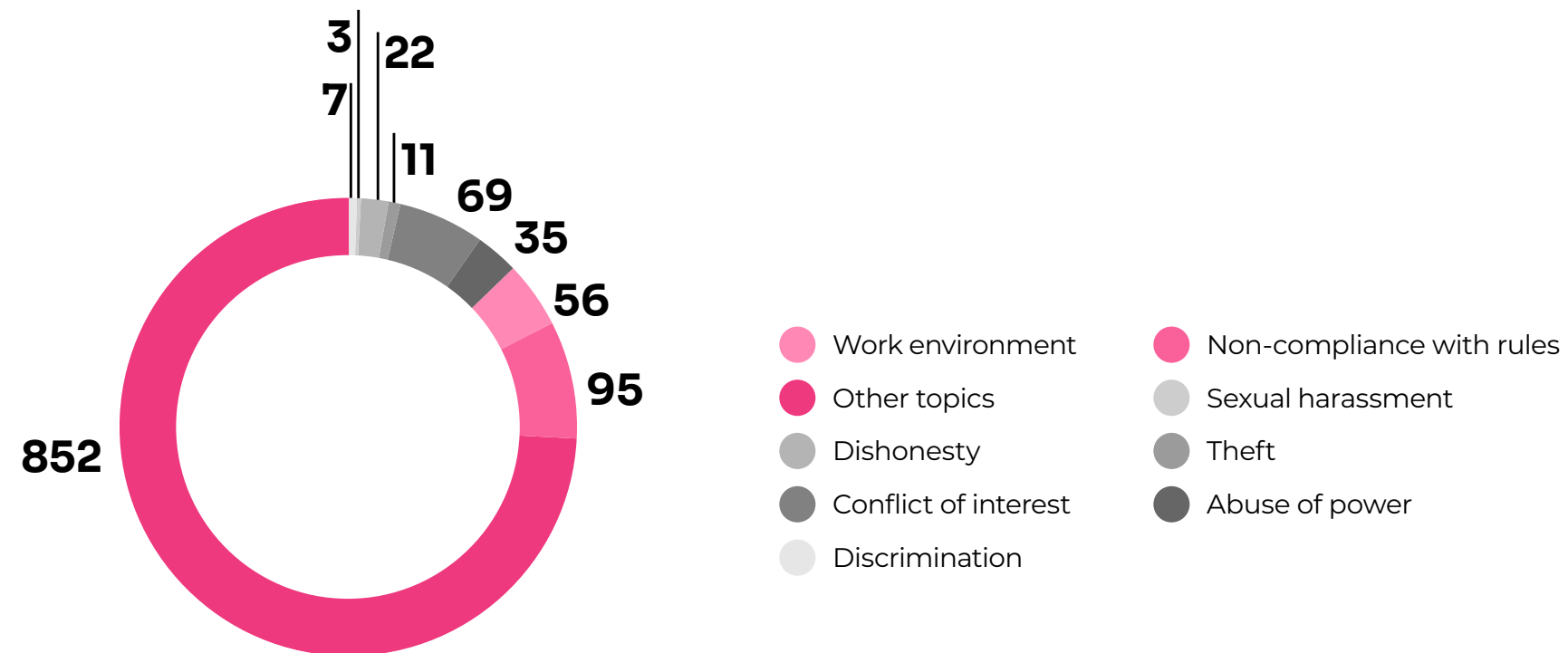
Honestel

Honestel is the main anonymous reporting channel through which employees, suppliers, business partners, or anyone interested in combating corruption can report actions that have affected their physical and/or emotional integrity. The channel ensures confidentiality and anonymity, with no risk of retaliation or discrimination.

Confirmed inappropriate conduct is penalized with disciplinary measures, and if necessary, a report is filed with the corresponding civil and/or criminal authorities.

Applicable sanctions for non-compliance include warnings, administrative records, termination of current employment or contractual relationships, and any other measure determined within the Integrity Committee's Sanctions Catalog.

Complaints by topic



Gender Unit

In 2023, ILO (International Labor Organization) Convention 190 on violence and harassment came into force, marking a significant milestone for labor rights in Mexico. This highlighted the urgency of eliminating violence and sexual harassment as part of the corporate responsibility agenda. At Total Play, we strive to be a benchmark in Mexico's private sector and in international organizations like the ILO through our actions against violence and harassment.

The Gender Unit is the body through which we express the Company's commitment to Human Rights, with the purpose of creating safe spaces for all employees, where combating gender violence and sexual harassment is a priority.

Four years after the creation of the Gender Unit at TV Azteca in 2019, and two years after its expansion to serve all Grupo Salinas businesses in 2021, the Gender Unit continues to create a safe and violence-free environment for all individuals working within its companies.





Protocol for the Gender Unit at Grupo Salinas

Through a robust protocol, we want each individual to have the opportunity to develop in a safe and equitable work environment. This protocol not only sets clear guidelines and specific procedures to address and prevent situations of harassment and gender-based violence, but also reflects the Company's responsibility towards equality and justice.

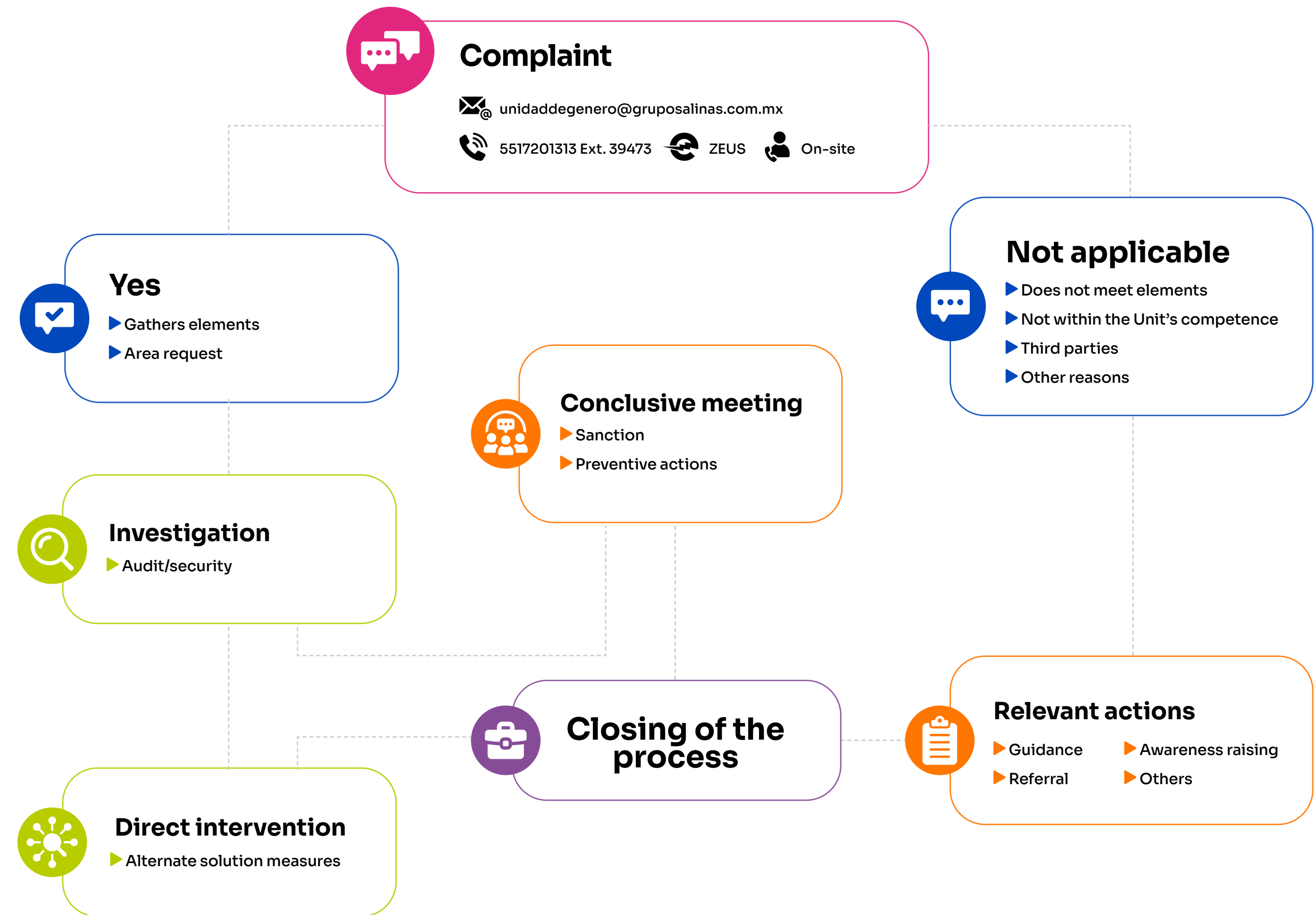
Prevention is one of the most important pillars of the Gender Unit, which is why we have developed strategies and activities that show that violence and inappropriate behaviors in the workplace are neither normal nor accepted behaviors. Likewise, we promote the creation of a cordial and respectful work environment. This is achieved through multiple talks and workshops that address topics such as sexual harassment, discrimination, the Olimpia Law, gender violence, racism, domestic violence, sorority, sexualization, training without violence, among others.

104

complaints addressed at Total Play.

485

Total Play employees impacted by awareness sessions during the year





Human Rights

Total Play acknowledges the fundamental importance of Human Rights in operations and business relationships. We are committed to respecting and promoting Human Rights at all stages of the business processes, from hiring and managing human capital to interactions with clients, suppliers, and communities.

