



Sustainability Report 2021

Connecting Mexico

with the best technology



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2021 AT A GLANCE

3.5 MILLION RESIDENTIAL SUBSCRIBERS BY YEAR-END 2021 (41% MORE THAN IN 2020)

24% MARKET PENETRATION

+\$17 BILLION PESOS INVESTED IN INFRASTRUCTURE

100% FIBER OPTIC NETWORK

75 CITIES WITH SCOPE FOR THE RESIDENTIAL SEGMENT

173 CITIES WITH SCOPE FOR THE BUSINESS SEGMENT

65 ALLIANCES WITH TELEVISION NETWORKS AND CONTENT PROVIDERS

57.8 % S SATISFACTION RATE

3,707 EMPLOYEES BASED IN CORPORATE

33% FEMALE COLLABORATOR

\$3,370,180 TOTAL INVESTMENT IN TRAINING AND DEVELOPMENT

297 EMPLOYEES TRAINED IN GENDER EQUALITY ISSUES IN COLLABORATION WITH THE GRUPO SALINAS GENDER UNIT.

NETFLIX: FIRST PLACE IN INTERNET SPEED RANKING

NPERF: BEST INTERNET FOR ONLINE ESPORTS COMPETITIONS

HUAWEI: BEST NATIONWIDE SD-WAN RESOLUTION FOR TOTALPLAY ENTERPRISE

ISO 9001: QUALITY MANAGEMENT SYSTEM

PROFECO DIGITAL DISTINCTIVE

11.5 TONS OF WASTE RECYCLED IN 2021

4,000,000,000 KWH FROM RENEWABLE ENERGY SOURCES

658 HOURS OF VOLUNTEERING FROM TOTALPLAY IN GRUPO SALINAS' SOCIAL PROGRAMS

10 MILLION PESOS INVESTED IN FUNDACIÓN AZTECA

2. INTRODUCTION

(GRI 2-2, 2-3, 2-4, 2-5)



At Totalplay we are committed to strengthening a relationship of transparency and trust with our employees, customers and other stakeholders.

We are also aware of the impacts we generate from our operations, so for the first time, we are publishing the company's first sustainability report in which we communicate our performance as a business, setting the baseline in the various indicators of Environmental, Social and Corporate Governance (ESG) aspects.

We report herein the main results at the end of the year 2021, considering those key ESG issues derived from our first materiality study, which includes the business vision, as well as stakeholders' expectations. Each year we will report on the progress and achievement of goals established for each relevant aspect.

The Sustainability Department of Grupo Salinas, as well as by each area that provide information to Totalplay, validate the contents of this report.

Key report highlights:

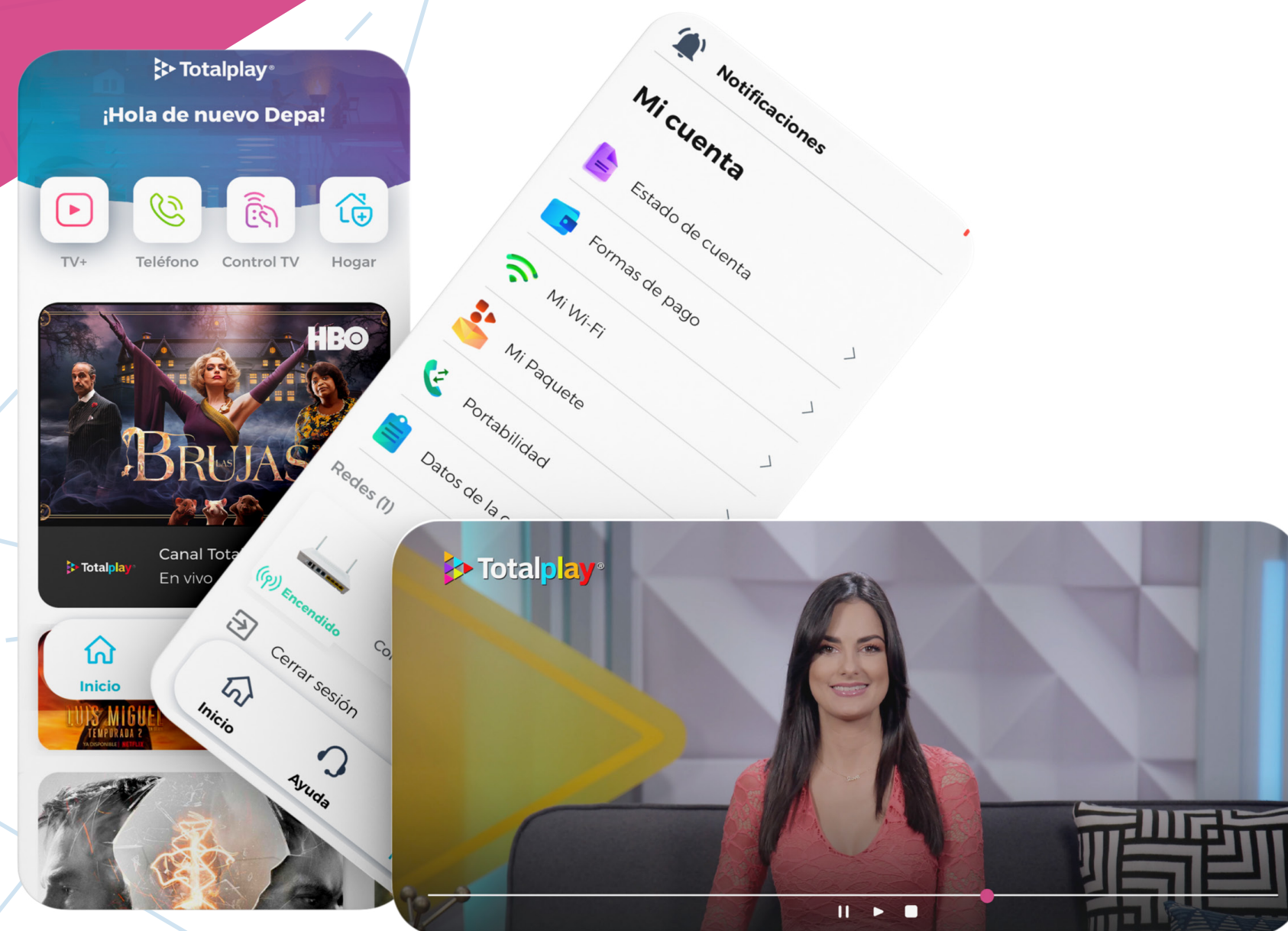
- Developed through the application of the Global Reporting Initiative (GRI) Standards in its latest update to 2021. We will be reporting on GRI Standards related to material issues.
- We report on our contribution to the Sustainable Development Goals (SDGs), global roadmap proposed by the UN to address major societal challenges.

How to identify the content:

- Annex to the report: reference to the SDGs.
- At the beginning of each section: reference to the contents of the GRI Standards and the GRI Media Sector Supplement.
- Specific indexes within the annexes to the report: GRI in relation to the UN Global Compact Principles and Sustainable Development Goals of the 2030 Agenda for sustainable development.

3. LETTER TO OUR READERS

(GRI 2-22)



At Totalplay, we are convinced that in addition to creating world-class telecommunications services that meet the needs of millions of users, it is essential to enhance the capabilities of society in the communities in which we operate and to mitigate the impact of our operations on the environment. To achieve these objectives, we focus with great determination on driving inclusive prosperity through the growing generation of economic, social and environmental value.

We create economic value by competing efficiently in Mexico's telecommunications market through one of the country's largest 100% fiber-optic networks, which enables us to offer world-class Internet, pay television, and telephony services to millions of families, as well as connectivity services that drive the efficient operations and competitiveness of thousands of organizations.

At the same time, we generate social value by creating quality job opportunities that enable professional growth, in a context in which we promote training to boost the productivity and growth of our employees, and we foster an environment of respect, diversity and inclusion, where all opinions are considered and performance recognition is encouraged. It is a priority to pay attention to well-being and health, as well as safety at work by preventing the different risks to which our personnel may be exposed.

We pay particular attention to environmental value creation. The growing demand for Totalplay's services translates into increased electricity consumption in our operations, so we are concentrating our efforts on strategies that enable us to reduce the impact of our value chain on the environment through energy-saving actions that focus on using renewa-

ble energy sources. We are also attentive to waste collection and proper disposal, as well as recycling.

In addition to the strategies that have been implemented to create inclusive prosperity in the company and that have propitiated Totalplay's solid growth, there are different initiatives that we promote so that our employees voluntarily join in to improve the communities with activities that support noble causes, which translate into greater prosperity and generate pride of belonging to our work groups.

In 2021 we have had great achievements in generating shared value at Totalplay and we are firmly committed to further strengthening our progress. We seek to reach a growing number of users to satisfy their telecommunications needs with our technologically advanced services, which is why we are currently expanding our 100% direct-to-home fiber-optic network throughout the country.

Through our growth, we will further enhance the company's strong market presence for the benefit of millions of users, while simultaneously continuing to support the building of a better society, which will further promote well-being and progress in the communities in which we operate. Thanks for your interest in Totalplay.

4. PROFILE AND CONTEXT

(GRI 2-1, 2-2, 2-6)

ABOUT US

Totalplay is a leading telecommunications company in Mexico, offering Internet access, pay television and telephony services through one of the largest 100% fiber-optic networks in the country.

Since 2010, we have been characterized by constantly innovating both our commercial offer and the quality of our service. We have a unique infrastructure in Mexico and solid experience in the operation.

In a short time, we have positioned ourselves as one of the most competitive options in the market, with important differentiators that have won the preference of consumers over competitors with much more time in operation. By the

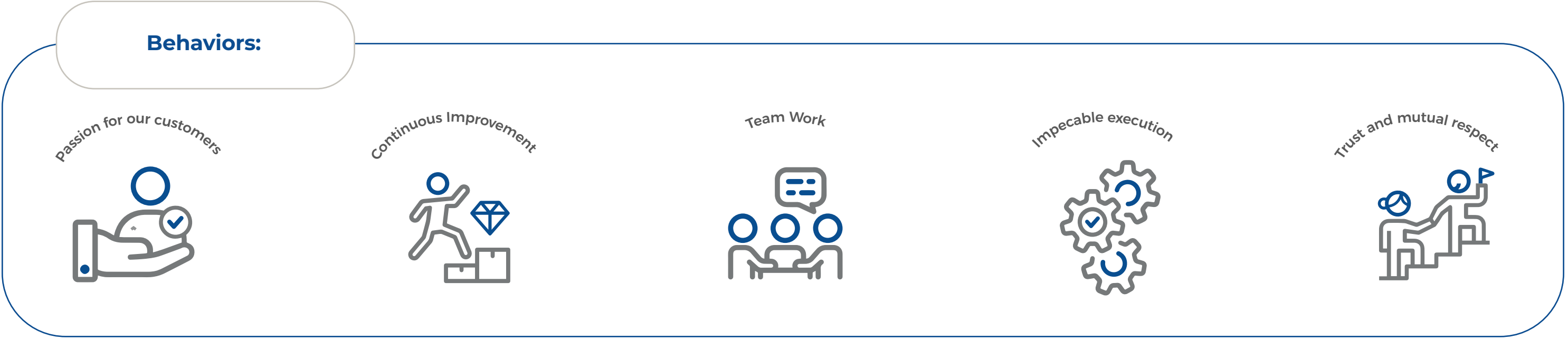
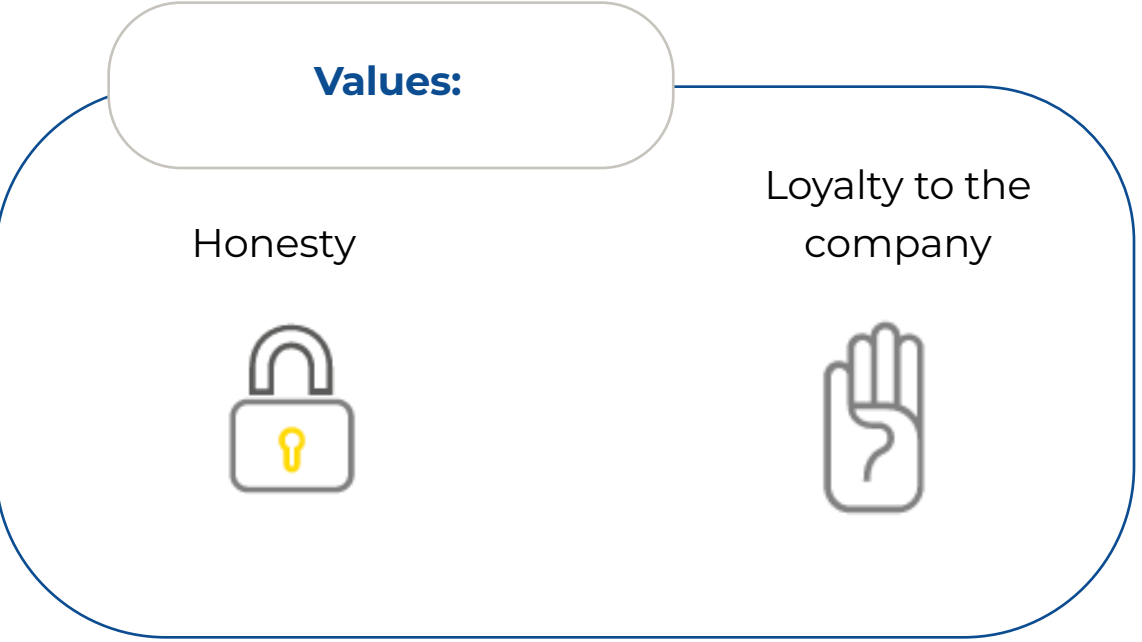
end of 2021, we had a residential customer portfolio of 3.5 million, with a presence in 75 cities with residential services and 173 with business services throughout the country.



WE ARE THE ONLY OPTION IN THE NATIONAL MARKET THAT HAS A DIRECT-TO-HOME FIBER-OPTIC NETWORK, IN ADDITION TO MAINTAINING IMPORTANT PARTNERSHIPS WITH DIGITAL CONTENT COMPANIES.