Any form of discrimination, workplace harassment, child labor, forced labor, human trafficking, sexual exploitation, or any act that undermines the dignity and quality of life of individuals is strictly prohibited. Additionally, any physical or verbal aggression must be reported immediately and sanctioned. We are guided by the values of integrity, trust, and loyalty, and we reject any behavior motivated by prejudice related to ethnicity, religion, gender, age, socioeconomic status, marital status, sexual preference, political affiliations, nationality, health, or disability. We support diversity and inclusion, respecting differences to ensure harmonious interactions within both our Company and in society.

We comply

with NMX-R-025-SCFI-2015, regarding **Workplace Equality and Non-Discrimination**.

Learn more about our Human Rights Policy [here](#).





Due Diligence in Human Rights

The Human Rights assessment process is a critical component of corporate responsibility and ethics, as it involves identifying, preventing, mitigating, and accounting for how we address negative impacts on Human Rights in our operations and supply chain.

Rigorous policies and procedures are implemented to ensure that our activities are respectful of Human Rights at every phase of our operation.

Due Diligence Process

This allows for responsible and ethical actions regarding the impacts we may have on Human Rights, as well as protecting employees and communities, and strengthening Company reputation, thereby increasing the trust each customer places in us. Below are, in order, the steps followed to conduct this due diligence.



- 1 Integrating responsible conduct** into our policies and management systems, such as the Code of Ethics, Human Rights, Inclusion and Non-Discrimination policies, and the Integrity in Hiring Policy. We also communicate the Code of Ethics to the supply chain.
- 2 Identifying and assessing negative impacts** in operations, the supply chain, and business relationships through reporting platforms such as Honestel, internal channels, and the evaluation of legal, financial, and socio-environmental aspects.
- 3 Stopping, preventing, and mitigating negative impacts** related to the health, well-being, employee and value chain life and integrity.
- 4 Monitoring the implementation of initiatives** through the Social Responsibility Committee for Grupo Salinas.
- 5 Reporting** in the Sustainability Report and other communication channels for investors and other stakeholders **actions undertaken** by Grupo Salinas.
- 6 Collaborating to remedy any impact**, when necessary.



Connecting with People





Connecting With People

GRI 2-7

5,529

employees at the close of 2023.

Total Play always values the talent of its team members, as they are the ones who drive innovation processes and ensure excellent customer service. For this reason, we strive to create an inclusive, collaborative, and enriching work environment where everyone can develop and reach their full potential.

We have a standardized selection and recruitment process, supported by the development of succession plans for critical roles. This process focuses on the skills and knowledge of the staff, without discriminatory practices or biases. Additionally, we are guided by the Human Resources Management Manual and the Procedure for Personnel Onboarding, Offboarding, and Changes.

Reclutalia is the tool used for talent attraction and retention management, which is part of the Recognition Program and a unified Onboarding process for all internal hires.

We are creators of opportunities for employees to grow professionally, economically, and personally; improve their performance; ensure their retention in the Company; and enable them to stay updated through certifications in their work areas. We have a life and career plan that focuses on four pillars: Loyalty, Motivation, Professional Development, and Training, and it is centered on three job categories: leader, coach, and promotional seller.

During 2023, the total number of dismissals was 3,477, of which 1,543 were voluntary and 1,934 involuntary. The overall turnover rate was 57%, with a voluntary turnover rate of 44% and an involuntary turnover rate of 56%. With the support of Team Trainers, the workforce was consolidated with the best talent.

49.1%

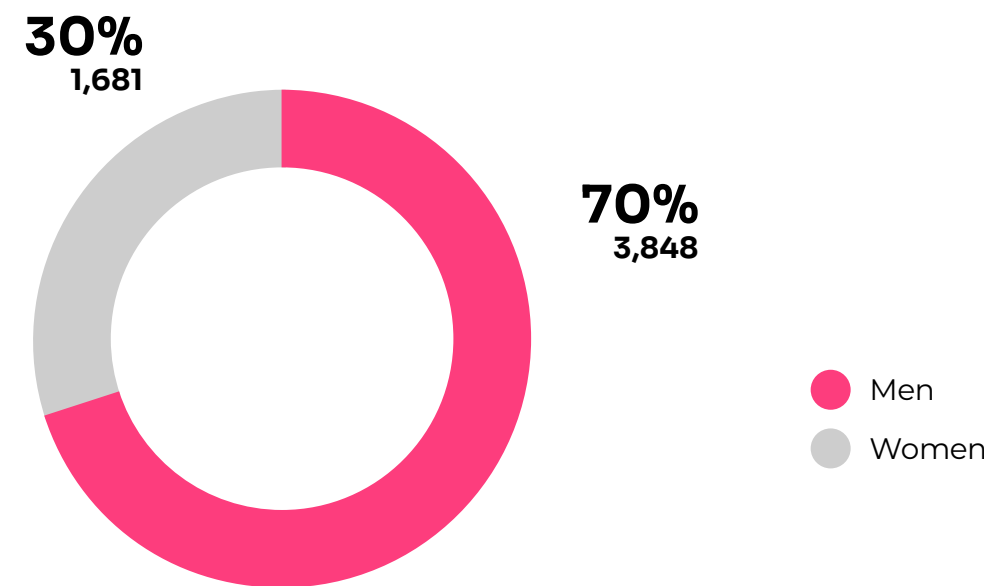
satisfaction rating by employees.

13.4%

of vacant positions covered by inhouse candidates 2023.

+95%

of recruitment needs per region were covered.



Turnover rate, and voluntary and involuntary dismissals

Turnover rate



Total departures



Learn more in the attachment on Sustainable Performance [here](#).

*Note: The formula used to calculate the turnover rate for 2023: The number of employees who left the Company / the average number of employees multiplied by 100.



Talent Training and Development

Total Play acknowledges that continuous training is crucial for talent development and for enhancing employee skills and know-how. This supports their productivity and goal achievement, having a positive effect on satisfaction and a sense of belonging. This not only strengthens our Company, but also ensures high-quality service for our customers.

+\$4,000,000

MxP invested in training throughout 2023.

+139,000

hours of training conducted.

There are training programs in various topics to drive employee growth, and by the end of 2023, a total of 12,617 participants across all courses were recorded.

Learn more in the attachment on Sustainable Performance [here](#).



1,655 women and 3,766 men

received training throughout the year.

+80%

participation in surveys and measurements of the labor climate.



Performance Evaluation and Key Objectives and Results (ORC)

As part of the continuous improvement process, employee performance is periodically evaluated through defined and monitored objectives. In this manner, each employee can identify their strengths and areas of improvement, with the aim of leveraging them to continue growing within the organization. The performance evaluation is based on the High-Performance Management Model, which allows us to manage objectives and functions across areas in a standardized way to ensure tasks are efficiently completed. It is worth noting that the program covers compliance with the principles and guidelines of the PEIC and the Code of Ethics.



These steps are as follows:



The evaluation is a continuous process accompanied by feedback and conversations between the coach and the employee, occurring at three points:

- 1 Setting Objectives:** from January to February, the employee and the team coach meet to set individual objectives based on business priorities and strategy, so the employee knows what needs to be achieved throughout the year.
- 2 Semiannual Review:** from July to August, the coach and the employee meet to discuss progress in accomplishment of objectives, and both develop strategies to meet them by the end of the year.
- 3 Annual Evaluation:** the coach and the employee meet to reflect on successes, failures, and areas for development. The coach assigns an evaluation for the two management elements: individual objectives and behaviors.

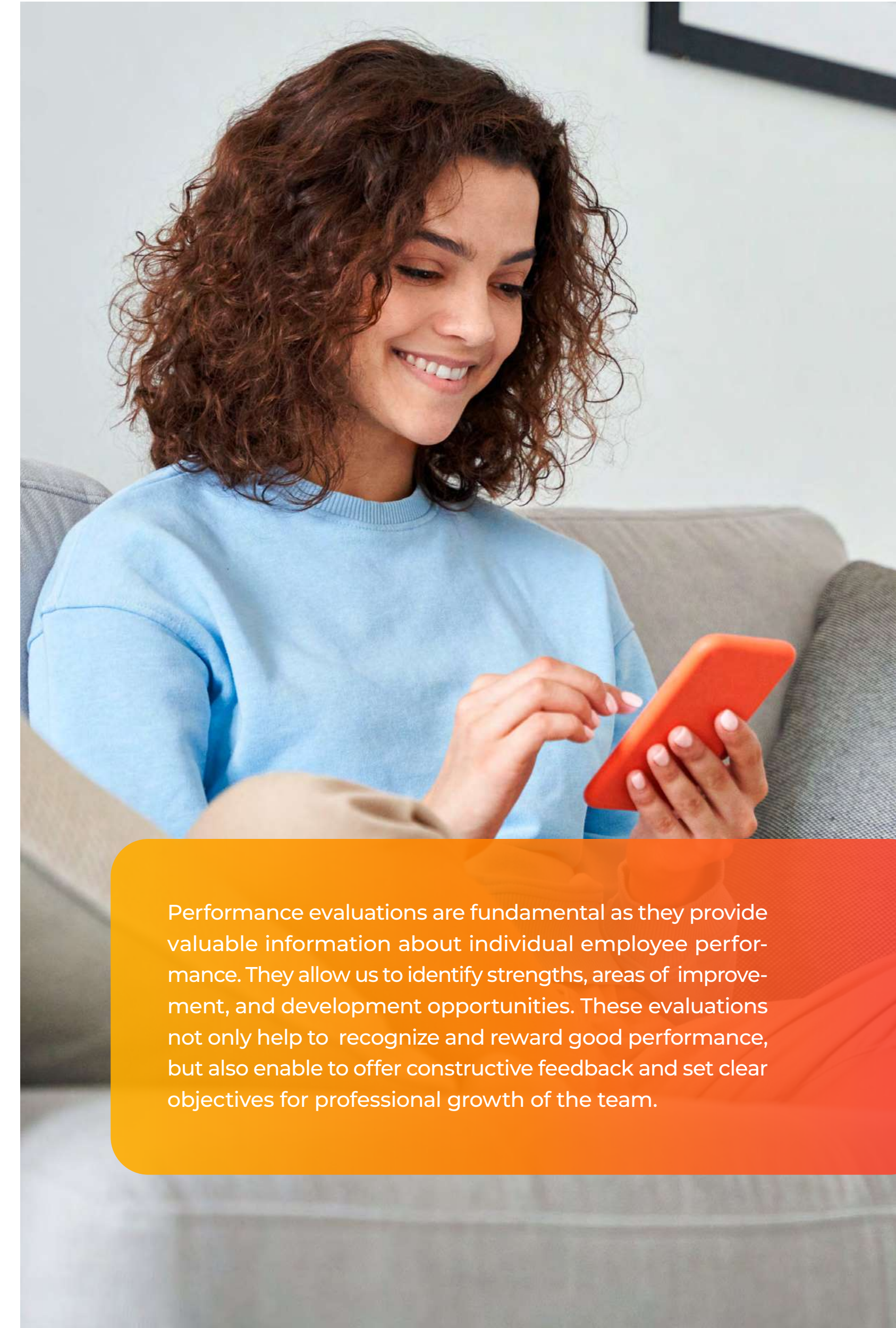
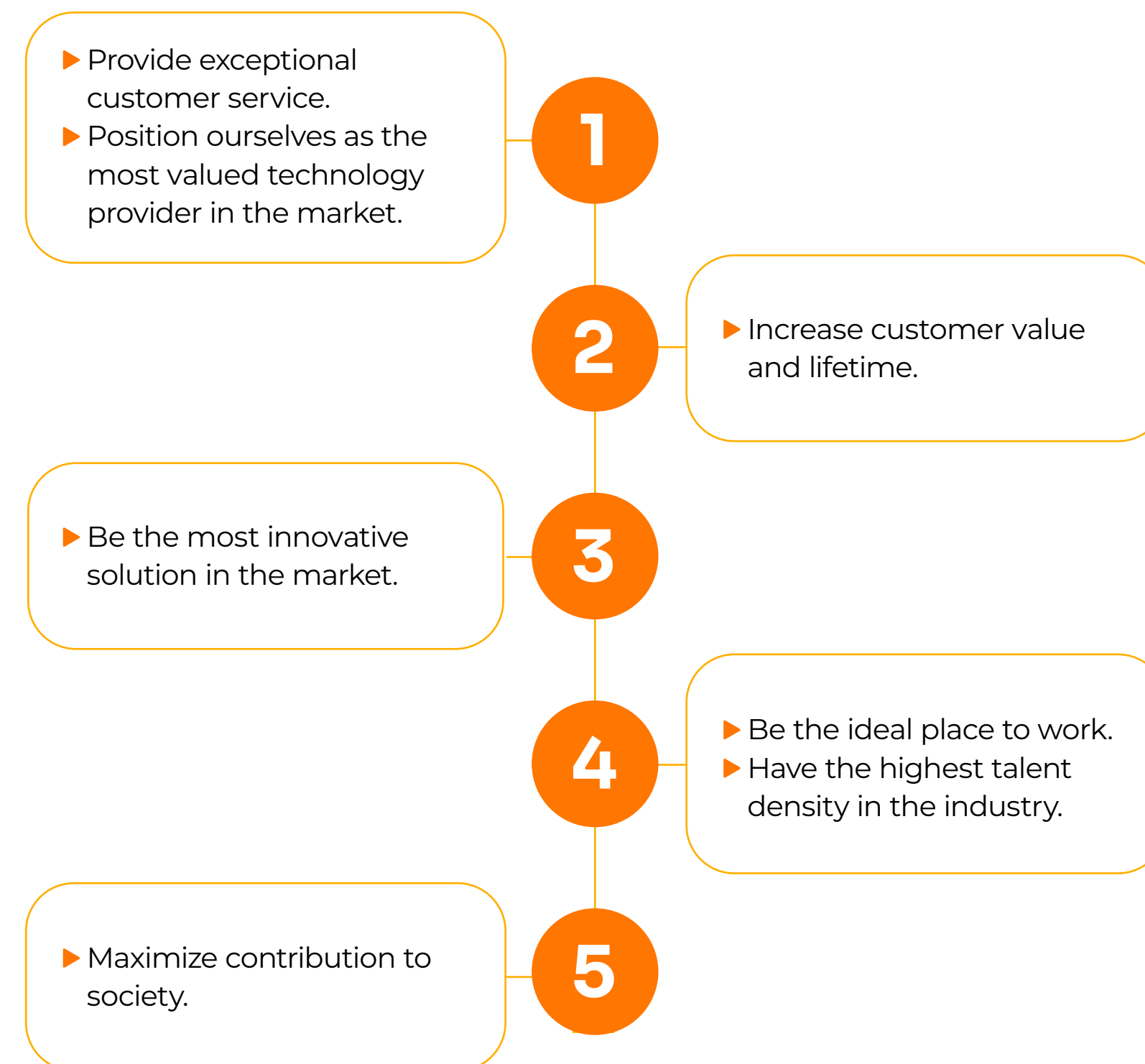


The performance evaluation is broken down as follows:

- ▶ **60% Individual Objectives:** these are the most important actions or projects carried out by the employee at the level of individual contribution and are related to the business strategy.
- ▶ **40% Institutional Behaviors:** these are actions that promote the values needed to facilitate achieving results; they help us align with the organization's strategy and strengthen our culture. At Total Play, it is not only important what is achieved but also how it is achieved.

On the other hand, to ensure a clear and measurable approach to strategic goals, we work through the establishment of Objectives and Key Results (OKRs). OKRs allow us to align team efforts towards a common purpose, ensuring that everyone work together towards the success of the organization. Additionally, these objectives help to monitor progress and make any adjustments necessary.

During 2023, there were five objectives that guided actions undertaken by all departments:



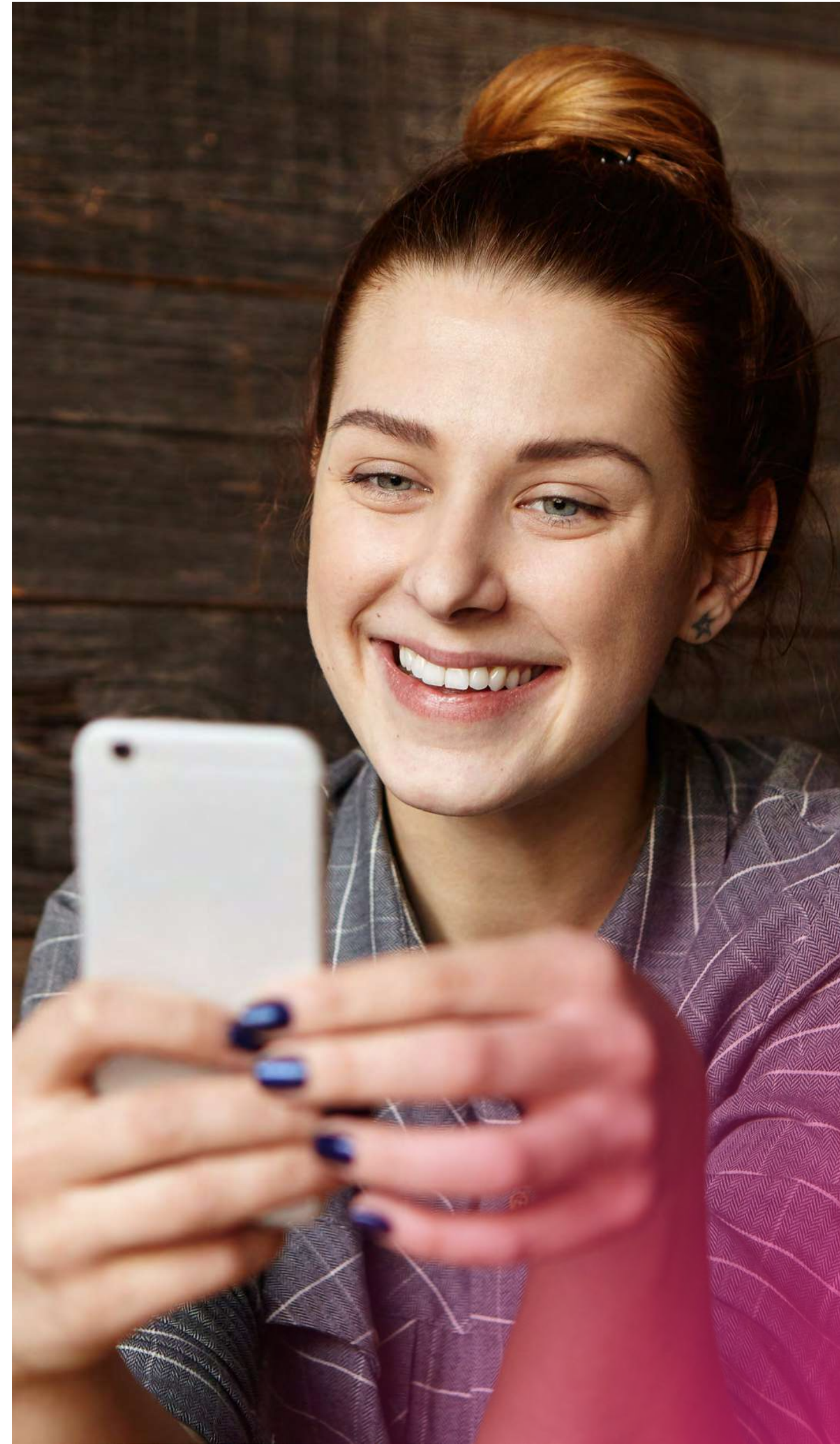
Performance evaluations are fundamental as they provide valuable information about individual employee performance. They allow us to identify strengths, areas of improvement, and development opportunities. These evaluations not only help to recognize and reward good performance, but also enable to offer constructive feedback and set clear objectives for professional growth of the team.