TOTALPLAY OVER TIME										
2004	2008	2010	2011	2014	2015	2016	2018	2019	2020	2021
The development of Grupo Iusacell's infrastructure begins, with the construction of the first fiber-optic network.	Grupo Iusacell's first fiber-optic network is completed.	First entrances into broadband, restricted television, video-on-demand and fixed-line telephony services	100% fiber-optic network is introduced in residential services, marking an important differentiator before the competition	Market coverage of 1.5 million homes passed and reached 150,000 users reached	Totalplay separates from the sale of Grupo Iusacell.	It reaches 7.3 million homes passed in 22 cities in the country. + 58,000 services for the business segment.	Google selects Totalplay as its first non-linear programming partner for targeted advertising. The company is aligned with the principles of the UN Global Compact	Revenues grow during 2017-19 at an annual rate of 38%	The station's fiber-optic network reaches more than 89,362 kilometers Cemefi's Socially Responsible Company distinction is obtained. The Board of Directors was consolidated with nine members, four of whom are independent.	Fiber optic network reaches more than 104,000 kilometers with 14.6 million homes passed. We reached 3.5 million subscribers for residential service 122,000 services have been provided for the business segment

We remain aligned with the corporate values and ethical principles of Grupo Salinas.



Mission:
TO CONNECT THE COMMUNITY THROUGH INNOVATIVE TELECOMMUNICATIONS AND TECHNOLOGY SERVICES TO PERMANENTLY IMPROVE PEOPLE'S LIFE EXPERIENCES.



Vision:
TO BE RECOGNIZED AS THE NATIONAL MARKET LEADER IN TELECOMMUNICATIONS AND DIGITAL ENTERTAINMENT SERVICES BY BEING THE MOST INNOVATIVE COMPANY THAT EXCEEDS THE EXPECTATIONS OF THE PEOPLE AND COMPANIES WE SERVE.



Our corporate structure is comprised of nine subsidiaries in three countries: Mexico, Colombia and the United States. Below is the interest percentage of each of them:

COMPANY	% OF DIRECT OR INDIRECT INTEREST	INCORPORATION YEAR	ACTIVITY
Iusatel USA, Inc. (Estados Unidos)	• 100%	• 2001	No activities
Tendai, S.A. de C.V. (México)	• 100%	• 2013	No activities
Total Box, S.A. de C.V. (México)	• 100%	• 2014	Decoder rentals
Gesalm Consultores, S.A. de C.V. (México)	• 100%	• 2014	No activities
Gesalm Asesores, S.A. de C.V. (México)	• 100%	• 2014	No activities
Gesalm Servicios, S.A. de C.V. (México)	• 100%	• 2015	No activities
Total Telecom Play, S.A. de C.V. (México)	• 100%	• 2015	No activities
Totalplay Comunicaciones Colombia, SAS (Colombia)	• 100%	• 2019	No activities
TPE Comunicaciones Colombia, SAS (Colombia)	• 100%	• 2019	Paid television services
Hogar Seguro TP, S.A. de C.V. Servicios de Monitoreo (Seguridad Privada)	• 100%	• 2020	Surveillance services

At the close of this report, the shareholding structure and capital stock are distributed as follows:

97.7%	Corporación RBS, S.A. de C.V. (México)
2.3%	Banco Azteca S.A., IBM as trustee for Trust F/1205 (México)



WHAT WE OFFER

VALUE PROPOSITION: OUR PURPOSE:
“BRINGING COMMUNITIES CLOSER AND COMMUNICATING”

Over the years, we have adapted our commercial offerings to the changes in consumption in the sector, while innovating with proposals that add value through strategic alliances with leading digital streaming and consumer platforms.

We seek leadership in connectivity solutions that make our customers' lives easier and contribute to expanding people's possibilities of accessing a quality digital connection, through a company that offers competitive services and generates job opportunities and local economic growth.

MAIN DIFFERENTIATORS OF OUR BUSINESS	
Solid experience in the sector.	We have been offering world-class telecommunications services for more than 10 years thanks to our direct-to-home fiber-optic network.
Diversification of sectors	We provide residential and business services according to the needs and budgets of the users. We have developed specific products for public sector institutions. In 2020, during the most difficult times of the COVID-19 pandemic, we worked with educational institutions as solution providers to enable them to continue the education of thousands of students.
Speed of service provision	We have processes that allow us to provide immediate attention to our customers so that they can count on the installation and operation of the contracted services in less than 72 hours.
Value-added alliances	We made important agreements with leading streaming platforms such as Netflix, Stingray and Amazon, to name a few.
Innovation for a better customer experience	Every year, we generate solutions that complement our existing services. In 2021, we launched the Totalplay TV+ set-top box for 4K content transmission, which also integrates the Alexa virtual assistant. We also launched the Club Totalplay Wi-Fi project, an exclusive service for users to have free and secure Internet access in public spaces.
Personalized attention to complaints or suggestions	We have specific customer service channels for the resolution of service failures and possible cases of non-conformity.

COMMERCIAL OFFER

We have products and services that serve two main sectors: residential and business.

Residential Totalplay

Each day, more households are demanding efficient connectivity solutions that meet the different needs of each member of their families. In view of this scenario, we have the best fiber optic network in the country (FTTH), with state-of-the-art GPON (Gigabit Passive Optical Network) access nodes, ready to offer IPV6, 4K and 8K services with the same quality and coverage.

The services for this business unit are described below.

- **Linear TV:** We provide decoders that offer 4K transmissions, with the possibility of adding additional parental control services and content playback of up to seven days of deferral.
- **Internet:** We offer the best broadband speed in the market with catches services for entertainment content platforms
- **Content on applications:** We have an interface that integrates the main entertainment content applications. In this way, users can contract and manage their monthly billing in an integrated manner.
- **Telephony:** Through the mobile application, it is possible to receive calls thanks to the use of Softphone portability.



Turbo

Includes:

- Internet with 120 megabytes speed
- Totalplay TV+ Device
- 80 television channels

Sonic

Includes:

- Internet with 220 megabytes speed
- Totalplay TV+ Device
- 80 television channels

Ultrasonic

Includes:

- Internet with 520 megabytes speed
- Totalplay TV+ Device
- 80 television channels

Lightning

Includes:

- Internet with 1000 megabytes speed
- Totalplay TV+ Device
- 80 television channels

In addition, we add streaming services from platforms such as Netflix and Amazon, as well as home security and surveillance services.

[For more information, please consult our residential services offer](#)

Business segment

We serve a broad portfolio of customers from different sectors, including: industrial, hotel, commercial, educational, financial and public; we seek to satisfy the needs of each one of them.

The following are the main services offered by Business Totalplay:

- Business plans: Internet, telephony and value-added services.
- Plans with backup: Dedicated Internet, LAN (Local Area Network) and MPLS (Multiprotocol Label Switching)
- Cloud solutions: Secure, private and efficient networks.
- Integral solutions: In video surveillance, security.

Some of our connectivity packages by sector include:

Industrial sector

It is clear to us that industrial activity knows no interruptions. The solutions we offer are delivered through a stable and robust fiber-optic network of more than 104,000 km:

- Personnel control, monitoring of entrances and exits in facilities.
- Internet connectivity for customers and business partners.
- Identification of customers through facial recognition, which allows for more personalized treatment.
- Video security services.

Hotel sector

Our services have been designed to meet specific needs in a proactive, personalized and innovative way for companies dedicated to this sector:

- Unparalleled entertainment experience with the best HD TV content.
- Connection protection in critical scenarios with high traffic and high influx of guests or visitors through Dedicated Internet.
- Wi-Fi and real-time customer interaction
- Video security services.

Commerce sector

We have multiple options designed to optimize processes, transactions, after-sales service, market intelligence, profitability and customer loyalty:

- Optimization of distribution processes and support for inventory management and systematic product promotion.
- Connecting branches or points of sale in an easy, agile and secure way with FlexNet.
- Automation of customer processes with our Virtual Private Network service.

Education sector

We have scalable architectures that adapt to the growth of the institution, we offer adequate connection speeds for the activities of the educational and teaching community, which allow adequate use of collaboration tools that are designed to maintain connectivity between students, teachers and campuses of any private or public institution:

- Protection of the connection in critical scenarios with increased traffic.
- Solutions for the implementation of didactic programs that favor collaboration among the student community.
- Control, access and backup of diverse educational content through our applications.

Financial sector

We have multiple options designed to optimize customer operations and strengthen the telecommunications sector under the strictest cybersecurity standards certified by international organizations:

- Connection protection in critical scenarios with higher user traffic through dedicated Internet.
- Proactive monitoring through the NOC Operations Center that guarantees high availability of services.
- Secure and reliable data and voice transport with Virtual Private Networks (VPN).

Public Sector

Supporting the sector's enormous responsibility in the strategic application of innovation, ensuring maximum coverage and offering the greatest amount of services with the best return on investment:

- Virtual Private Network (VPN) that connects agencies and/or municipalities in an easy, agile and secure way, improving the exchange of information.
- Technology to make the operation of cities more efficient and optimize the means of interaction offered to the population.



[Get to know our business services offer](#)

Entrepreneur Segment

We have specific products to help entrepreneurs consolidate their businesses through integral digitalization processes such as electronic invoices, cybersecurity solutions, website development and business administrators for sales and accounting control.



SYMMETRICAL INTERNET	ELECTRONIC INVOICE	VIRTUAL PROTECTION	WEBSITE + STORE	BUSINESS ADMINISTRATOR	COLLABORATION PACKAGES
Download and upload files, videos and photos at the same speed, and don't lose any detail in your video conferences.	Issue, receive, cancel, validate, consult and store your receipts according to SAT (Tax Administration Services) guidelines. Available 24/7.	24/7 technical, legal and accounting support, antivirus for 5 devices. 100 GB of cloud storage.	Includes custom domain and 5 email accounts.	Aimed at making sales and accounting control more efficient.	Microsoft 365, Google Workspace.
					<div>Microsoft 365 Herramientas de Microsoft para productividad, comunicación y colaboración. Videoconferencias, Skype, Outlook, entre otros.</div> <div>Google Workspace Aplicaciones de Google que incluyen: Gmail, Docs, Drive y Calendar. Crea documentos y presentación para compartir con co-workers y proveedores.</div>



WHERE WE ARE

We maintain a permanent expansion process that has allowed us to increase our presence to 75 cities for the residential segment and 173 for the business segment, respectively.



At the same time, we have different points of contact and customer service channels for our clients, among which the following stand out:

- Social media with specific customer service accounts.
- Telephone service 24 hours a day, 365 days a year: 800 510 0510.
- Registration of recurring charges via telephone at 55 4170 3285.
- Support via Whatsapp.
- Customer service web portal.
- Attention through Totalplay's app.

CONTEXT AND STRATEGY

In the last two years, the telecommunications sector in Mexico has undergone significant economic changes, as well as changes in consumer behavior due to the COVID-19 pandemic.

According to the Federal Telecommunications Institute (*Instituto Federal de Telecomunicaciones* or IFT)¹, the Gross Domestic Product (GDP) of the telecommunications and broadcasting sector was 488 billion pesos in the first quarter of 2021, which represented 2.8% of the national GDP, compared to the first quarter of 2020, when the GDP was 2.9%; that is, despite the pandemic, this remained relatively stable throughout the previous year.

On the other hand, in 2021 the market recorded a 6% increase² in annual revenues compared to 2020, composed of 3.3% growth in the fixed segment, 4.7% in mobile and 8.5% in pay TV services.

While services aimed at the business and public sector had a considerable impact, other segments (such as residential and education) increased their demand for fixed Internet connection solutions, mainly.

In this context, in 2021 the Federal Telecommunications Institute published the *Report on Expectations in the Telecommunications Services Market in Mexico 2021*, a document sharing the vision of 85 companies and 50 experts that provides an industry outlook in a post-pandemic scenario.

Among the most anticipated expectations are those related to fixed and mobile Internet coverage, followed by net neutrality and voice services. Also noteworthy are issues related to the digitalization and deployment of 5G networks, as well as cloud services and artificial intelligence.

At the same time, an increase in data traffic is expected, which will increase the need to develop digital skills among the population, so companies and organizations in the sector will have to be more active in this regard.

Finally, there are significant challenges ranging from operator revenues and investments, as well as spectrum availability and competition in the market itself.

Forecasts for 2022 are positive. Growth is expected to be 3.4% and 6.6%, with an average projection of 4.6% in annual terms³.

INDUSTRY TRENDS - TOTALPLAY'S STRATEGIC RESPONSE	
Telecommunications trends	Response
Fixed and mobile Internet coverage	We have a stable fiber optic infrastructure network composed of nodes, which minimizes the risk of service interruption and guarantees coverage.
Voice and data services	Recently, we launched the Totalplay TV+ encoder, which incorporates for the first time the virtual assistant Alexa, which substantially improves the user experience
Network neutrality	We remain aligned with the legislation and recommendations of the Federal Telecommunications Institute to avoid bad practices and guarantee quality accessibility to the packages and services we offer our customers.
Deployment of 5G networks	We have 5G coverage in all our products and packages, as well as in our latest internet sharing launch, Club Totalplay Wi-Fi.
Cloud computing, big data and artificial intelligence	We have LAN 2 Cloud as a direct and private connection service for the business segment, which guarantees stable and secure connections for our customers.
Development of the Internet of Things (IoT)	We develop products for the residential and business segment that provide solutions through their interconnection.