Diversity and Inclusion

Total Play always values the different perspectives, experiences, and talents of each individual, as these elements enrich our organizational culture and enable us to continuously innovate. Inclusion not only fosters a more equitable and respectful work environment but also drives creativity and decision-making, helping us provide more effective and personalized solutions for our customers. We are committed to building a workplace where everyone feels valued and can fully contribute to the achievement of our shared goals.

Learn more in the section on Sustainable Performance [here](#).



Occupational Health and Safety

GRI 403-1, 403-5, 403-9

In achieving business objectives at Total Play, the health and safety of our employees is a key priority. We prioritize the protection of their physical and mental well-being, ensuring they are in a safe and healthy work environment; thus we consistently invest in risk prevention and the promotion of healthy habits, thereby benefiting both employees and the corporate culture alike.

The occupational health and safety management system

is based on a comprehensive safety and health diagnosis in accordance with the **NOM-030-STPS-2009 regulation**.



1,661

persons
received training in
occupational safety.

1,918

hours of training
conducted.

At Total Play's Corporate Center, we developed a detailed program that includes preventive and corrective actions to be implemented; health programs aimed at employees; emergency and health contingency protocols; and scheduled starting and ending dates for the implementation of each action, along with the designation of parties responsible for the same.

Moreover, a Safety and Hygiene Committee, which holds quarterly meetings, is assigned to conducting scheduled inspections to identify any act or condition that may compromise the safety and health of workers. The results of these inspections are documented in meeting minutes, and the implementation of necessary corrections or improvements is closely monitored, in collaboration with area managers, to ensure timely execution.

Regarding the response to workplace accidents at Total Play, we apply a protocol divided into three phases; first we seek to understand how and why the accident occurred; next, we establish an action plan to reduce the causes and eliminate their consequences, prevent future incidents, and respect spaces; finally, an analysis is conducted to improve the risk assessment system. It is worth noting that during the year, 59 work-related accidents were recorded, with 43 involving women and 16 involving men.

Communication Channels

To communicate health-related topics to employees, we have four communication channels:

- ▶ The Safety and Hygiene Committee's scheduled workplace inspections, where relevant information is shared with employees
- ▶ The internal portal and internal email, to announce the calendar of courses on workplace safety and health
- ▶ On-site informational talks with supporting materials
- ▶ Corporate screens and in elevators.

During 2023, courses were offered for the following topics: first aid, basic CPR, earthquake response, first-contact nursing, the use and handling of fire extinguishers, and firefighting. Safety training is directed 20% towards managers and 80% towards administrative and operational staff.





Health and Wellness

GRI 403-3, 403-5

Total Play recognizes the importance of well-being and providing fair benefits to employees. We are dedicated to creating a work environment that promotes health and work-life balance. Investing in the team's well-being not only improves their quality of life but also strengthens the corporate culture and attracts top talent. The benefits we offer our employees include:

Insurance for Major Medical Expenses

A major medical expense insurance plan is provided in collaboration with a specialized service provider. This plan has been specifically designed to meet the needs of our Executives, Managers, and Lead Promoters, ensuring comprehensive and high-quality medical coverage.

Physician's Office

We have a fully equipped medical office that offers a comprehensive range of health services for our employees. We provide general medical care, treatment for incidents and accidents, medical exams for new hires, drug and alcohol screening tests, monitoring of chronic illnesses for vulnerable staff, as well as health campaigns to promote overall well-being.

Health App

Through a health app, our employees are offered a wide variety of medical and wellness services directly on their mobile devices. Through this app they can access medical care, nutritional consultations, psychological counseling, pediatric care, and other health-related services.

GS Health

An online service that offers 24/7 medical, nutritional, psychological, and pediatric care through a mobile application. Additionally, it provides personalized profiling and sessions scheduled with specialists based on the user's availability, via phone calls or video calls.

Nutrition

The Nutrition program provides support to employees to promote proper eating and healthy habits. Employees can access measurements and regular monitoring of Body Mass Index (BMI), which allows them to clearly understand their current health status and set realistic goals for fat loss and improving their eating habits.

Psychological Assistance

Psychological assistance is available with the purpose of fostering a healthy balance between mind, body, and work, and with the goal of creating a proper work environment. To date, we have provided care to 1,394 employees through a platform, reflecting the growth and acceptance of our wellness initiatives.

Parental Leave

Employees who become fathers are entitled to take five business days off with pay.

Free Transportation

Our employees are offered free transportation service consisting of four key routes with access to public transport. This service aims to facilitate commuting for employees going to and from our facilities. The routes operate temporarily from Monday to Friday, with departures at 8:00 a.m. and returns at 7:00 p.m.

Flex Time

We have an approach that allows our employees to manage their schedules flexibly, ensuring they can adjust their work hours according to their individual needs.

Total Play has a partnership with Medical Group, which allows us to provide employees with general medical care and a 70% discount on medications. We also work with recognized health service providers and hold Health Fairs where we offer vaccinations and free screenings for vision, cholesterol, glucose, breast and gynecological ultrasounds, and antigen testing.

4,143

first-contact and occupational medicine consultations were provided to employees at Total Play facilities.

Learn more in the section on Sustainable Performance [here](#).



Hurricane Otis

Achievements

60 tons of food and hygiene and cleaning products collected and delivered to the Mexican Red Cross.

30 tons of aid provided through our partnership with Grupo Por Un País Mejor and the Simi Foundation to offer free medical consultations and provide medications.

252 tons of chlorine donated through Grupo INW.

In October 2023, the city of Acapulco, Guerrero, was hit by one of the most intense weather cycles in Mexico's history, Hurricane Otis, causing significant economic, social, and environmental consequences. At Total Play, we understand the importance of solidarity in times of crisis. After the devastating impact of Hurricane Otis we supported those affected by providing essential resources and immediate assistance. The priority was to restore communications and offer technological solutions to enable the affected communities to stay connected with their loved ones and receive crucial information. We understand that in difficult times connectivity is vital for coordinating rescue and recovery efforts.

To support everyone affected, Total Play our WiFi Club network was temporarily opened for free, thus allowing anyone, whether customers or not, to connect and reach out to their loved ones. Additionally, in support of employees and customers, we provided unlimited calls and WhatsApp, as well as 2GB of free data to browse for 15 days following the restoration of our network. This service was available for Oui SIM cards in the affected region.

2,136

phone codes donated through remittances.

Free network

provided by Total Play.

Cost-free browsing

offered by Oui, Grupo Elektra's virtual mobile operator that offers voice and internet services.

We also provided emotional support to employees through our Cuéntanos channel, where we listened to their concerns, offered comfort, and provided emotional and psychological support to let them know they were not alone. We also managed medical services to address critical cases, such as injuries or pregnancies, as quickly as possible.

Additionally, we joined forces with various allies, NGOs, and companies to support the residents of the affected area through various initiatives and donations. For example, we participated in the Grupo Salinas Victims' Program to support employees affected by Hurricane Otis through the following actions: implementing a phone search for employees and mobilizing Human Capital teams in the affected and most critical areas; providing emotional support through Cuéntanos; managing medical services for emergency cases; delivering support kits to employees based on the severity of the damage to their homes; and organizing a collection among employees at corporate offices, which resulted in sending 12 trucks with over 20,000 packages containing staple products.



"We worked very hard to restore all services for customers, as we had to rebuild the poles and main wiring from scratch [...] Additionally, we all felt the Company's support; I received my Elektravale coupon after five weeks, and I am using it to replace the appliances I lost."

Gerardo Palacio Rojas,
Staff Manager, Total Play



Young People Building The Future

Jóvenes Construyendo el Futuro (JCF -Young People Building the Future) is a shared social value program between the public and private sectors, aimed at incorporating young people into formal employment; making them productive; and facilitating their inclusion in the financial system. The government provides a platform that connects interested youth with companies registered in the program, offering them a monthly scholarship for up to 12 months, as well as optional insurance coverage for occupational risks and maternity.

Achievements

1,278 applications received in Total Play throughout 2023.

691 young people accepted as interns.

1,054 graduated from the program.

97 young people hired by Total Play upon program completion.





Fundación Azteca

GRI 413-1

For two decades, the Fundación Azteca has been the primary social branch of Grupo Salinas, operating through significant and programs with an impact. The Foundation has established numerous partnerships in the public and private sectors to promote social, environmental, and educational progress in the country. Responsible for all social responsibility activities of Grupo Salinas, it focuses on improving the living conditions of the communities where it operates.

We create value through three strategic pillars:



Youth

We provide tools and skills to develop the leaders of tomorrow. This pillar consists of three educational programs aimed at identifying and nurturing talent, and promoting a culture of merit and freedom as guiding principles:

- ▶ Azteca Educational Model
- ▶ Educational Alliances
- ▶ Esperanza Azteca



Environment and Animal Care

Caring for the environment and raising awareness regarding our surroundings is something that is taught and learned. Therefore, we work on programs that provide education and awareness about the conservation of everything around us:

- ▶ Azteca Footprint
- ▶ Let's Clean Up Mexico
- ▶ A New Forest
- ▶ Sustainable Tourism



Society

We strengthen the work of civic organizations and social entrepreneurs to multiply their benefits and reach more Mexicans through the following main programs:

- ▶ Azteca Movement
- ▶ Social Entrepreneurship and Innovation Summit
- ▶ Vive Sin Drogas
- ▶ Juguetón



Achievements

21 Azteca Schools,
2 of them in
Guatemala.

7,289 students
enrolled.

585 young
graduates.

Azteca Education Model

We provide personalized education that identifies and enhances student strengths while developing their social and emotional skills.

Education Alliances

In 2023, we awarded the first Ricardo B. Salinas Pliego – Banco Azteca scholarship to support Mexican talent, and 13 outstanding students from our schools received full scholarships to pursue a Bachelor’s Degree in Innovation and Business at the Freedom University. Additionally, an agreement was signed with the University of the Americas in Puebla to provide scholarships to students from our schools and Grupo Salinas employees.

We also launched the Schools of the Future initiative to promote creativity and innovation among young people. This initiative will benefit a public school with a robotics classroom, including a room with internet connectivity provided by Total Play.

Esperanza Azteca

We identify, recognize, and foster the musical talent of Mexican children and youth, offering them comprehensive training that enables them to transform their communities through music. Our three projects are: Esperanza Azteca symphony orchestras and choirs, the Esperanza Azteca Music Institute of Higher Learning, and the Azteca Symphony.

Achievements

22 symphony orchestras
and Esperanza Azteca choirs.

116 concerts

13 states throughout Mexico.

89,380 attendees

112 students enrolled
in the **Esperanza Azteca**
Music Institute of Higher
Learning.

21 orchestra concerts.

83 concerts and recitals.

121 participated in
the **Azteca Virtual**
Symphonic Academy.

3 concerts offered in the
State of Mexico, Puebla,
and Mexico City.

92 were part of the artistic
internship and tour.





Azteca Footprint

Awareness campaigns were conducted to promote the adoption, sterilization, and donation of food for stray dogs and cats.

Achievements

Huellatón, First Edition.

143 tons of food donated.

+400 dogs and cats neutered/spayed in Querétaro and the State of Mexico.

Let's Clean Up Mexico

An educational platform for civic engagement and training on waste reduction, recycling, and reuse, as well as a circular economy, cleanup days, and waste collection.

Achievements

+35 tons of waste collected.

+3,500 volunteers.

25 recycling, reuse, or waste reduction projects selected in the Sprite Challenge due to their potential for positive impact.



A New Forest

We raise awareness and call on citizens to take action to restore forests, also educating on the importance of their care and conservation.

Achievements

5 events in Nuevo León, Guanajuato, Jalisco, Mexico City, and Yucatán.

+11,500 trees planted.

3,500 volunteers.

Sustainable Tourism

Call for participation in a capacity-building process in sustainable tourism and market readiness. The three best projects were present at the 2023 Social Entrepreneurship and Innovation Summit and, with the support of Aeroméxico and Grupo Elektra, the authors of the projects traveled to the International Tourism Fair in Madrid.

Achievements

+3,000 business ventures.

12 projects selected.



Azteca Movement

A call was made to inhabitants to join national causes that could have a positive impact in favor of Mexico.

MOVA 118

\$7,056,000 MxP collected in **partnership with Afore XXI Banorte** for the Mexican Social Security Foundation (Fundación IMSS).

1,680 chairs-beds acquired.

MOVA 119

\$5,830,436 MxP in financial and in-kind donations for the **Mexican Red Cross** and for **people affected by Hurricane Otis**.



Entrepreneurship and Social Innovation Summit

Leaders and experts from the public and private sectors were brought together to give conferences and workshops, and provide education and training in social entrepreneurship, innovation, creativity, and sustainability to young entrepreneurs and civic organizations.

Achievements

+420 attendees for our fifth edition.

9 workshops offered on entrepreneurship.

+200,000 people reached through the online broadcast of the event.

18 booths set up in the Entrepreneurial Pavilion.

Vive Sin Drogas

We raised awareness and promoted the importance of a healthy, addiction-free life.

Achievements

+4 million persons reached through Live Without Drugs social media.

45 million persons reached thanks to alliances with this **OEM, TeleUrban and Mercadeo 3** campaign.



Juguetón

Each toy donated reaches a different destination, but always with the same goal: to produce a smile on some child's face.



Achievements

8,413 communities throughout 399 municipalities nationwide received toys.

+11 native communities were benefited.

330 million impacts.

+619 companies and strategic allies.

3rd year of alliance with UNICEF, through which +114 educational kits were delivered.

Alliances

The social work we do would not be possible without the support of multiple companies and associations with which we maintain strategic alliances to direct our efforts and provide assistance to those who need it most. Among our allies this year are:

- Adaptur
- Aeroméxico
- Afore XXI Banorte
- Armonico Consort
- Asociación de Amigos
- Astoreca Foundation
- Banco Azteca
- Caminos de la libertad
- Coca Cola Mexico
- Disruptivo.tv
- E Foundation
- Ecoce
- Economic Education Foundation
- Endur
- Escalae Institute
- Estación Meiquer
- FG Procurement Partners
- FIRST Robótica
- Franciso Marroquín University
- Futuro Circular
- GIZ Deutsche Gessellschaft für Internationale Zusammenarbeit
- GlobalMuners
- Grupo Batia
- Grupo Promesa
- HEINEKEN Mexico
- Impact HUB Mexico City IMSS Foundation
- INACOM of Mexico
- Internationale Klimaschutzinitiative (IKI)
- Italka
- KDPC
- Konrad
- La Mano del Mono
- LG Seguridad
- Mexican Community of Nature Photographers
- Mexican Red Cross
- Neto
- Pedigree
- Pedigree Adóptame
- Promo
- Promoimpact
- Sprite
- Sustentur
- Telefónica Movistar Foundation
- The Anglo-Mexican Foundation
- The Federal Ministry of the Environment, Conservation of Nature, Nuclear Safety and Consumer Protection (Republic of Germany)
- The Orchestra of the Americas Group
- Tiendas Elektra
- Totalsec
- Transportes Tristán
- TV Azteca
- Uniform
- Upax
- Volaris
- Wadhvani Foundation
- Wildcoast Mexico Costasalvaje



Connecting with **the Planet**





Environmental Management

At Total Play, we are committed to adopting environmentally-friendly practices across all operations, from energy efficiency in data centers to reducing electronic waste. We firmly believe that our responsibility goes beyond providing high-quality services; it also includes actively contributing to the protection of the shared environment. Although our activities do not have a significant environmental impact, we closely monitor our supply chain and operations involving third parties.

To achieve sustainability goals, a Climate Change Policy has been implemented to outline the guidelines, strategies, and objectives needed to prevent, correct, and reduce climate impacts. This policy is based on our Sustainability Strategy, communication channels, and a culture of identifying practices that promote mitigation and adaptation. Additionally, other policies are relied upon for our environmental management, such as the Energy Efficiency Policy, the Hazardous Materials and Natural Resources Control Policy, and the Waste Collection Policy.

Following the legal framework in the country, we comply with regulations in force and have plans in place for water, waste, and operational licensing compliance. Moreover, our corporate office building holds LEED certification, recognizing construction as an example of responsible resource use.

Energy Efficiency

GRI 302-1

Among the strategies implemented to improve our energy efficiency and minimize emissions, we use electromechanical equipment that is cataloged and approved by the Energy and Environment department.

We maintain a document listing the evaluated and approved equipment, which is certified by ROHS, AHRI, and NOM. Said document is referred to as the “Energy Seal,” and it is divided and categorized as follows:

▶ Lighting

Its objective is to establish criteria and guidelines for the lighting system used in Total Play properties under the following standards: Mexican Official Standard NOM-001-SEDE-2012 for Electrical Installations; and Mexican Official Standard NOM-025-STPS-2008 for Lighting Conditions in Workplaces.

▶ Air Conditioning

The goal is to establish the basic considerations for air conditioning design in Total Play sites; maintain temperature control (24°C); humidity control (50%); proper air distribution within a designated space; and energy savings.

148,327 GJ

of electric power consumed during 2023.

Lithium Batteries

On the other hand, as part of our innovation process and efforts to reduce our environmental impact, we work with lithium batteries, which provide backup power to ensure that equipment remains operational during any type of power outage. On average, each battery offers up to four hours of independent energy supply.

In 2023, some 75 lithium batteries were installed in 25 nodes as part of our annual technology renewal and energy autonomy reinforcement program for communication equipment. This results in a lower environmental impact, as lithium technology has a lifespan twice as long as lead-acid technology. It also produces reduced costs, lower vandalism rates, and ensures high-quality, uninterrupted service for users.

The management of battery disposal is carried out through a collection program by certified and specialized providers for hazardous wastes, who remove them from the nodes and send them to a recycling center authorized by SEMARNAT (the Secretary of the Environment and Natural Resources).

Learn more in the section on Sustainable Performance [here](#).