1 Analysis of telecom 2020 sectors:
http://www.ift.org.mx/sites/default/files/contenidogeneral/estadisticas/analisisyr2020_4.pd

2 Telecommunications in 2021: Dynamics and Prospects:
<https://www.theciu.com/publicaciones-2/2022/3/7/telecomunicaciones-mviles-en-el-2021-dinmica-y-prospectiva#:~:text=Durante%20todo%20el%202021%2C%20los,TV%20restringida%20y%20servicios%20convergentes.>

3 Telecommunications in 2021: Dynamics and Prospects:
<https://www.theciu.com/publicaciones-2/2022/3/7/telecomunicaciones-mviles-en-el-2021-dinmica-y-prospectiva#:~:text=Durante%20todo%20el%202021%2C%20los,TV%20restringida%20y%20servicios%20convergentes>

INDUSTRY TRENDS - TOTALPLAY'S STRATEGIC RESPONSE	
Telecommunications trends	Response
Investment	<p>We made significant investments to strengthen the network and its expansion. We also invest in the highest quality technologies for our daily operations.</p> <p>We are analyzing investments with environmental and social criteria that offer a positive impact on the business and our surroundings, always within the margins of profitability and efficiency.</p>
Network coverage and quality	<p>We maintain a culture of innovation and development, aiming to be the number one option in the market. We connect cities and towns, reaching further and further without losing the quality of our network.</p>
Cybersecurity and data protection	<p>We have Totalsec, a Grupo Salinas company specialized in providing customized services for the protection of data and information of our business portfolio.</p>
New business models	<p>We continue to explore the possibilities of further segmenting our service offering, improving and adapting to the needs of the segments we serve.</p>
Attractive value-added offers	<p>To strengthen our commercial offering, we maintain relationships with companies such as Google, Amazon, Disney, Netflix, among others.</p>
Digital divide (access, use and quality)	<p>As digital connectivity increases, we are developing strategies that contribute to the digital literacy of communities.</p>



5. INCLUSIVE PROSPERITY

(GRI 2-23, 2-24, 2-30, 3-1, 3-2, 3-3)

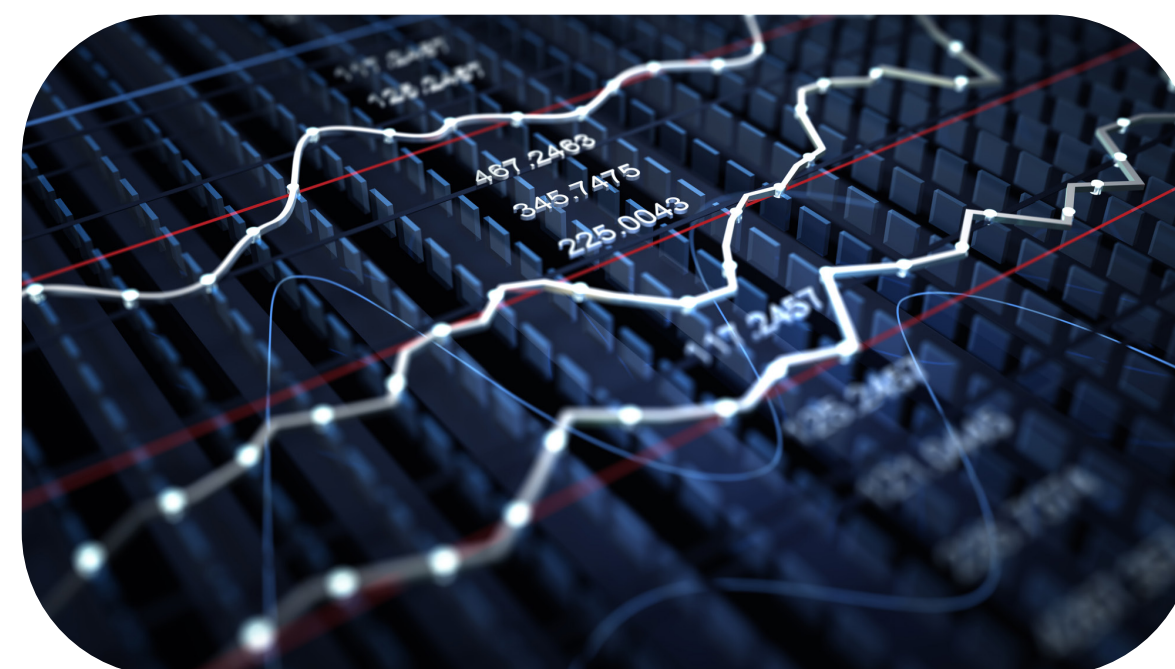
[Conoce más sobre la visión de Prosperidad Incluyente de Grupo Salinas aquí](#)

At Totalplay we are committed to being an agent of change and contributing to the development of Mexico through the creation of Inclusive Prosperity, through which we seek to promote a better standard of living for millions of families by creating jobs and offering innovative, inclusive and easily accessible products and services to connect millions of homes, while at all times taking care of the environment.

We are aware that companies have become true institutions and agents of social and economic change, so we seek to maximize the positive impact of our business on society in general through concise strategies that contribute favorably to the economy, the environment and the community. As part of Grupo Salinas, we are aligned to generate Inclusive Prosperity through:

Economic Value

We seek to implement a model of development and prosperity in the cities and communities where we have a presence and promote the inclusion and progress of society through connectivity solutions.



Social Value

It means establishing environments conducive to generating innovation and prosperity and thus enhancing the capabilities of the communities in which we operate, becoming key players in the transformation of the social fabric.

We promote digital inclusion and accessibility through our offer of services and products with high standards of quality and efficiency. We also support social causes that promote social welfare and development. We promote an excellent service through fiber optics in cities that do not have access to efficient connectivity services.

Environmental Value

It means mitigating negative impacts on the environment from our operation as a business and the value chain, promoting and creating ecological awareness among employees, customers.

We remain aligned with Grupo Salinas' commitments, developing the route to identify and reduce our environmental

impacts to monitor and establish objectives with their prevention and correction goals.

In order to land the work route towards the creation of Inclusive Prosperity, we conducted our first materiality study at the end of 2021 and beginning of 2022, where we obtained the relevant or critical issues in Environmental, Social and Corporate Governance matters, seen from the strategic vision of the business and from the perspective of our stakeholders. This has allowed us to identify our work priorities and focus our resources in this area to formalize a sustainability strategy.

This exercise was conducted through a three-step process:



MATERIALITY

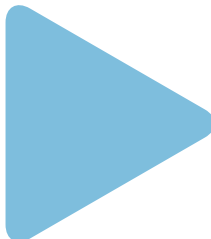
(GRI 2-30, 3-1, 3-2, 3-3)



Identification / Review

Identification of the set of potentially relevant issues, based on documentary reviews and a frame of reference for similar companies.

- Preparation of the list of potentially relevant issues, with bibliography referring to:
- Sectoral priorities
 - Activity context: trends in business management, risks, and opportunities (including those derived from COVID-19).
 - Investors: Information that investors are asking for in ESG matters
 - Benchmark: Evaluation of material issues for Total Play's main competitors



Prioritization

Prioritization of issues based on the opinion of the different stakeholders relevant to Totalplay, and the company's strategic perspective.

- **Stakeholder prioritization:** prepared by consulting employees and installers through online surveys. In addition, the perspective of customers and media providers was incorporated through desk research on their ESG priorities for both groups.
- **Strategic priority of the company:** consultation with the main directors.



Identificación / Revisión

Construction of the matrix and validation of relevant issues.

- Elaboration of materiality matrix.
- Determination of the set of material issues and correlation with SDGs.
- Validation session with Total Play.

Below, we present the materiality matrix, where the topics are visualized in three categories:



Material issues:

Those that are particularly critical at present time, both for the stakeholders and the company. They serve as the basis for strategic ESG initiatives and determine the contents of this report.



Emerging issues:

Those to which we will pay attention because they may become material in the short term, derived from a significant change in the context and/or in our operation.

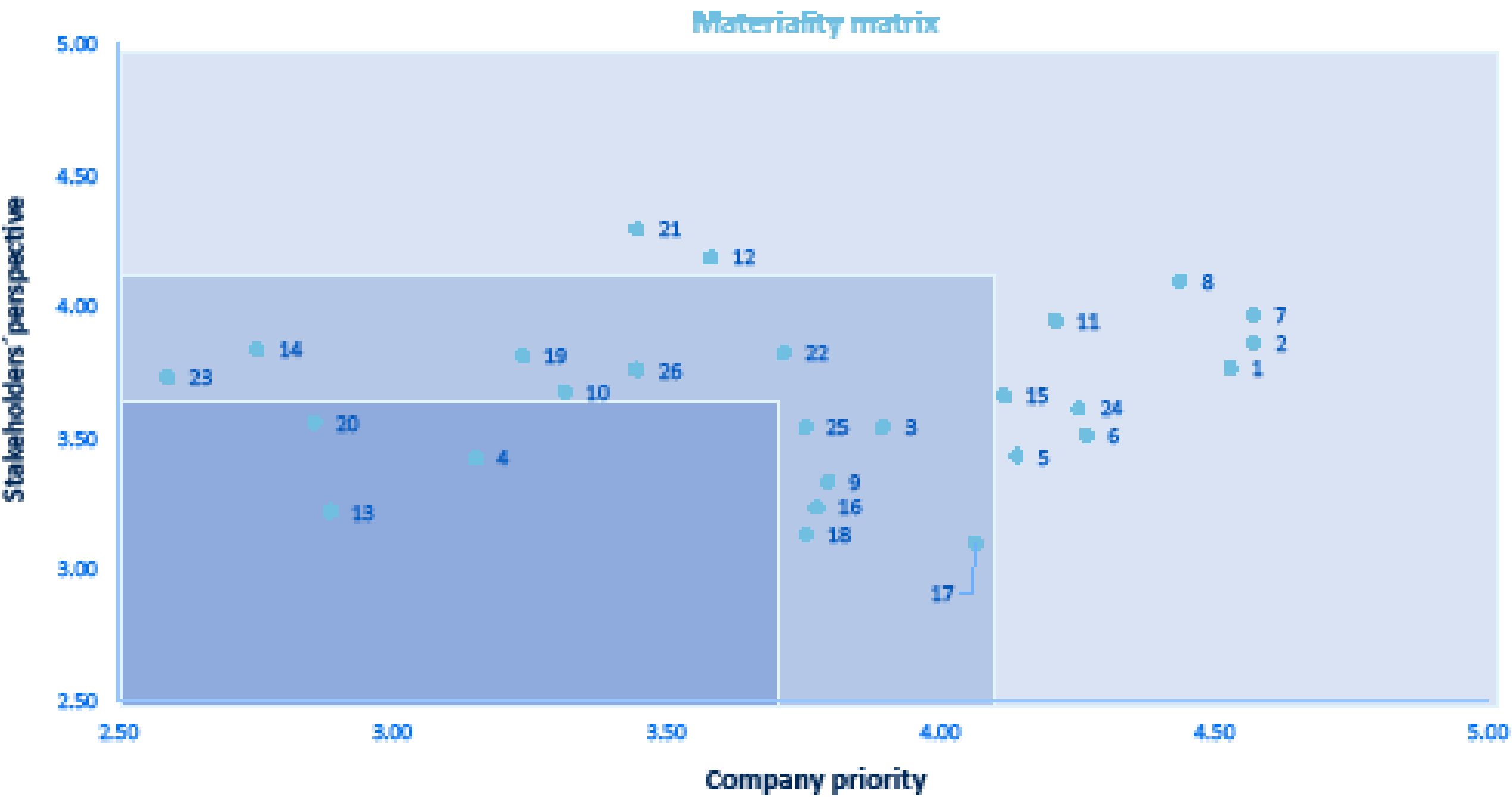


Non-material issues:

Those of low significance, which do not require any special action on our part.

Next, we present the materiality matrix, where the issues are displayed divided into three categories:

- **Material issues:** those that are especially critical at the present time, both for interest groups, as well as for the company. They serve as the basis for ESG strategic initiatives and determine the content of this report.
- **Emerging issues:** those that we will pay attention to because they can become material in the short term, derived from a significant change in the context and/or in our operation.
- **Non-material issues:** those of low significance that do not require special action on our part.



y	x
> 4.06	> 3.86
> 3.69	> 3.51
< 3.69	< 3.51

	Material issues
	Potential material issues (short-term)
	NON-Material issues

1	Responsible supply chain (installation, contents)
2	Network coverage and quality
3	Regulatory compliance
4	Development of strategic alliances
5	Economic performance
6	Technology disruptions risks
7	Customer service
8	Product and service innovation
9	Trademark positioning
10	Sales practices
11	Data privacy
12	Cybersecurity
13	Management of infrastructure equipment and materials
14	Operational eco-efficiency
15	Ethics and Anti-corruption
16	Corporate governance
17	Relationship with authorities
18	Investor relations
19	Disclosure and transparency of ESG information
20	Talent attraction and retention
21	Employee training and development
22	Work environment
23	Diversity and inclusion
24	Employee health and safety
25	Community socioeconomic development
26	Digital inclusion

Next, we present the material topics (Further details of materiality matrix go to the annex)

RESPONSIBLE SUPPLY CHAIN (INSTALLATION, CONTENTS)
NETWORK QUALITY AND COVERAGE
ECONOMIC PERFORMANCE
TECHNOLOGICAL DISRUPTION RISKS
CUSTOMER SERVICE
PRODUCT AND SERVICE INNOVATION
INFORMATION PRIVACY
CYBERSECURITY
ETHICS AND ANTI-CORRUPTION
TRAINING AND DEVELOPMENT OF COLLABORATORS
EMPLOYEE HEALTH AND SAFETY

4 The Sustainable Development Goals (SDGs), are part of the agenda set by the United Nations for 2030, which consists of 17 goals with 169 targets to end poverty, protect the planet and improve the lives and prospects of people around the world.

COMMITMENT TO SUSTAINABLE DEVELOPMENT

Totalplay’s actions and strategies are aligned with the highest international standards for the benefit of society and the commitment to make everyone succeed.

That is why since 2018, Totalplay is a member of the United Nations Global Compact through Grupo Salinas, and we are committed to supporting the 2030 Agenda through the Sustainable Development Goals (SDGs)⁴.

We are aware of the relevance of the private sector concerning the sustainable development agenda, which is why at Totalplay, we take as a reference the ten principles of the Global Compact in terms of Human Rights, Labor Standards, Environment and Anti-Corruption as part of the culture, operations and the standard of living of our employees.

Thanks to the materiality exercise and the use of the SDG Action Manager Tool, we have identified Totalplay’s direct and indirect contribution to the Sustainable Development Goals of the 2030 Agenda, which are (For the correlation of the SDGs with the material aspects go to the exhibit):

SDG 3. Good and well-being

SDG 4. Quality education

SDG 8: Decent work and economic growth

SDG 9.Industry innovation and infrastructure

SDG 11. Sustainable cities and communities

SDG 12. Responsible production and consumption

SDG 13: Climate action

SDG 16: Peace, justice, and strong institutions



[Read the Press Release on Grupo Salinas’ Progress](#)

TOTALPLAY SUSTAINABILITY MODEL

GRI 2-22

Based on the materiality study and the correlation with the SDGs, we seek to outline and materialize a work path for the creation of Inclusive Prosperity, through the development of Totalplay’s own Sustainability Model, which is based on the analysis of the risks and opportunities of our operations, to obtain the priority issues by sector that impact our stakeholders.

This model is a guide that allows us to establish short, medium and long-term objectives and goals, and to create and implement initiatives that contribute to the sustainable development agenda and to the business in the Environmental, Social and Corporate Governance (ESG) areas.

The structure of the model is based on focuses and lines of action supported by the Global Compact Principles, the Sustainable Development Goals of the United Nations 2030 Agenda and the main national and international frameworks. Such model is composed of 5 foci and 25 lines of action:



SDGs by category





1. Corporate Governance and compliance	3. Environmental commitment	5.2 Employee training and development
1.1 Ethics and anti-corruption	3.1 Management of infrastructure equipment and materials	5.3 Diversity and equal opportunities
1.2 Corporate governance	3.2 Operational eco-efficiency	5.4 Employee health and safety
1.3 Relationship with authorities	4. Customer experience	5.5 Socioeconomic development of communities
1.4 Regulatory compliance	4.1 Customer service	5.6 Digital inclusion
2. Responsible operation and procurement	4.2 Product and service innovation	6. Community development
2.1 Responsible supply chain	4.3 Data security and privacy	6.1 Socio-economic development of the communities
2.2 Network coverage and quality	4.4 Information security and privacy	6.2 Digital inclusion
2.3 Regulatory compliance	4.5 Cybersecurity	
2.4 Development of strategic alliances	5. Employee well-being	
2.5 Risks of technological interruptions	5.1 Talent attraction and retention	

We are a company concerned about people, the environment and its surroundings, always in line with the regulations and competent legislation, being at the same time, the best option for internet and telecommunications services in Mexico.

From the telecommunications sector, we understand that we have a commitment to sustainability, which is why we will continue to improve our service and expand coverage to communities where there is still no connectivity, generating at the same time local job opportunities and economic development.

At the same time, we create and implement initiatives in environmental aspects that concern us, with emphasis on energy consumption, as well as materials and waste, especially those related to optical fibers, infrastructure and electronic items.

We focus on maintaining the quality of life of our employees and their development by offering them constant training to develop their professional and personal skills, as well as work-life balance measures.

Finally, in our supply chain, we identify risks and areas of opportunity to strengthen the relationship with each of our suppliers.

6. CORPORATE GOVERNANCE

(GRI 2-9, 2-10, 2-11, 2-17, 2-18, 2-19, 2-20, 405-1)

Like the different companies that make up Grupo Salinas, we have our own investors' meeting, a board of directors, an audit committee, and a corporate practices committee. We are incorporated as a corporation under the General Law of Commercial Entities (*Ley General de Sociedades Mercantiles*).

The purpose of this structure is to achieve the company's strategic objectives and generate economic, social and environmental value for our shareholders and stakeholders, in line with Grupo Salinas' vision of Inclusive Prosperity.

Our corporate governance model covers each of our subsidiaries.

GENERAL SHAREHOLDERS' MEETING

It is the supreme body of Totalplay that represents the interests of the shareholders, responsible for the appointment and/or replacement of the members of the board of directors and committees. It also has the power to intervene in financial matters and issue observations or suggestions. Its members meet annually in an ordinary meeting.

BOARD OF DIRECTORS

Its main functions are the supervision and definition of the business strategy, as well as the approval of policies, processes, appointments and strategic operations. At the same time, it appoints and supervises the performance of the representatives of the governing body.

Regarding the appointment process for board members, it is the shareholders' meeting that evaluates the level of experience and background of each candidate, considering skills that contribute to the growth of the company, guaranteeing equal opportunities and excluding criteria that

could lead to any type of discrimination, whether based on race, gender, sexual preference or any other reason. They are appointed for one year, with the possibility of renewal.

At present, the board of directors is comprised of a total of eight directors: three independent and five related. They maintain a compensation which abides by Grupo Salinas' guidelines and and that the shareholders' meeting designate.

The board meets at least once every three months. The average attendance of board members during 2021 was 100%

37.5% OF THE MEMBERS OF THE BOARD OF DIRECTORS ARE INDEPENDENT

The performance of the board of directors is self-assessed by the directors themselves, in a process led by the chairman of the committees, as well as the shareholders' meeting.

BOARD OF DIRECTORS			COMMITTEES
Members	Status	Seniority	Audit and Corporate Practices Committee
Ricardo B. Salinas Pliego	Chairman; Patrimonial Director	2003	
Pedro Padilla Longoria	Related Director	2003	
Jorge Mendoza Garza	Related Director	2010	
María Laura Medina de Salinas	Related Director	2020	
Benjamín Salinas Sada	Related Director	2020	
Sergio Cutiérrez Muguerza	Independent Director	2020	x
Héctor Marcelino Gómez Velasco y Sanromán	Independent Director	2020	x
Gonzalo Brockmann García	Independent Director	2020	x

AUDIT AND CORPORATE PRACTICES COMMITTEE

In February 2021, the Board of Directors approved the creation of the Audit and Corporate Practices Committee, composed of the three independent members of the Board of Directors. This committee is responsible for:

- Monitoring of transactions with related parties.
- Preparing the annual internal audit program and reviewing the results of the audits
- Assisting the Board of Directors in the analysis of risks in transactions with related parties or those that could represent a conflict of interest.
- Proposing the compensation scheme for directors and executives, as well as the performance criteria.

MEMBERS	
Name	Member since
Sergio Manuel Gutiérrez Muguerza	2020
Gonzalo Brockmann García	2020
Héctor Marcelino Gómez Velasco y Sanromán	2020

MANAGEMENT TEAM

And that the shareholders' meeting designate the Board of Directors. We have specialized leaders, each one in his or her area of responsibility, committed to the fulfillment of the goals that we have every year in the company.

Below is the composition of our management team as of 2021:

NAME	TITLE
Eduardo Kuri Romo	CEO
José Luis Rodríguez	Technology Director
Alejandro E. Rodríguez Sánchez	Chief Financial and Administration Officer
Eduardo Ruíz Vega	Corporate Counsel
Humberto Elenes Vargas	COO
Héctor Nava Cortinas	CEO of Totalplay Empresarial
Víctor Teuhtli Estrada Pérez de Lara	Product Director
Rodrigo Fernández Capdevielle	Store, Monetization, Big Data, Sales and Advertising Director
Aurelio Saynes Santillán	Systems Director
Luis Octavio Sánchez Silva	Human Capital Director
Jose Ramón Fernandez Loperena	Totalplay Residencial Director

The Corporate Practices Committee, including variable components based on performance, results and the achievement of objectives.

To prevent possible conflicts of interest, we act in accordance with Grupo Salinas' ethical guidelines. For prevention, we have a policy on related party transactions. In addition, the corporate practices committee is responsible for reporting whether any concessions were made by any board member or officer.

7. ETHICS AND COMPLIANCE

(GRI 2-23, 2-24, 2-25, 2-26, 2-27, 205-1, 205-2, 205-3, 206-1, 410-1, 412-1, 412-2, 412-3, 414-1)



ETHICAL CONDUCT

At Totalplay, we are committed to always acting ethically and respectfully toward the people who collaborate with us, as well as for our stakeholders. We promote a culture of honesty, legality, integrity, and zero tolerance, which we lower through policies that dictate these guidelines.

Code of Ethics

Programa de Ética, Integridad y Cumplimiento (PEIC)

Human Rights Policy

Anticorruption and Integrity Policy

Internal Fraud Prevention Policy

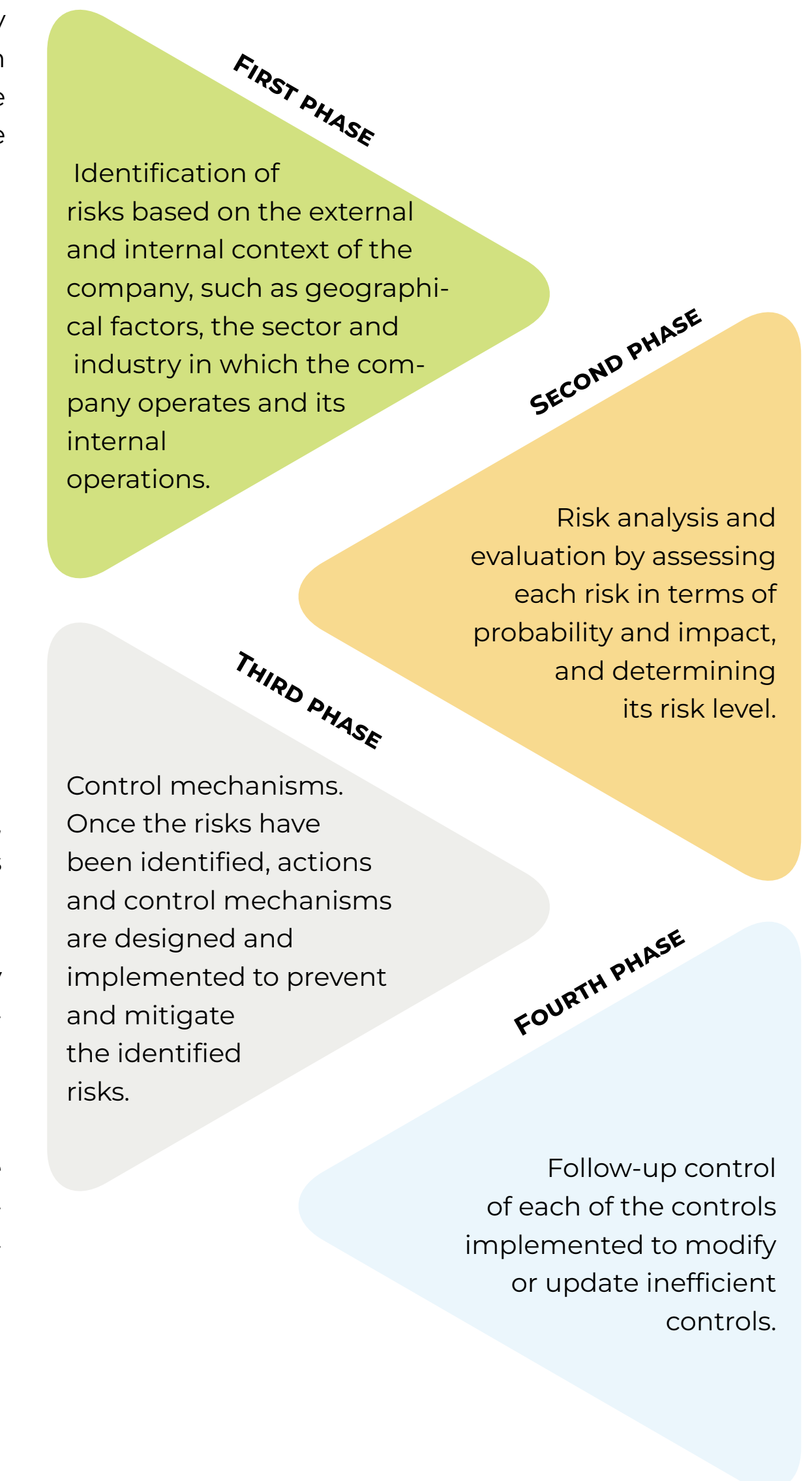
Ethics, integrity and compliance program

The Code of Ethics is the umbrella of our ethical behavior, it is aligned with our business mission and vision, as well as with the principles and values that characterize us.

Such code applies to all persons who are part of Totalplay regardless of their position or position within the organization.

We also have the Ethics, Integrity and Compliance Program (EICP), which helps to manage, supervise, control, evaluate and continuously improve our business practices, in accordance with our commitment to “Ethical Conduct in Business and Zero Tolerance to Bribery and Corruption”.

Under the EICP, we conducted a risk analysis under 4 phases that make the program effective:



Under the Third-Party Relationship and Due Diligence Policy and the Third Party Anti-Corruption Policy, we permeate our ethical and zero-tolerance principles towards our contractors, suppliers, distributors or intermediaries.

Third-Party Relationship and Due Diligence Policy

Third-Party Anti-Corruption Policy

CONFLICTS OF INTEREST

Everyone in Grupo Salinas must act and make business decisions seeking the greatest benefit for the companies, leaving relationships and personal benefits aside. For compliance and monitoring of any conflict-of-interest situation, we have an Anti-Corruption and Integrity Policy

DONATIONS AND SPONSORSHIPS

At Totalplay we have a Donations and Sponsorships policy and processes that guarantee that the request, approval and granting of resources is done legitimately and without risk of corruption or bribery.

By means of this policy we declare that no donations or sponsorships are granted to organizations or projects focused on candidates, organizations or political parties and/or union or religious groups; much less to organizations that do not comply with the Group's values and principles or with current legislation that present discriminatory conduct.

<https://www.totalplay.com.mx/archivos/recursos/Programa-etica-integridad-cumplimiento#PAI>

[Donations, Contributions and Sponsorship Policy](#)

FRAUD PREVENTION

Grupo Salinas and all its members are committed to fighting and preventing Internal Fraud. There is an Internal Fraud Prevention Policy and control mechanisms to evaluate, monitor, audit, train and maintain the systems of complaints and sanctions for all members of the Group's companies.

FREE COMPETITION

At Totalplay, we promote free competition and economic competition by preventing monopolistic practices that seek to impede the access of competitors or limit their ability to compete in the markets.

That said, we remain committed to complying with the laws and regulations to which we are subject. Therefore, during 2021 there were not present any cases of non-compliance or economic sanctions derived from regulatory non-compliance.

Finally, Totalplay does not make any contributions to political parties or representatives. We always remain neutral and independent of the country's political situation.

[Internal Fraud Prevention Policy](#)

[Read our Antitrust Policy](#)

Regarding the strengthening of the ethical culture within the company, we encourage constant training in anti-corruption, fraud and respect for human rights in our staff, and we carry out different types of training on the subject.