Climate Change

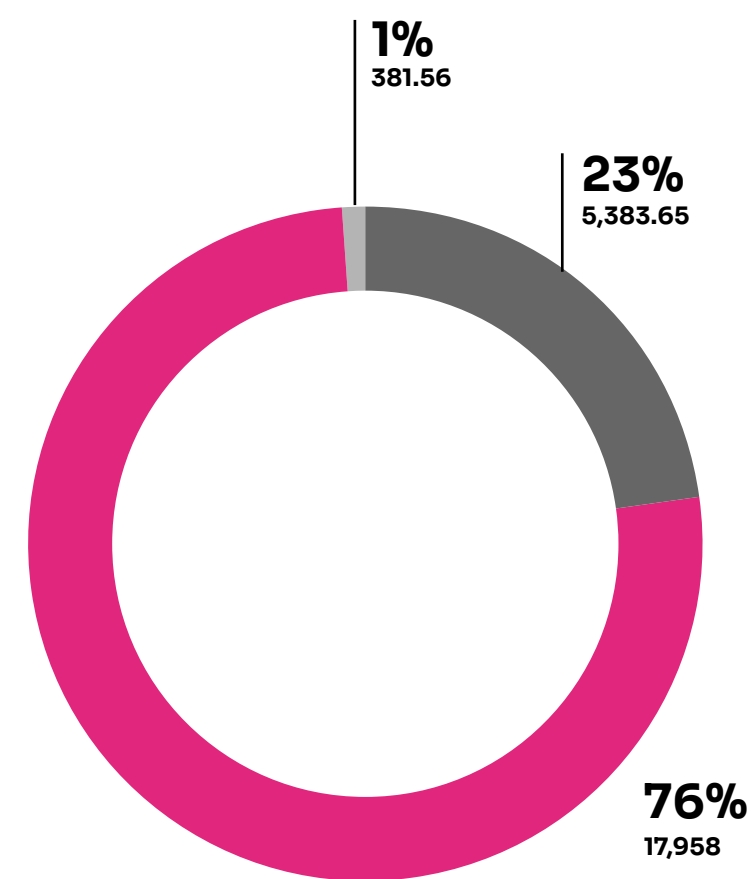
GRI 3-3, 305-1, 305-2, 305-3

Emissions are directly related to energy consumption stemming from Total Play activities. Therefore, implementing the Energy Seal is crucial for maintaining efficient technology in corporate offices and branches, as well as for ensuring correct energy management and use.

Scope 1 Greenhouse Gas (GHG) emissions at Total Play come from the combustion of gasoline and diesel in activities and operations, generated directly by sources controlled and managed by the Company. Scope 2 GHG emissions are calculated based on Total Play's annual electricity consumption, reflecting the environmental impact of electricity use in our operations. Finally, Scope 3 emissions originate from sources outside our control but related to our activities, which are calculated according to the distance in kilometers of air travel for flights associated with our operations.

GHG Emissions 2023

(tCO₂e)



- Scope 1
- Scope 2
- Scope 3

Learn more in the section on Sustainable Performance [here](#).





Scope 3 Measurement

The technology and communication industry contributes approximately 2% to 3% of global emissions, with Scope 3 emissions—especially those associated with the supply of capital goods and services—representing the most significant overall impact. About one-seventh of these emissions come from energy use when operating telecommunications equipment. Therefore, regulators and key stakeholders are increasingly pushing for standardized disclosure of relevant climate change information, particularly any emissions impact throughout the value chain.

In 2023, using the GHG Protocol methodology, the carbon footprint of key activities and operations in our value chain were identified and analyzed. Understanding the importance of decarbonization, a work plan was devised to help reduce GHG emissions, establish strategies, define goals, and make informed decisions.

As a result of this study, we measured our Scope 3 emissions, which amounted to 381.56 tons of CO₂, representing 1% of our total GHG inventory. The relevant categories that make up the majority of the Scope 3 emissions produced are as follows:



Acquired goods and services

Extraction, production, and transportation of goods and services, such as UTP cables, single-fiber cables (fiber optics), Optical Network Terminals, and Set-Top Boxes.



Fixed assets

Final products with an extended lifespan used to provide our services, such as laptops, monitors, screens, CPUs, servers, tablets, or modems.



Activities related to fuel and energy

Extraction, production, and transportation of fuel acquired, such as gasoline or diesel.



Wastes generated in operations

Elimination and treatment of waste generated by our operations and managed by third parties, such as solid waste or final disposal of electronic equipment.



Business travel

Employees who travel by airplane, train, bus, or car to conduct business-related activities.



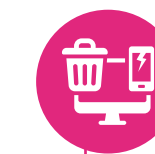
Employee transportation

Employees commuting from home to work, and back.



Use of products sold

The use of services sold and equipment installed by the Company.



Treatment given products sold at the end of their useful life cycle

Waste elimination and treatment and packaging of the same.



Water

As part of our actions to support the planet, concrete measures in our corporate building have been implemented to reduce and optimize water consumption. A key initiative has been the adoption of low-flow technologies in faucets and toilets. This has not only helped conserve local water resources, but has also raised awareness among employees and visitors about the importance of responsible water use.

To reduce water consumption in the Total Play Tower, we have installed water-efficient faucets and bathroom fixtures such as urinals and toilets with a 3.7-liter consumption rate, 1 liter per flush, and 3.8 liters per flush, respectively. On average, 116.28 m³ of water is consumed daily.

42,442 m³

of annual water
consumption in the
Total Play Tower
corporate building.



Materials and Wastes

GRI 306-2, 306-3

Comprehensive waste management is carried out at the Total Play Tower. Our Solid Waste Management Policy and a Valuable Waste Regulation establish the proper procedures for waste separation, disposal, storage, and collection. A detailed log is maintained for each collection request and the amount of waste generated, as well as the corresponding statements for each type of waste.

A log was implemented to record each collection of valuable waste from corporate offices. In total, 4,686 kg of valuable waste -PET, cardboard, and aluminum- were generated and properly managed through recycling.

Learn more in the section on
Sustainable Performance [here](#).



Sustainable Performance





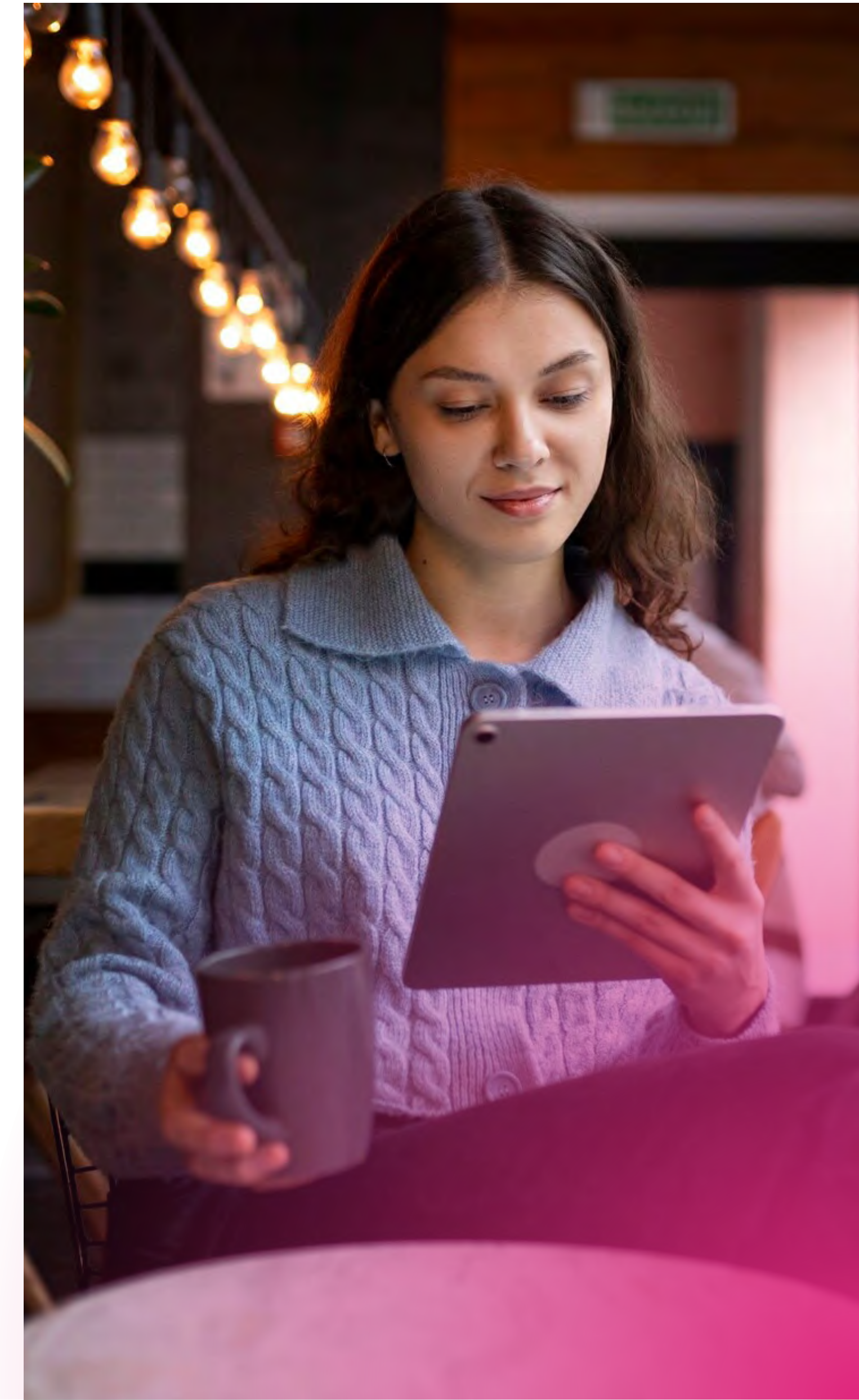
Sustainable Performance

As detailed throughout this report, at Total Play we are committed to sustainable development and creating long-term value. In the following appendix we transparently and clearly present the key indicators that measure our environmental, social, and economic impact, which are the result of the constant reinforcement of our sustainability strategy.