Concerning ethical culture, we protect the right to integrity, free expression and/or whistleblowing through communication channels that allow employees and stakeholders to report and/or denounce unethical situations anonymously and safely.

Through these mechanisms, we protect the right to non-discrimination through the follow-up of cases involving mistreatment, violence and/or segregation due to gender, disability, sex, sexual preference, religion, physical appearance, culture, language, age, pregnancy, marital or conjugal status, opinions, ethnic origin or nationality, immigration status, social, economic or legal status, health, affiliation and/or political preference.

In the specific case of employees, these tools are essential to ensure that they receive attention in health, psychosocial and organizational climate issues, among others. The main channels are made up of:

Ideas: a space in which to share proposals, projects and improvements on any topic that will help positively transform their work, improve the work environment and mitigate risks in the organization.

Cuentáanos (Tell Us): Internal media which function is to open the dialogue and listen to the employees freely on any subject in which they may have any concern, in order to identify any type of risk and manage it correctly.

Honestel is the confidential reporting channel through which employees, business partners, suppliers or any third party can submit reports, complaints, claims, breaches of the Code of Ethics, policies, principles and procedures of

the Ethics, Integrity and Compliance Program and applicable laws.

Through this channel, employees, suppliers, customers, contractors and distributors may report any fault or anomaly they witness.



**Means
of contact
for Honestel:**

- Honestel's website: www.honestel.com.mx
- E-mail: honestel@gruposalinas.com.mx
- Phone: 800-040-1717

MONITORING AND RESPONSE

During 2021, we received a total of 2,763 complaints, which were analyzed according to the established process, applying the system of consequences in case of proving non-compliance. During 2020 authorities did not impose any fine or sanction from authorities for corruption and/or anticompetitive practices, due to the aforementioned efforts. We also did not receive significant sanctions for any other issue.

ISSUES REPORTED	
ISSUES	NUMBER OF COMPLAINTS
Sexual harassment	16
Dishonesty	208
Theft	9
Conflict of interest	163
Abuse of power	522
Work environment	769
Non-compliance of standards	458
Other issues	618
Total complaints	2,763

The Integrity Committee and the Group's Compliance Department are the bodies in charge of following up on any misconduct that may occur in the business. Complaints are investigated impartially, and their resolution must contain the information that allows knowing and verifying all the elements that integrate the investigation, as well as the disciplinary procedure that has been initiated with the complaint itself.

8. RISK MANAGEMENT

(GRI 2-12; 2-13; 2-15, 203-1 y 203-2)

At Totalplay, we identify and manage those risks that represent or may represent a negative impact to the business and our operations. Furthermore, the Grupo Salinas Risk Department analyzes these risks and prepares prevention and contingency plans that are disseminated throughout the business.

Below, we present the integrated risk management process that we carry out, aligned with the guidelines set forth by Grupo Salinas:



1st line of defense BUSINESS AREA	2nd line of defense RESPONSIBLE PARTIES FOR CONTROL AND MANAGEMENT	3rd line of defense INTERNAL AUDIT
Implementation of preventive and risk mitigation measures Support in the identification and assessment of risks in each of the business, operational and support activities (especially senior business management)	They are independent from the operation and business areas Responsible parties for the measurement, monitoring and control of risks They propose response measures They monitor the evolution of risks They monitor compliance with external and internal regulations Promotes the development and application of a risk culture	Executes an independent and objective review on the quality and effectiveness of the internal control system, and the performance of the first and second lines of defense It Identifies findings of non-compliance, remediation plans and sanctions where appropriate Members of the Internal Audit team do not participate in 1st and 2nd line functions.



For our operations we have identified the main risks associated with the business:

RISK CATEGORY	RISK TYPE	ATTENTION MEASURES
Operational	<ul style="list-style-type: none">• Service network failures	We have response and business continuity plans, as well as constant investments that allow us to improve our infrastructure.
Cybersecurity and Data Privacy	<ul style="list-style-type: none">• Security systems attacks• Loss of sensitive information	We have the Information Security Office (DSI for its acronym in Spanish), the specialized cybersecurity arm of both Grupo Salinas and Totalplay, which is responsible for identifying and managing cybersecurity risks.
Health and Safety	<ul style="list-style-type: none">• Accidents with contractors and installers	We are evaluating the capabilities of our contractors and third parties involved in our infrastructure installations.
Legal and Regulatory	<ul style="list-style-type: none">• Loss of concessions and licenses• Tariff regulations	<p>We are committed to complying with the relevant regulations.</p> <p>We maintain strong relationships with organizations and representatives of the telecommunications sector in Mexico, with whom we share our expertise and exchange information.</p>
Natural disasters	<ul style="list-style-type: none">• Fires, earthquakes, floods or any environmental event that compromises the service network	<p>We have emergency protocols for natural disasters that may affect the operation and the network.</p> <p>We train people in the subject and processes of action.</p>
Competition in the sector	<ul style="list-style-type: none">• New companies and emerging markets	In order to anticipate new trends and maintain a competitive offer, we carry out constant market research, as well as alliances with content companies, while maintaining alliances with the main chambers of commerce in the sector.

As one of Grupo Salinas’ youngest companies, we will continue to make progress in the identification and timely mitigation of both current and emerging risks that may arise in the future.

9. ECONOMIC PERFORMANCE

ECONOMIC PERFORMANCE

Over the past two years, we have experienced unprecedented economic growth. Undoubtedly, the COVID-19 pandemic was a turning point in the demand for the services we offer, mainly for the residential segment, which required, as never before, permanent connectivity and the best quality.

On the other hand, for the business segment, it was essential to accelerating the digitalization processes in order to guarantee the continuity of their operations.

To meet our customers' needs, we continually invest in improving and extending our fiber-optic network and infrastructure. Since 2015, we have placed debt at a cost of 61,662 million pesos in CAPEX. In 2021, the total investment figure was 17,959 billion pesos.



\$17,959 MILLION PESOS INVESTED IN INFRASTRUCTURE IN 2021

Our growth is the result of sound financial management. In the period from 2015 to 2020, revenues for the business and residential segments grew by 39% TACC, as well as the number of subscribers (53%). In the same period, the ratio of total debt to EBITDA decreased from 23.1x to 3.7x.

In 2021, our revenues grew by 44%. This resulted in a 41% increase in the number of subscribers, closing the year at 3.5 million.

The following is the distribution of total revenues by segment for 2021.

INCOME BY SEGMENT APPORTIONMENT			
Total amount 2020 (millions of pesos)		Total amount 2021 (millions of pesos)	
\$19,557		\$28,089	
Residential	Business	Residential	Business
72%	28%	77%	23%

Operating and financial data: Residential Totalplayl

During 2021 we increased our coverage to 14.6 million homes passed and a market penetration of 24% in 75 cities across the country. The residential segment accounted for 77% of our revenues, representing 21,763 million pesos and a 54% increase in sales compared to the previous year. The average revenue per user (ARPU) remained at 613 pesos.

INGRESOS Y SUSCRIPTORES DE TOTALPLAY RESIDENCIAL			
2020		2021	
Ingresos (millones de pesos)	Suscriptores (millones)	Ingresos (millones de pesos)	Suscriptores (millones)
\$14,090	2.4	\$21,763	3.5

COVERAGE OF HOMES PASSED 2019-2021		
2019	2020	2021
10,300,000	12,300,000	14,600,000

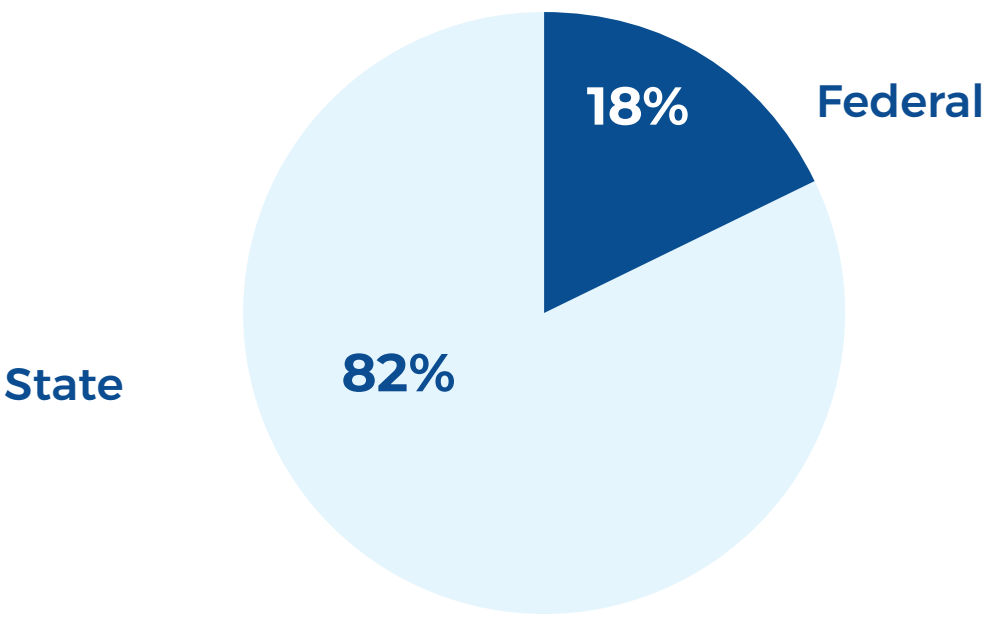
Operating and financial data: Business Totalplay

We provide more than 122,000 business services, which this year represented a revenue of around 6.3 billion pesos, 23% of the total revenue received in 2021.

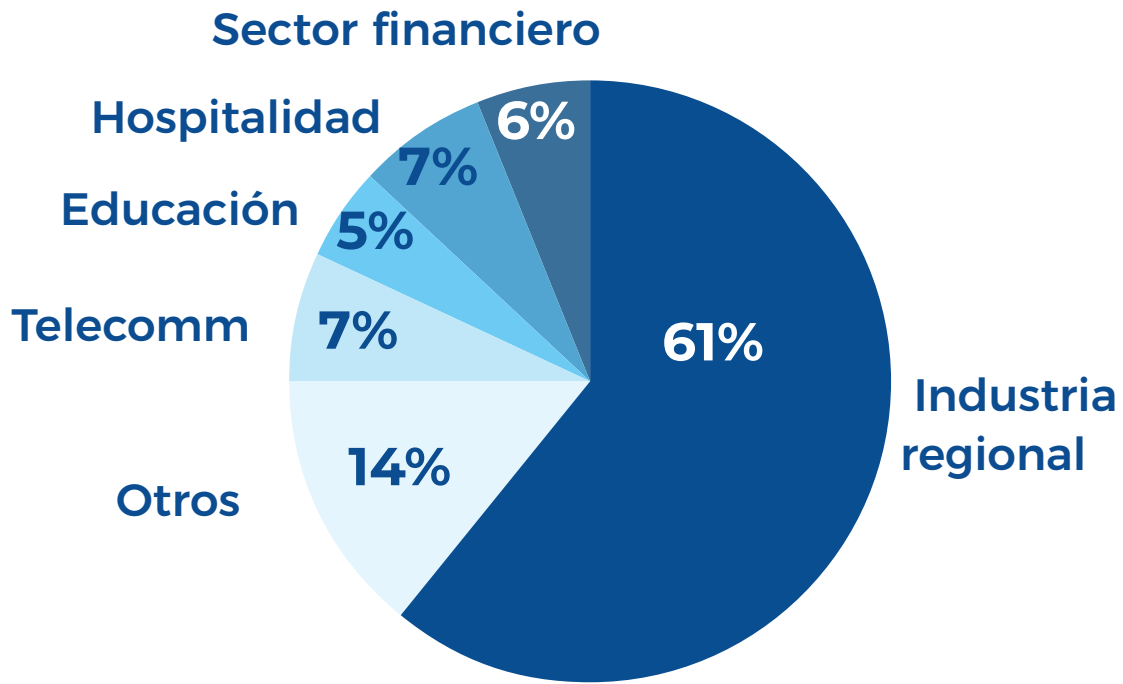
INGRESOS Y SERVICIOS PROPORCIONADOS 2019-2021					
2019		2020		2021	
Services	Revenues (million pesos)	Services	Revenues (million pesos)	Services	Revenues (million pesos)
89,763	4,683,000	103,927	5,467,000	122,685	6,326,000

Within this segment, we serve large public and private sector customers. Approximately 38% of revenues come from services to government entities, while 62% come from services to different companies in various sectors.

SECTORS SERVED IN THE PUBLIC SECTOR 2021



SECTORES ATENDIDOS EN EL SECTOR PRIVADO 2021



DISTRIBUTION OF ECONOMIC VALUE GENERATED

GRI 201-1

Revenues at the close of 2021 totaled \$28,089 million, 44% above the \$19,557 million of the same period last year, while total costs and expenses were \$9,588 million, compared to \$7,190 million in 2020.

MAIN FINANCIAL FIGURES (BILLION PESOS)				
	2018	2019	2020	2021
Income (Economic Value Generated, EVG)	\$10,569.3	\$14,267.4	\$19,557.0	\$28,089.0
Costs and expenses (Economic Value Distributed, EVD)				
General expenses	\$5,219.8	\$5,246.6	\$7,228.4	\$9,538.9
Service costs	\$2,387.7	\$3,506.1	\$5,030.9	\$6,480.5
Payment to capital providers	\$1,838.0	(\$1,010.5)	\$3,105.9	\$773.9
Payments to the government (taxes and contributions)	\$290.9	(\$99.3)	\$88	(\$846.2)
Infrastructure investment	\$6,561.2	\$7,896.2	\$14,201.3	\$17,959.5
Economic value Retained (EVG - EVD)	(\$5,728.3)	(\$1,271.7)	(\$10,097.5)	(\$5,817.6)



10. SUPPLY CHAIN

(GRI 2-6, 204-1)



In line with Grupo Salinas’ policies and processes, at Totalplay we maintain trusting relationships with our suppliers.

As an essential link to the business, we strive to create the best conditions that allow us to identify commercial candidates that meet our criteria, values and hiring principles.

In this sense, to ensure due compliance with the legal and regulatory framework, 100% of the suppliers that are part of our supply chain are familiar with both the Ethics Policy and the Code of Conduct, both documents aimed especially at this stakeholder group.

[Consult the Code of Conduct](#)

As in other group companies, procurement processes are centralized and are carried out through the Grupo Salinas Procurement Center, the area in charge of validating new acquisitions. The following are the procurement and selection processes:

1. PROCUREMENT PROCESS		
PROCUREMENT SYSTEM AND BIDDINGS	SERIES OF POLICIES	E-RELEASES
<ul style="list-style-type: none">• Mechanism whereby requirements from the business units are received (including Totalplay).• Evaluation of requirements by negotiators of each category.	<ul style="list-style-type: none">• Guidelines governing interaction between the business and Procurement Central (e.g. order allocation).	<ul style="list-style-type: none">• Process that begins once the necessary authorizations are available

2. SUPPLIER SELECTION		
SUPPLIER LIFECYCLE MODULE	SUPPLIER REGISTRATION PROCESS	SUPPLIERS' ETHICS POLICY
<ul style="list-style-type: none">• Gathers the data, including historical data, of Grupo Salinas’ suppliers and prospects.	<ul style="list-style-type: none">• Composed by application and registration.	<ul style="list-style-type: none">• Instrument that establishes the rules of conduct that govern the relationship between suppliers and Grupo Salinas.• Conflict of interest• Confidential information• Sanctions



Although carries out these procedures the Procurement Central, it is up to each of Totalplay's areas and departments to identify their own needs. In this way, we can express to those responsible for contracting the different particularities and specifications required from suppliers, which contributes to a better selection of suppliers.

We understand the importance of the company's contribution to Mexico's economic development, so we are inclined to select national and local suppliers to meet the requirements of our operations.

WE HAD A VALUE OF PURCHASES FOR LOCAL SUPPLIERS EXCLUSIVE TO THE BUSINESS FOR \$162,493,140

	2021 Procurement Central Suppliers	Exclusive suppliers business	TOTAL
Supplier expenses	\$978,608,277	\$2,138,067,631	\$3,116,675,909
National	77%	7%	29%
International	22%	92%	70%

PERCENTAGE OF SUPPLIERS BY SECTOR	
Sector	Porcentaje (%)
General services	38%
Technology	22%
Marketing	11%
Office equipment	6%
Construction of offices and branches	23%

Supplier Circle Certification

Our commitment to the integrity and ethics of our suppliers extends to our social and environmental performance. Therefore, the Procurement Center has the Supplier Circle Certification, which is an external evaluation and reports each of the suppliers of the status of the management of these aspects.

We are committed to for the development of our supply chain, and we guarantee responsible procurement based on the evaluation of suppliers based on ethical and labor criteria that care for and protect the communities where they operate, without neglecting the environment. Financial aspects, wide-ranging legal compliance, as well as operational and supply capacity are also added to these factors.

This assessment begins with a documentary and on-site analysis, which identifies opportunities and potential risks. Subsequently, we hold support sessions to establish improvement plans.

There are also mechanisms for receiving complaints, through Honestel, where complaints can be received from all members of the supply chain.

Given the nature of our business, some of our suppliers are critical in matters related to the quality of the health and safety they provide to their employees, and we place special emphasis on this issue. We are currently developing policies and processes to help us minimize risks through the correct selection and evaluation of companies specialized in the installation of services and infrastructure.

SUPPLIER EVALUATION	
2021	
Evaluation type	Number of suppliers
Social criteria	336
Participation in social commitment events	86
Donations to social causes	86
Environmental criteria	160
Regulation and control	323
Environmental responsibility	80

2021	
Number of suppliers with SUPLIER CIRCLE certification	233
Number of new suppliers within SUPPLIER CIRCLE	450





11. CUSTOMER EXPERIENCE

(GRI 2-8)

[Consulta más sobre Club TotalPlay Wi-Fi aquí](#)



CUSTOMER EXPERIENCE

(GRI 2-8)

Our performance and growing market position is based on a business strategy according to a holistic approach to customer experience. This includes investments in infrastructure that guarantee service quality, entertainment services as added value, and the constant improvement of our digital and traditional customer service channels, to name a few.

We have been pioneers in the use of fiber optics in Mexico and wherever we have operations, being today the only provider to guarantee high-quality connectivity with a 100% fiber-optic network with more than 104,000 kilometers of cabling (651 access nodes). In addition, we have a microwave network of several points, which is made up of more than 618 radio bases and 1,500 sectors throughout 173 cities.

In this sense, we work in a continuous improvement scheme, which allows us to remain at the forefront and be among the main places of preference of our customers.

Our long- and medium-term priorities are:

- Maintaining and expanding fiber-optic network and infrastructure.
- Increasing broadband Internet penetration and expanding broadband Internet services
- Increasing the penetration of pay-TV services by offering digital television and other premium digital television services, including video-on-demand services, non-linear video, as well as the experience of entertainment content applications.
- Identifying our customers' needs and expectations in order to adapt our offer.
- Maintain an innovation focus.
- Maintaining strong financial management and performance

Innovation and development

As part of the innovation that characterizes us, we develop new products and solutions for the residential and business sector according to their needs. We have a Technology and Product Department in charge of promoting innovation within the company.

RESIDENTIAL SEGMENT

With the Totalplay App, we facilitate access to streaming services, as well as support and help services, account statement review, network configuration and access to Totalplay Wi-Fi.

This year, launched of Club Totalplay Wi-Fi a new free service that provides the benefits of collective connectivity based on our community throughout the country. This new benefit consists of enabling a network connection in our customers' modems, so that it is available to other Totalplay users in public spaces, with the same quality of connectivity they have in their homes.

WE LAUNCHED CLUB TOTALPLAY WI-FI AS A 5G CONNECTIVITY OPTION IN PUBLIC SPACES THROUGH OUR RESIDENTIAL CUSTOMERS

CURRENTLY, CLOSE TO 1,501,680 CUSTOMERS HAVE ENABLED THIS SERVICE IN THEIR HOMES

At the same time, we strengthen our content offering through strategic alliances with leading content production companies such as: Amazon; AMC Networks; CBS; Disney; Discovery; ESPN; FOX; HBO; Netflix; Sony Pictures; Stingray; Walt Disney Studios, among others.

DESEMPEÑO DIGITAL APP TOTALPLAY	
	Total
Total of downloads	15,585,624
Total of users	13,703,828
Total of payments	8,555,926

WE HAVE PARTNERSHIPS WITH MORE THAN 65 TELEVISION NETWORKS AND CONTENT PROVIDERS

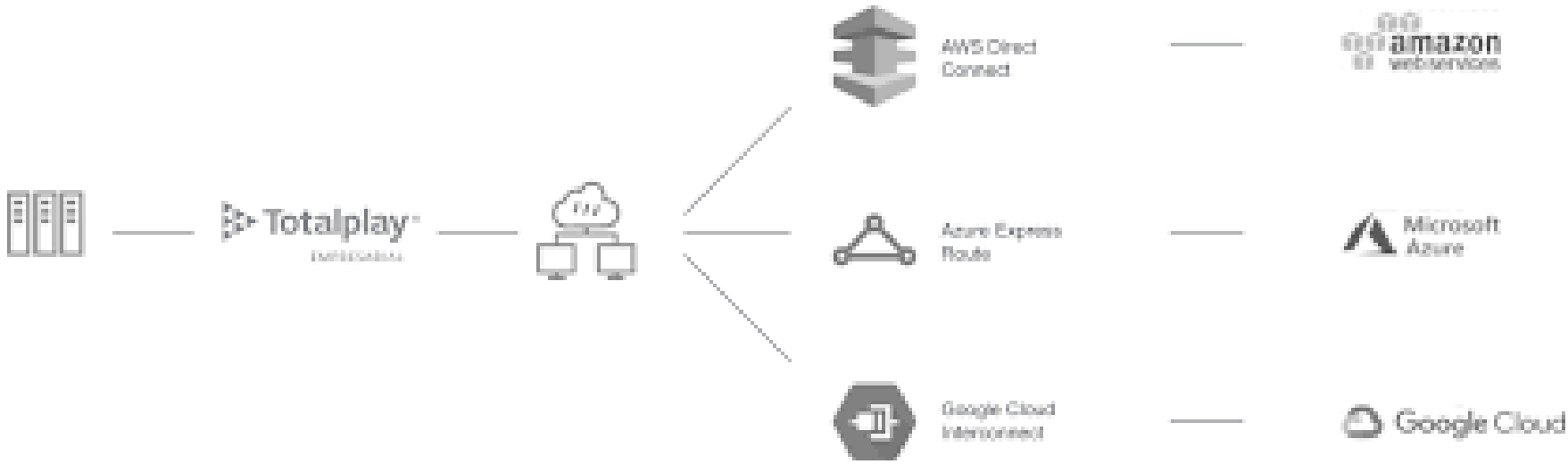
We continue to implement new technological options that allow us to get to know our customers better. In 2018 we carried out a commercial alliance with Google for the integration of the Google Ad Manager tool into our marketing strategy; in this way, we launched much more segmented advertising campaigns, according to the expectations of both potential customers and customers who are already with us.

IN 2018, WE CARRIED OUT AN AGREEMENT WITH GOOGLE TO IMPROVE THE ADVERTISING EXPERIENCE FOR CUSTOMERS

We are also making inroads into emerging trends in the sector. One of them is the Internet of Things, where for the first time we incorporate the Totalplay TV+ encoder with the Alexa voice digital assistant with the possibility of remote control of video content, as well as nearby smart devices. At the same time, this device already has Wi-Fi 6, which substantially improves the range, speed and management of different devices connected to the Internet at the same time.

BUSINESS SEGMENT

For the business segment, we provide customized services according to the needs of each company, along with the LAN 2 Cloud storage service, which provides more security, better stability and direct access to the cloud.



Customer service

We constantly adapt the different attention channels to maintain our quality service to our customers. Allowing customers to make inquiries, payments, contracts and/or cancellations by phone through our call center and through the official Totalplay App.

For the telephone answering service, we have staff specialized in each of the uses needs, so that they can access an immediate and effective support service. Likewise, we provide continuous training on new developments, functionalities and products that we develop, so that our customer service team always has an adequate response.

On the other hand, the Totalplay App, in addition to offering the possibility of playing content, has support and help options



Customer satisfaction

At Totalplay, we put the customer at the center, we seek to meet their needs to improve our service and our value proposition. We seek to establish long-term relationships with customers to improve their quality of life.

All these efforts are reflected in the satisfaction percentage (NPS) which considers the recommendation and preferences of customers on a scale of 1 to 10 (minimum to maximum). Customers are classified into 3 categories:

Detractors (0-6): those who are dissatisfied with the service.

Passive (7-8): satisfied with the service, but do not recommend it.

Promoters (9-10): refers to those who are

Based on the foregoing, the index reflects the difference between the percentage of promoters and of detractors. This evaluation is carried out quarterly and facilitates the identification of areas for improvement on products and services. We analyze each report and stablish the pertinent corrective actions are established. In 2021, we obtained an acceptance rate of 57.8%.

**57.8 % AS SATISFACTION RATE OF
A SAMPLE OF 54,600 CUSTOMERS**

**1.1% AS DROPOUT RATE
FOR RESIDENTIAL SERVICES BY 2021**

**0.6% DROPOUT RATE IN BUSINESS
SERVICES BY 2021**



MARKETING AND OPERATIONAL MANAGEMENT

(GRI 417-1, 417-2, 417-3)

We take great care in the marketing processes for our two business segments.

In the residential unit, the model is based on distributors and direct sales representatives through 953 points of sale, in addition to the marketing strategy through a call center and our official website.

For the business sector, we employ a strategy based on geographic zones in seven regions in the country, served by groups specialized in B2B commercial relations, who, in addition to sales, are in charge of creating open communication channels and improving retention.

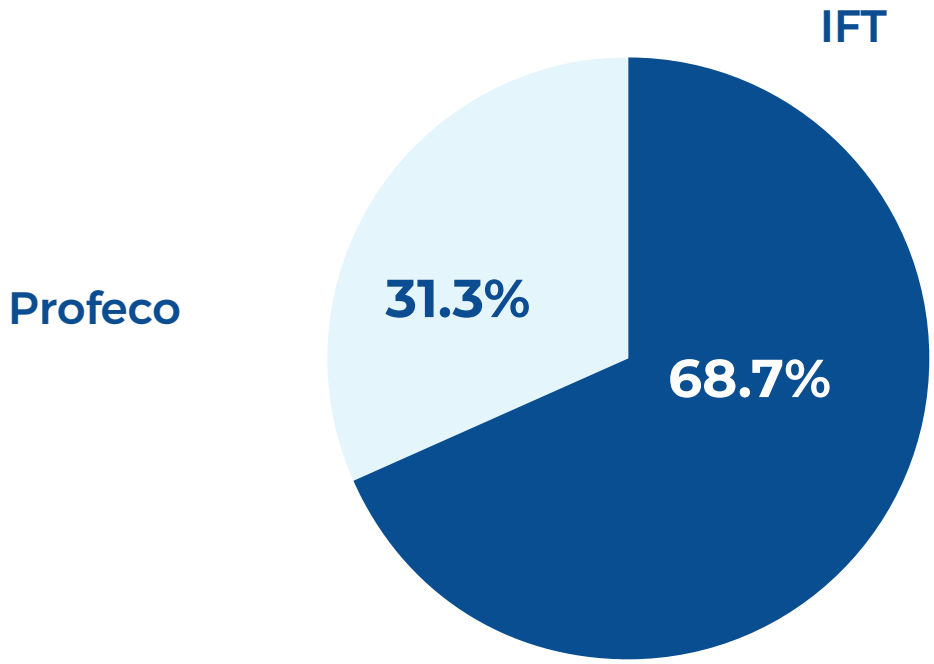
All our marketing/advertising communications are aligned with the recommendations of the Federal Consumer Protection Agency (Procuraduría Federal del Consumidor, PROFECO). Each piece of communication, artwork, flyer, manual or video has an internal review process with the legal area who is responsible for reviewing that the terms and conditions, promotions, privacy notices, as well as consultation channels for customers are included.