In line with this, we have implemented a series of sustainability policies that guide our actions and decisions. These range from efficient resource management and reducing our carbon footprint, to promoting fair and responsible labor practices. Through these initiatives, we ensure that operations not only meet environmental standards but also contribute to the establishment of best corporate practices and the sustainable community development of. Some of the mentioned policies and manuals include:

- ▶ Human Rights Policy
- ▶ Nondiscrimination Policy
- ▶ Declaration on Grupo Salinas' Commitment to the Global Compact
- ▶ Ethics, Integrity, and Compliance Program (PEIC)

- ▶ Code of Ethics and Conduct
- ▶ Third-Party Anticorruption Policy
- ▶ Anticorruption and Integrity Policy
- ▶ Internal Fraud Prevention Policy
- ▶ Anti-Money Laundering Prevention Policy
- ▶ Control, Audit, and Evaluation Policy
- ▶ Antimonopoly Policy
- ▶ PEIC Training and Development Policy
- ▶ Human Resources Management Manual
- ▶ Personnel Onboarding, Offboarding, and Changes Procedure
- ▶ Climate Change Policy
- ▶ Urban Solid Waste Manual
- ▶ Hazardous Materials and Resources Control Policy
- ▶ Privacy and Personal Data Protection Policy
- ▶ Information Security Policy





Operational Data

Performance Indicators

	2021	2022	2023
Kilometers of Fiber Optic Cable	104,000	130,407	153,617
Access Nodes	651	780	797
Average Revenue per User (ARPU)	\$613	\$616	\$619
Homes Connected (in millions)	14.7	17.3	17.5
Penetration	23.9%	25.2%	27.2%
Subscribers (in millions)	3.5	4.4	4.7
Customer Churn Rate	1.1%	1.3%	1.6%

Corporate Governance

Data Protection

	2023
Justified claims related to customer privacy violations received from third parties and corroborated by the organization	51 ARCO rights requests were received, none of which correspond to privacy violations
Justified claims related to customer privacy violations from regulatory authorities	A procedure was received that is currently under review, with no determination of a privacy violation as of yet
Customer data breaches	0
Customer data thefts	0
Customer data losses	0

Complaints Received Through Honestel

Claims made through Honestel	
Sexual harassment	3
Dishonesty	22
Theft	11
Conflicts of interest	69
Abuse of power	35
Labor climate	56
Non-compliance with regulations	95
Other topics	852
Discrimination	7
Total	1,150

Questions Asked Through Cuéntanos

Topics covered through Cuéntanos	
Wellness	167
Sensitive/special cases	18
Human conflicts	25
Business	164
Total	374



Employees

By Gender and Year

Gender	2021	2022	2023
Women	1,220	2,088	1,681
Men	2,469	4,578	3,848
Total	3,689	6,666	5,529

By Gender and Position Type

Occupational Category	Women	Men
Executives	59	237
Managers	324	733
Operations	1,298	2,878
Total	1,681	3,848
		5,529

New Hires by Gender and by Age GRI 401-1

Age	Women	New-Hire Rates	Men	New-Hire Rates
< 30	246	10.3%	552	23.1%
Between 30 and 50	352	14.7%	1,107	46.3%
> 50	17	0.7%	113	4.7%

Deletions By Gender and Age

	No. of Deletions	Rate
Women		
< 30 yrs of age	310	8.9%
Voluntary	160	
Involuntary	150	
Between 30 and 50 yrs of age	639	18.3%
Voluntary	295	
Involuntary	344	
> 50 yrs of age	52	1.5%
Voluntary	12	
Involuntary	40	
Men		
< 30 yrs of age	622	17.8%
Voluntary	349	
Involuntary	273	
Between 30 and 50 yrs of age	1,640	47.1%
Voluntary	665	
Involuntary	975	
> 50 yrs of age	214	6.1%
Voluntary	152	
Involuntary	62	
Total	3,477	100%



Diversity and equal opportunities GRI 405-1

Representation of Racial/Ethnic Groups	Men	Women
Managerial positions	2	1
Operations positions	4	1
Total		8
% of workforce		0.14%

Representation of Women	Total
Total women in executive management	1
% of executive management	5.9%
Total women in management positions	59
% of total management positions	19.9%
Total women in managerial positions	324
% of total managerial positions	30.6%
Total women in operational positions	1,298
% of total operational positions	30.9%
Total women in STEM positions	72
% of total workforce	1.3%

Representation of Persons With Disabilities	Men	Women
Managerial positions	0	2
Operations positions	2	1
Total	5	
% of total workforce	0.09%	

Representation of LGBT+	Men
Total	41
% of total workforce	0.74%

Training

Hours of Training By Gender

Occupational Category	Men	Women
Executives	5,363	1,433
Managerial	18,295	7,163
Operations and Staff	73,510	33,319
Total	97,168	41,914



Training in Ethics-Related Topics

Topic	Employees	Hours
Human Rights	4,752	1,426
Personal Data Protection	6,709	16,773
Honestel	1,045	261
Equality and Diversity (Gender Unit)	313	157
Cybersecurity and Data Protection	28	207

Training in Occupational Health and Safety

	Men	Women
Executives	136	43
Managerial	695	460
Operations and Staff	19,499	13,323
Total	20,330	13,826

Performance Evaluations By Position Type and Gender GRI 404-3

Occupational Category	No. of employees who have received periodic performance evaluations		Percentage of employees who have received periodic performance evaluations	
	Women	Men	Women	Men
Directors	59	237	100%	100%
Managers	1,298	733	100%	100%
Total per gender	1,357	970	100%	100%

Training Programs Conducted GRI 404-2

Program	No. of Participating Employees
Human Rights	4,752
Leadership and Communication	175
Personal, Balance and Wellness Training	125
Honestel	1,045
Personal Data Protection and Cybersecurity	6,737
Equality and Diversity	313
Digital Path	30
Harvard Manager-Mentor	291
Onboarding	359
From Supervisor to Team Trainer	31
6-Step Management Model	40
Code of Ethics	5,401
EDGADE Business School	5
Harvard Spark	50
UBITA On-Demand Content Platform	4,500 licencias

*Note: the number of employees trained is greater than the total number of employees registered at the close of 2023 due to circumstances such as the enrollment of a single employee in more than one course; or employees who attended but are now no longer in the Company.



Employee and Community Well-Being Activities

Line of Action	Description	Programs	Beneficiaries and Achievements
We Are a Single Family	Expansion of wellness programs so that employee family members may spend happy moments together with their families	3 Wise Men	+8,000 participating employees
		My Friends	+1,000 participants
		Mother Language	+1,200 employees speak a native Mexican language
		Monster Raffle	+1,500 drawings received
		Mom is My Treasure	+16,000 mothers benefited
		Dad is My Inspiration	3,400 fathers benefited
		Secretary Day	+200 secretaries
		Camp Azteca	+200 participating children
		Little Monsters	Children awarded
		Little Champs	+200 achievements celebrated
		Today It's For You Collection	+\$200,000 MxP collected
		Hurricane Otis Victims	+2,200 employees assisted 6 million MxP in donation of food products 888 households answered a census to potentially receive financial assistance
		Promotions and Discounts	430 active TDU agreements
		Corporate Sales	9 corporate sales +100 suppliers and 7 foundations 28 días days of duration
We Want You Healthy	The best medical services made available to all employees	Health Fairs	12,500 benefitted employees
		Health Activities	+25,000 employees
		Spiritual Health	200 employees assisted
		Kilotón	3,700 employees received advice
		Nutrition	+17,000 consultations and personal diets
		Breastfeeding Rooms	50 women use these facilities
		Healthy Smile	1,200 employees served



Employee and Community Well-Being Activities

Line of Action	Description	Programs	Beneficiaries and Achievements
Broadening Your Horizons	Employees invited to experience the world of culture	Chinese Medicine	+40,000 massages
		Dining Halls	+1 million meals served
		Azteca Editorial Circle Podcast	10,000 views
		Azteca Editorial Circle Books	14 books published and 2 co-published
		Book Day	650 participants
		Book Fairs	Fairs attended: -International Book Fair at the Palacio de Minería in Mexico City -International Book Fair of Guadalajara -International Book Fair in Coyoacan, Mexico City
		Socio Library	22,000 books loaned out
		BADA Art Fair	+1,000 participating artists
		The Oscars	+2,500 participated employees
		Socio movies	+5,000 employees part of the movie club
Recognizing Your Talent	Celebrating the achievements of everyone	Grandparent's Day	+400 participants
		Guided Tours	+900 employees invited, in collaboration with CENART, Bellas Artes, MUNAL, and Cineteca Nacional.
		Trivia	+45,000 participants
		GS innovation Competition	+800 projects
		Libélula Awards	5 persons won awards
		Canta al son (Singing Contest)	73 participants



Environmental

Energy Consumed

Source	GWh	GJ
Total Non-Renewable Energy Consumed		
Gasolina	1,886,898	64,029
Diésel	61,421	2,332
Total Renewable Energy Consumed		
Eólica	4	13,572
Electricidad	37	134,755

GHG Emissions GRI 305-1, 305-2, 305-3

	2021	2022	2023
Scope 1	17,562	12,341	5,383
Scope 2	10,660	13,920	16,206
Scope 3	-	-	381.56

*Amounts given in metric tons of CO₂

**Note: Measurement of Scope 3 began in 2023, thus there is no historical data for these amounts.

Average Daily Consumption of Potable Water

	Water tank %	Use %	Liters Consumed
07:00	100	-	-
Sanitary facilities	15	-	45,000
Cooling towers	1.5	-	4,500
Drinking fountains	1	-	3,000
Sinks (kitchenettes and verticals)	1.7	-	5,100
Janitorial services	0.18	-	540
14:00	80.9	-19%	58,140
Sanitary facilities	8	-	24,000
Cooling towers	1	-	3,000
Drinking fountains	0.2	-	600
Sinks (kitchenettes and verticals)	2	-	6,000
17:00	69.7	-11%	33,600
Sanitary facilities	6	-	18,000
Cooling towers	0.5	-	1,500
Drinking fountains	0.1	-	300
Sinks (kitchenettes and verticals)	1.4	-	4,200
Janitorial services	1.18	-	540
Total	61.9	-8%	24,540
		-38%	116,280

Repurposed Waste GRI 306-3

81 kg

Aluminum

2,660 kg

Cardboard

1,710 kg

PET

235 kg

Shrinkwrap



Materials Used by the Network Department

Non-renewable materials utilized	Weight (tons)
Fiber Optic Cable	13,300
Data cable (UTP)	7,229
Total	20,529

Renewable materials utilized	Weight (tons)
Steel cable	7,200
Junction boxes (plastic)	2,400
Metallic accessories	1,800
Total	11,400

Supplies Recycled	Weight (tons)
Plastic, glass	7,980
Plastic, copper, aluminum	5,783
Total	13,763





About this report

GRI 2-3

This 2023 Sustainability Report is the third non-financial report with a focus on ESG topics presented by Total Play Telecomunicaciones, S.A.P.I de C.V. The purpose of this document is to report Company performance and achievements in sustainability, in line with Grupo Salinas' vision of Inclusive Prosperity. The information collected corresponds to the period from January 1 to December 31, 2023.