This year PROFECO awarded us the Digital Distinctive due to our commitment to consumer rights and good practices in terms of transparency of terms and conditions.

WE HAVE THE DIGITAL DISTINCTIVE OF PROFECO FOR OUR TRANSPARENCY IN THE CONDITIONS OF OUR SERVICES

Given the nature of the sector and the broad scope we have, we receive different types of complaints, the vast majority related to technical failures (99.93%), which are dealt with immediately, within no more than six hours. Another part of the complaints come from the Federal Consumer Protection Agency and the Federal Telecommunications Institute (Instituto Federal de Telecomunicaciones).

% COMPLAINS BEFORE REGULATORY ENTITIES



All requests are treated with due process always to find fair resolutions and, where appropriate, addressing third party requests in accordance with the law.

INFORMATION MANAGEMENT AND CYBERSECURITY

(GRI 418-1)

At Grupo Salinas level, we have the Information Security Office (DSI for its acronym in Spanish), which is in charge of managing all matters related to the protection of personal data and cybersecurity.

The information security program is based on compliance with international standards such as ISO 27001 and the PCI DSS standard for the protection of credit and debit card information. Concerning regulatory requirements, our information security program is also based on compliance with the Federal Law for the Protection of Personal Data Held by Private Parties (*Ley Federal de Protección de Datos Personales en posición de particulares*).

[Consult our Arco Rights portal](#)

Our commercial and transparency management is based on the following documents

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

DATA PRIVACY AND PROTECTION GOVERNANCE	RISK ANALYSIS	COMPLIANCE
1) Elaborate policies and necessary regulations regarding data privacy. 2) Raise awareness among employees on the handling of personal data, through internal communication campaigns to our employees. 3) Training for employees in the use and management of personal data.	We identify those areas of the business that, by their nature, have greater access to sensitive information. By contracting a third party, approaches are made to these key areas and interviews are conducted to identify possible risks and opportunities in the personnel	We evaluate policies and procedures regarding privacy and data protection.

The area responsible for updating, implementing and monitoring the correct functioning and effectiveness of the SGSDP is the Information Security Office.

We make privacy notices of each of our companies available to customers and we are promoters of having them know how their data is processed.

CONNECTIVITY TOWARDS SUSTAINABLE DEVELOPMENT

(GRI M4; M5)

At Totalplay, we are building a path that guides us towards sustainable development, being aware of the impact of our business on the development of communities and the groups of people that make them up, we have an offer that is aimed at enhancing the performance and growth of society in general.

As a result of the COVID-19 pandemic, the digital gap that exists in Mexico and its repercussion on society was maximized, so at Totalplay and per our commitment to connectivity, we remain firm in the continuity of our growth and network coverage.

Having said the above, through the three business segments that represent us, we contribute with the following services and products, thus betting on their accessibility and digital inclusion.

RESIDENTIAL TOTALPLAY

As for Totalplay TV's content offering, we have entered into agreements with strategic partners to provide access to the best streaming platforms. Together with content providers, we have controls that protect children's consumption, an example of which is parental control, which blocks content that may be harmful to minors.

Currently, about of 3,458,873 customers use this service. At the close of 2021, we have not received any complaints from customers for these reasons.

We also promote the use of subtitles and audio descriptions in series, movies and other content available on our interface.

2021 we went further in terms of network coverage, reaching in more places with the best quality and speed internet available in the market today.

We comply with the applicable laws regarding the protection of personal data, we are aligned with the Federal Law for the Protection of Personal Data in Possession of Private Parties and its regulations. We are committed to the responsibility of caring for and making proper use of customer information, which is why the Code of Ethics and Conduct contains the guidelines.

Furthermore, we have a Personal Data Security Management System (SGSDP), which includes the following policies and manuals:

- Privacy policy and personal data security management system
- Manual of attention to ARCO rights requests (Access, Rectification, Cancellation and/or Opposition).
- Exclusion list management manual
- INAI (National Institute of Transparency, Access to Information and Protection of Personal Data (*Instituto Nacional de Transparencia, Acceso a la Información y Protección de Datos Personales*)) attention manual
- Manual of transmission and transfer of personal data

AT THE CLOSE OF 2021, WE HAD NO COMPLAINTS RELATED TO THE PROCESSING OF PERSONAL DATA



BUSINESS TOTALPLAY

We are committed to education in Mexico. We know that it is a sector highly impacted by the pandemic. We offer solutions that facilitate access to education and teaching..

- **Tutor a Distancia (Distance tutor):**

Currently, teachers have had to adapt content to distance education in record time, making use of tools that, in some cases, had never been used before. **Tutor a Distancia** is a managed, secure and efficient solution that provides the necessary tools to facilitate and maximize distance learning for teachers who teach private classes or people dedicated to organizational training.



- **Aprendizaje a distancia (Distance learning):**

Together with Dell Technologies, we have developed Aprendizaje a distancia, which improves the experience of students and teachers, with a system adaptable to their current capabilities, gives ease of interaction during learning (LMS) and has a native videoconferencing system and more advanced digital dynamics for learning in real-time.

Success story in the business segment: Universidad Autónoma de San Luis Potosí

In the face of the COVID-19 pandemic, the education sector required stable and quality connectivity services guaranteeing distance education through online classes, which require the use of videoconferencing, cybersecurity protocol mechanisms, among others.

“The concern of the IT division is to have the necessary infrastructure to respond to new demands such as videoconferencing, distance learning, cloud services, internet of things, there is a need for internet service at all times. The solutions offered by Business Totalplay allow us to maintain that high availability”

Felipe Pasos Flor,
Head of the Informatics Division of
the Universidad Autónoma de San Luis Potosí.

[Read more about this success story on our official Youtube channel](#)

On the other hand, we contribute to the business continuity of our customers, helping them adapt to the new “normality” after the pandemic, facilitating remote work.

We know that it is essential for businessmen to have a technological platform that allows them to keep their work team connected.

• **Unified communications:**

We have a collaborative communication and mobility service that provides various managed services. It integrates communication channels, bringing together all elements on the same platform (messages, calls, switching functions, etc.) for effective communication.

Totalplay Emprendedor (Entrepreneur Totalplay)

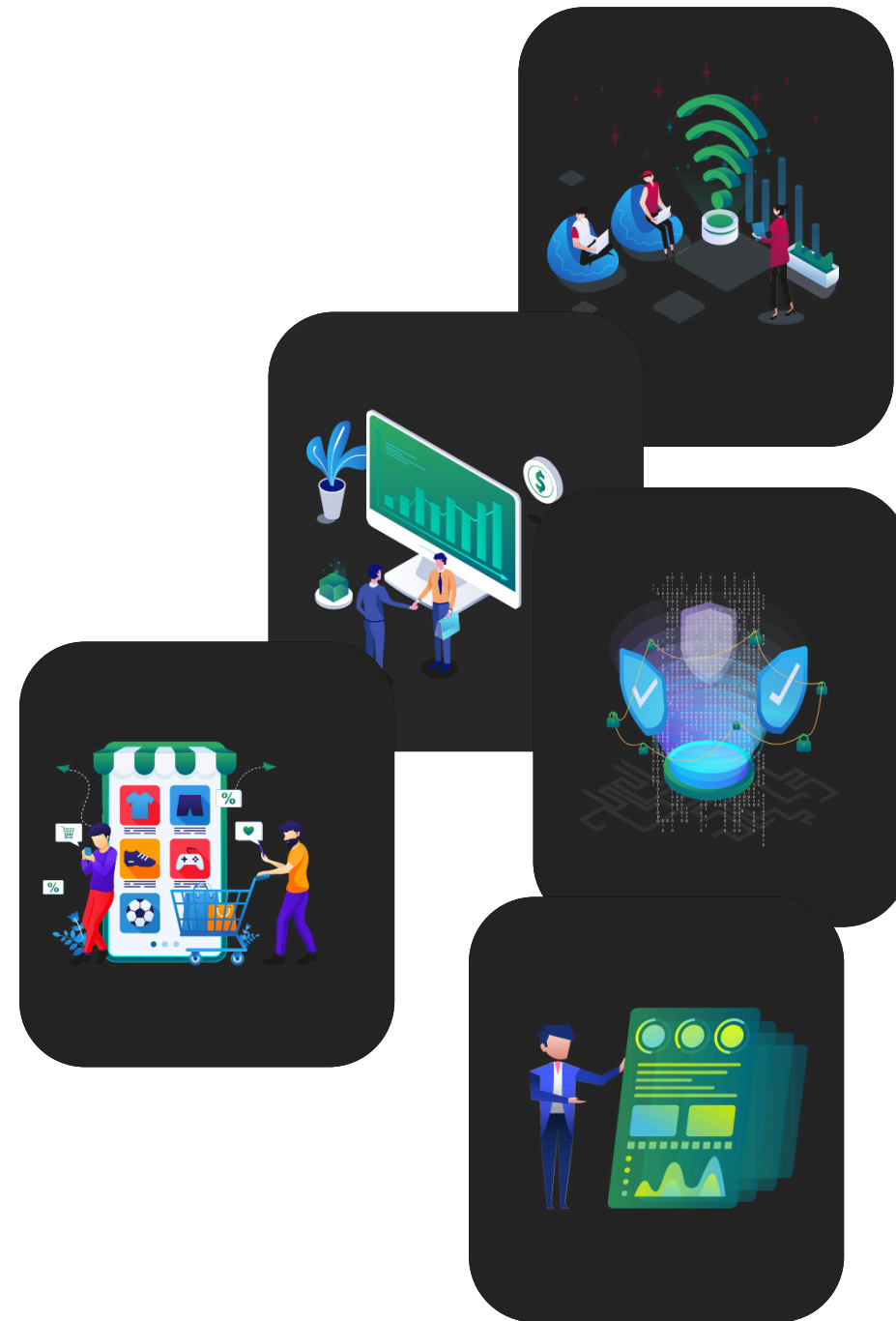
In Mexico, the Small and Medium-Sized Enterprise (SME) sector accounts for slightly more than 50% of business activity, and is the sector impacted by the events of recent years.

That is why, through Totalplay Emprendedor, we contribute to the continuity and development of their business, to remain in the market through diverse services:

Business solutions:

Business solutions:

- Symmetrical Internet
- Electronic Invoice
- Virtual protection
- Website + Store
- Business administrator



WE HAVE MORE THAN 122,685 CUSTOMERS IN THE ENTREPRENEURIAL SEGMENT.

8.1 WORKFORCE DESCRIPTION

We have one of the most competitive workforces in the sector. Thanks to our personnel, we were able to successfully manage one of the fastest-growing periods we have ever had at Totalplay.

In line with the values and corporate culture of Grupo Salinas, we offer quality job opportunities that guarantee personal and professional growth in a respectful, diverse environment where opinions are considered and recognition is encouraged, while at the same time ensuring health and safety.

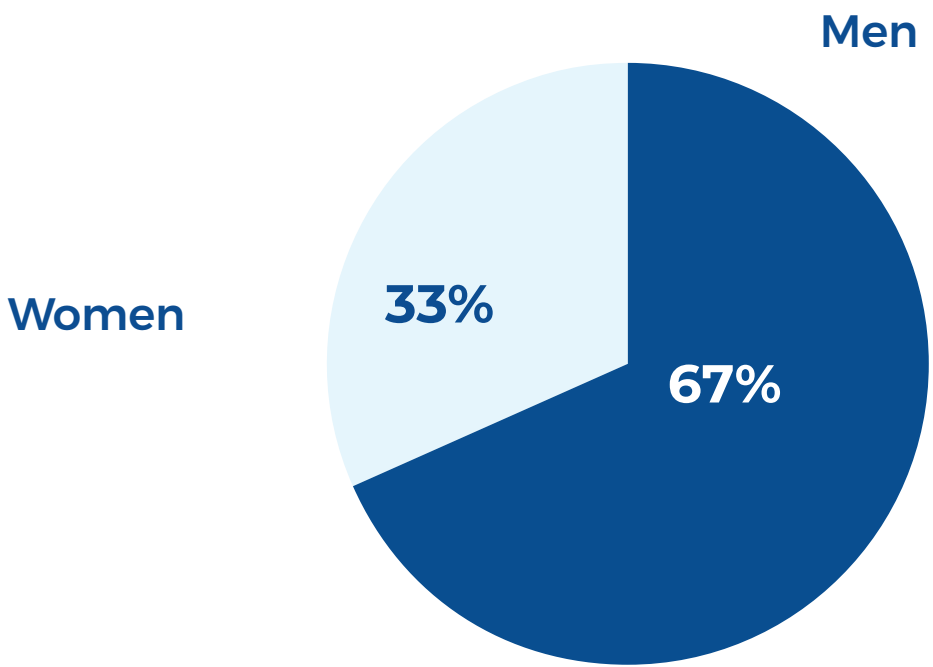
At the end of 2021, our team consisted of a total of 3,707 employees, 100 percent of whom are on permanent contracts.