It should be noted that this report was prepared based on the highest sustainability and reporting standards worldwide, and its structure corresponds to Total Play material topics. Moreover, it is reported with reference to standards proposed by the Global Reporting Initiative (GRI) and according to criteria proposed by the Sustainability Accounting Standards Board (SASB). Also taken into account are the Ten Principles of the Global Compact and the United Nations Sustainable Development Goals.





GRI and SASB Content





GRI Index

Statement of use Total Play Telecomunicaciones S.A. de C.V. has reported the information cited in this GRI content index for the period from January 1st to December 31st, 2023, with reference to the GRI Standards.

GRI 1 used GRI 1: Foundation 2021

GRI Standard	Disclosure	Location	
GRI 1 Foundation 2021			
GRI 2: General Disclosures 2021			
	2-1	Organizational details	6-9
	2-2	Entities included in the organization's sustainability reporting	Total Play Telecomunicaciones S.A. de C.V.
	2-3	Reporting period, frequency and contact point	72, 83
	2-4	Restatements of information	During 2023, there were no restatements of information.
	2-5	External assurance	This report has not undergone external verification.
	2-6	Activities, value chain and other business relationships	6-9, 19-20
	2-7	Employees	44
GRI 2: General Disclosures 2021	2-8	Workers who are not employees	None
	2-9	Governance structure and composition	32-34
	2-10	Nomination and selection of the highest governance body	33
	2-11	Chair of the highest governance body	33
	2-14	Role of the highest governance body in sustainability reporting	The preparation of sustainability reports is carried out under the responsibility of the Sustainability Directorate of Grupo Salinas and the Investor Relations department of Total Play.
	2-15	Conflicts of interest	37-38
	2-16	Communication of critical concerns	38



GRI Standard		Disclosure	Location
GRI 2: General Disclosures 2021	2-22	Statement on sustainable development strategy	11-18
	2-26	Mechanisms for seeking advice and raising concerns	38
	2-29	Approach to stakeholder engagement	11-18
GRI 3 Material Topics 2021			
GRI 3 Material Topics 2021	3-1	Process to determine material topics	12-16
	3-2	List of material topics	14
Innovation and technology			
GRI 3 Material Topics 2021	3-3	Management of material topics	28
Waste			
GRI 3 Material Topics 2021	3-3	Management of material topics	62
GRI 306 Residuos 2020	306-2	Management of significant waste-related impacts	62
	306-3	Waste generated	62, 71
Data safety and security			
GRI 3 Material Topics 2021	3-3	Management of material topics	29-30
GRI 418 Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	In 2023, a procedure was received, which is currently under review; however, it is not substantiated and no privacy violations have been determined.
Ethics and anti-corruption			
GRI 3 Material Topics 2021	3-3	Management of material topics	37-40
See indicators 2-9 to 2-16 in the GRI 2 General Disclosures 2021 section of this index.			
GRI 205 Anti-corruption 2016	205-2	Communication and training about anti-corruption policies and procedures	At Total Play, we offer courses that train employees on anti-corruption matters. This is done through the PEIC and training related to the Code of Ethics and Conduct, as well as the Honestel whistleblower channel. During 2023, 6,446 employees were trained on ethical issues.
GRI 206 Anti-competitive Behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	At the end of 2023, there were no legal actions related to this matter.



GRI Standard		Disclosure	Location
GRI 408 Child Labor 2016	408-1	Operations and suppliers at significant risk for incidents of child labor	During 2023, 139 suppliers were assessed for child labor risk.
GRI 409 Forced or Compulsory Labor 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	At the end of 2023, none were found.
Responsible supply chain			
GRI 3 Material Topics 2021	3-3	Management of material topics	19-20
GRI 204 Procurement Practices 2016	204-1	Proportion of spending on local suppliers	19-20
GRI 308 Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	20
GRI 414 Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	66
Climate change			
GRI 3 Material Topics 2021	3-3	Management of material topics	60-61
GRI 305 Emissions 2016	305-1	Direct (Scope 1) GHG emissions	60-61
	305-2	Energy indirect (Scope 2) GHG emissions	60-61
	305-3	Other indirect (Scope 3) GHG emissions	60-61
Talent attraction and retention			
GRI 3 Material Topics 2021	3-3	Management of material topics	65
GRI 401 Employment 2016	401-1	New employee hires and employee turnover	65
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Year-end bonus, vacation, vacation premium, IMSS (Mexican Social Security Institute), life insurance, and maternity leave. Employees working at the corporate office receive additional benefits such as transportation assistance and parking.
	401-3	Parental leave	65 female employees were entitled to maternity leave in 2023, and all of them took it. 100% returned to work after the leave period and are still employed 12 months later.



GRI Standard		Disclosure	Location
GRI 404 Training and Education 2016	404-1	Average hours of training per year per employee	During 2023, over 139,000 hours of training were provided.
	404-2	Programs for upgrading employee skills and transition assistance programs	67
	404-3	Percentage of employees receiving regular performance and career development reviews	67
Workplace climate			
GRI 3 Material Topics 2021	3-3	Management of material topics	66-67
GRI 405 Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	66-67
	405-2	Ratio of basic salary and remuneration of women to men	In the executive category, the ratio is 13%; for management, it is 1.9%; and in the leader and analyst categories, the ratio is 11%.
Employee health and safety			
GRI 3 Material Topics 2021	3-3	Management of material topics	48-49
GRI 403 Occupational Health and Safety 2018	403-1	Occupational health and safety management system	48-49
	403-3	Occupational health services	50
	403-5	Worker training on occupational health and safety	49
	403-6	Promotion of worker health	50
	403-9	Work-related injuries	48
Energy			
GRI 3 Material Topics 2021	3-3	Management of material topics	59
GRI 302 Energy 2016	302-1	Energy consumption within the organization	59
Other material indicators			
GRI 413 Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	53-57



SASB Index

Topic	Metric	Category	Unit of measure	Code	Page or direct response
Environmental Footprint of Operations	(1) Total energy consumed, (3) percentage renewable	Quantitative	Gigajoules (GJ) Percentage (%)	TC-TL-130a.1	214,688 GJ, of which 6.3% comes from renewable energy.
	Description of policies and practices relating to targeted advertising and customer privacy	Discussion and Analysis	n/a	TC-TL220a.1	There is a Data Privacy Management System, which is integrated by five policies and one procedure. The General Policy on Privacy and Protection of Personal Data is the one through which the applicable guidelines are determined to ensure compliance with the principles and duties established by the law (purpose, information, quality, proportionality, etc.).
Data Privacy	Number of customers whose information is used for secondary purposes	Quantitative	Number	TC-TL-220a.2	None
	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Quantitative	Presentation currency (MXN)	TC-TL-220a.3	\$0.00
	(1) Number of law enforcement requests for customer information, (2) number of customers whose information was requested, (3) percentage resulting in disclosure	Quantitative	Number Percentage (%)	TC-TL-220a.4	In 2023, a procedure was received, which is currently under review; however, it is not substantiated, and no privacy violations have been determined.
Data Security	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of customers affected	Quantitative	Number Percentage (%)	TC-TL-230a.1	0 There is no record of any previous cases.
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion and Analysis	n/a	TC-TL-230a.2	For identification, the BAA methodology issued by the authority is used, based on the type of data, accessibility, and level of anonymity. Additionally, risk management is carried out based on security standards such as ISO 27001:2022 and the Cybersecurity Framework of the National Institute of Standards and Technology (NIST).



Topic	Metric	Category	Unit of measure	Code	Page or direct response
Competitive Behaviour & Open Internet	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations	Quantitative	Presentation currency (MXN)	TC-TL-520a.1	\$0.00
	Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content	Quantitative	Megabits per second (Mbps)	TC-TL-520a.2	500 Mbps
Managing Systemic Risks from Technology Disruptions	(1) System average interruption duration, (2) system average interruption frequency and (3) customer average interruption duration	Quantitative	Interruptions per client, hours per client	TC-TL-550a.1	An average of 10 incident tickets due to logical failure per month, with an average resolution time of 15 minutes per customer.
	Discussion of systems to provide unimpeded service during service disruptions	Discussion and Analysis	n/a	TC-TL-550a.2	We have a high-availability architecture between two redundant data centers, which enables service switchover to alternate servers to maintain availability in the event of a failure.
Activity Metrics	Number of wireline subscribers	Quantitative	Number	TC-TL-000.B	4,713,164
	Number of broadband subscribers	Quantitative	Number	TC-TL-000.C	4,863,977
	Network traffic	Quantitative	Petabytes	TC-TL-000.D	17 Tbps



Contact Information

GRI 2-3

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