Total employees 2019-2021			
	2019	2020	2021
Total employees	13,130	20,044	3,707

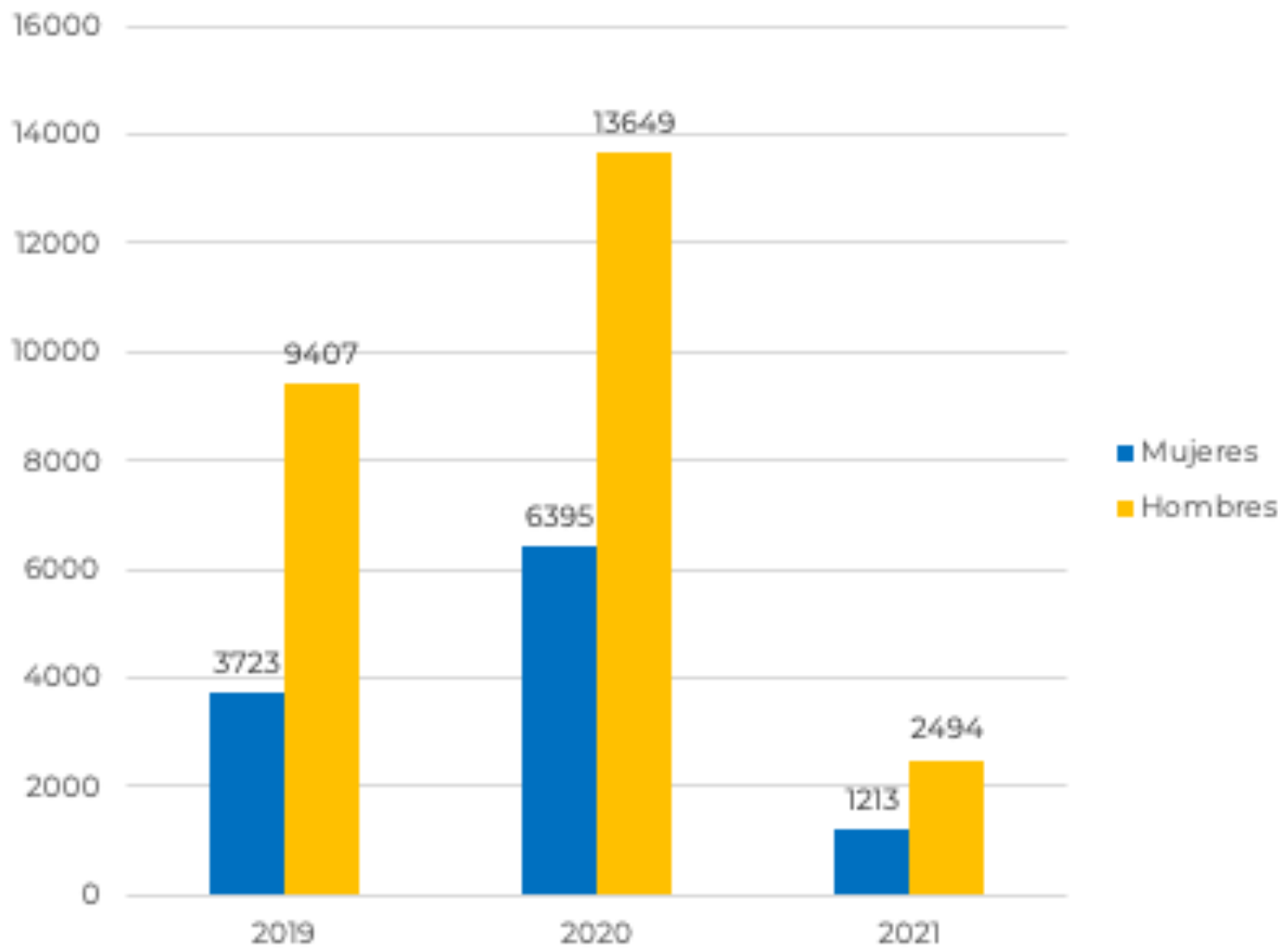
Due to changes in business objectives in 2021, Totalplay decided to reorganize its structure to focus on the creation of innovative services through a specialized staff in strategic issues, technology, entertainment, among others, so that the operational areas (sales, facilities and call center) are contracted with professional and/or specialized service providers.

BREAKDOWN OF WORKFORCE BY AGE RANGE AND GENDER 2021					
Less than 30 years old		30 to 50 years old		Over 50 years old	
Men	Women	Men	Women	Men	Women
435	297	1,755	851	304	65

MEN VS. WOMEN



2019 -2021 WORKFORCE



12. EMPLOYEES

(GRI 2-7, 2-30, 401-1, 405-1)



Turnover and new hires

We have an attraction strategy that allows us to have the best professionals. We design attractive offers according with the expectations of the sector, while strengthening our career plans, offering opportunities for organic growth in the organization.

Due to the nature of the industry, we have undergone significant changes in our staffing levels. For further information, see page 69 with the corresponding GRI indicators.

HIRES BY AGE RANGE 2021					
Less than 30 years old		30 to 50 years old		more than 50 years old	
Women	Men	Women	Men	Women	Men
866	1,580	888	1,918	89	223
2,446		2,806		312	

DIVERSITY AND INCLUSION

In accordance with the values that identify us, we promote equal opportunities in our workforce, free from any practice that discriminates based on gender, sexual orientation, age, ethnic origin, physical condition or for any other reason.

We have mechanisms that guarantee the integrity of the employees, as well as potential candidates. That is why any discriminatory practice motivated by ethnic or national origin, gender, age, disabilities, social condition, health conditions, religion, opinions, sexual orientation, marital status or any other, that violates human dignity, or that nullifies or affects the rights and freedoms of people.

Thus why we promote equity of opportunities for all, complying with the certification of the NMX-R-025-SCFI-2015 standard on labor equality and non-discrimination, considering the following aspects:



AXES OF THE LABOR EQUALITY AND NON-DISCRIMINATION STANDARD NMX-R-025-SCFI-2015			
• Incorporate gender perspective and non-discrimination in the recruitment, selection, mobility and training process	Guarantee equal pay.	Implement actions to prevent and address workplace violence.	Carry out shared responsibility actions between the work, family and personal life of the employees.

We continue to promote the role of female personnel in the workforce through leadership programs that empower their skills and allow them to grow naturally in the company.

DESGLOSE PLANTILLA POR TIPO DE PUESTO					
Jr		Middle		Top	
Women	Men	Women	Men	Women	Men
35%	65%	22%	78%	19%	81%



Talent attraction and retention

We have a standardized selection and recruitment process supplemented by the development of succession plans in critical positions. The process is focused on skills and knowledge, governed by the meritocracy principle, to avoid biases and/or discriminatory practices.

The Talent Attraction Manual establishes a selection and recruitment process focused on the evaluation of the skills and knowledge of the candidates and is governed by the principle of meritocracy, to reduce the scenarios of bias and/or discriminatory practices during the process.

Jóvenes Construyendo el Futuro (Young People Building the Future) Program

The Jóvenes Construyendo el Futuro (JCF) is a program of shared social value between the public and private sectors that seeks to integrate young people into formal employment, make them productive, supervise them and provide them with banking services.

The government provides a platform that links interested young people with companies registered in the program, and grants them a monthly scholarship of \$5,258.00 pesos for up to 12 months, as well as optional social security that covers occupational hazards and maternity.

The average age of the participants in this seedbed is 24 years old and 57% are women. 80% of the participants who had not had the opportunity to work in a company due to lack of experience, educational level, gender, etc. and now develop their professional skills with our employees.

Throughout the year 2021, we offered 1,005 training spaces, out of which:

**17.3% OF APPLICANTS
WERE IN TOTALPLAY**

**8 YOUNG PEOPLE HIRED
BY THE END OF 2021**

38 EMPLOYEES AS TUTORS

**RECEIVED 30 HOURS
OF TRAINING PER WEEK**

The training that the trainees received was:

A. Mandatory courses to apply for a vacancy:

- 5 Grupo Salinas cultural training contents
- 2 training contents on personal image, CV and job interviews
- Technical content available according to their training plan
- 6 hours of agility fundamentals course

B. Optional courses for Trainees

- 30 financial habits before 30 with 5-hour training activities and evaluations.
- Socioemotional Skills Course taught by PNUD - 20 hours
- Course of 5 digital tools 6 hours

TRAINING AND CAREER DEVELOPMENT

(GRI 404-1, 404-2, 404-3)

We have a robust training program that addresses the needs of all our areas. We are aware that our success lies in the preparation of each of the people who work with us. Therefore, it is of vital importance to have a state-of-the-art workforce with the necessary tools to carry out their tasks.

Due to the circumstances we faced in 2020, we innovated the training model by migrating to an online learning approach which was successful and which, to date, we maintain along with the face-to-face training modality.

We pay special attention to middle management, supervisory and managerial personnel. The objective is to form great leaders, thus creating teams that are committed and identified with our work philosophy.

\$3,370,180 OF INVESTMENT IN TRAINING

Performance evaluation

The evaluation process at Grupo Elektra is based on the model based on Objectives and Key Results (OKR), which allows:

- The focus on the relevant tasks to achieve business results.
- That the employees identify activities, responsibilities and the expected results.
- Quantifying the results and determining the progress on the objectives.
- Involving employees in the execution of the strategy, enabling them to know how they contribute to the success of the organization and generating greater commitment in them

In turn, we rely on Grupo Salinas' High-Performance Management Model, which provides the necessary tools to guarantee collaborative work, focusing efforts on achieving quantifiable contributions that drive the business forward, based on 6 steps:



In turn, we rely on the Grupo Salinas High Performance Management Model, which provides the necessary tools to guarantee collaborative work, in line with the strategy and objectives of each of the areas that comprise us.

HIGH-PERFORMANCE MANAGEMENT MODEL					
1	2	3	4	5	6
Strategy	Structure	Team	Information system	Compensation and incentive system	Integration and evaluation

Based on this model, each employee is aware of his or her objectives and the resources available to achieve them, which contributes to improving his or her satisfaction and, therefore, his or her stability in the company.

PERFORMANCE REVIEWS 2021		
	Number	% concerning the total workforce
Men	2094	84.8%
Women	1010	82.7%
Total	3014	81.7%

Leadership programs

The following are the main training programs carried out during 2021

2021 TRAINING PROGRAMS/LEADERSHIP			
Program name	Purpose	Modalidad	Business benefits
Onboarding	Integrating new collaborators to awaken the sense of sense of belonging	In-person	Fostering permanence and sense of belonging
Product Objective and Commercial Offer	That the employees know the raison d'être of the business so that we can all can speak in the same terms	Hybrid	Fostering permanence and sense of belonging



2021 TRAINING PROGRAMS/BUSINESS DEVELOPMENT			
Program name	Purpose	Modality	Business benefits
SWITCH Project Module 5: Powerful Communication and Handling Challenging Customers	Learning to communicate the right messages to achieve positive results by eliminating words and phrases with undesirable context to leave favorable impressions. favorable impressions. On the other hand, you will learn to identify the different types of challenging customers to transform dissatisfied customers into satisfied customers.	Online	Enhance service and customer experience
SWITCH PROJECT Module 6: Accountability and Customer Experience	That the participant identifies that he/she is primarily responsible for making things happen and achieves a mindset focused on "how can" he/she move forward and achieve the determined objectives.	Online	
LAN to LAN / Red IP	Reinforce knowledge regarding LAN to LAN and IP Network solutions, mainly its features, benefits, prices, as well as potential customers, in order to effectively place it in the market	Online	To complement the knowledge of the current product portfolio
FlexNet Cisco	Know the importance and benefits of the Cisco FlexNet solution, in order to offer the customer the ideal solution according to their needs.	Online	
Strategic Alignment. Current customer retention.	Analyze the key elements involved in the retention of current customers, also, to know the triggers of perception on the part of the client that allow to open the communication channel.	Online	
FlexNet Huawei	To learn about the Huawei FlexNet solution, in order to identify its features, functionalities and the benefits it has compared to traditional networks, in order to position it correctly in the market	Online	
Unified Communications	Know the characteristics, components, benefits and business rules of Unified Communications, in this way it will be possible to differentiate the services to offer the customer the one that best suits their needs and thus achieve an effective sale.	Online	
Company Plans	Identify the family of Enterprise Plans, as well as the characteristics of each of the value-added services they include and the business rules applicable to this.	Online	

2021 TRAINING PROGRAMS/BUSINESS DEVELOPMENT			
Program name	Purpose	Modality	Business benefits
Hospitality Television Solution	To know the "Hospitality TV Solution" offer, as well as its characteristics, benefits, scope and business rules applicable to it in order to place it effectively in the market.	Online	To complement the knowledge of the current product portfolio
Internet with SIP voice and enterprise switch	Know the features and benefits of Internet with SIP voice and business switch in order to provide you with tools for an effective sale of this solution.	Online	
Managed Office	Identify the Managed Office solution, as well as its features, components and the applicable business rules.	Online	
Voice Services	Know the features and benefits of Voice Services, in order to achieve an effective sale of this solution.	Online	
Monitoring	To know the Monitoring products, their functionalities, business rules, as well as the effective way to place it in the market.	Online	
Endpoint Security & Web Security Enterprise	To learn about the features and benefits of Endpoint Security and Web Security Security, in order to provide tools for an effective sale of this solution.	Online	
Google Workspace & Microsoft 365	Knowing what Google Workspace is, as well as the additional service of Microsoft 365, the tools that compose it, as well as the licenses thus making, the sales force identify which is the one that is closer to the real needs of each client.	Online	
Managed Video Surveillance	To know the features and benefits of Managed Video Surveillance, in order to provide tools for an effective sale of this solution.	Online	
Data Center	Know the services (backup, storage, co-location, mail and virtual servers) that can be offered to your customers through the Data Center Solution, as well as the benefits that allow you to place it effectively in the market.	Online	
Internet	To know the characteristics and benefits of the Internet solutions offered by Totalplay, in order to provide you with tools for an effective sale of this solution.	Online	
Backup Service	To know Totalplay's Backup Services, as well as its features, benefits and business rules to effectively position this solution in the market.	Online	

HEALTH AND WELLNESS

(GRI 401-2, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10)

We are committed to the physical and mental well-being of our employees. The most critical situation of the pandemic left us with lessons learned that we have adopted permanently. We continue to apply the preventive measures recommended by health authorities, as well as Grupo Salinas' own protection initiatives.

At the group level, more than 4,000 tests were conducted for COVID-19, as well as the implementation of remote work, which continued during 2021, especially for the population identified as vulnerable.

We also maintained the Hospital en Casa (Hospital at Home) program to provide medical assistance in their homes. At the same time, alliances with health organizations and hospitals continued to have different care options in case of need.

In the return to activities, training courses to reinforce protection measures in the work areas are highlighted. From Grupo Salinas, we taught workshops were given which reached of 120,000 people.

Wellbeing

(GRI 2-19, 2-20)

Grupo Salinas' Health Committee approves and monitors all which is made up of management and representatives such as Human Capital, Wellness, Civil Protection and external specialists. Likewise, our actions are supported by the TPH-0047-PO Employee Health Care Policy.

WE HAVE A SPECIFIC HEALTH CARE POLICY: TPH-0047-PO EMPLOYEE HEALTH CARE POLICY

We have an internal area dedicated to the health care of our employees, in charge of managing and following up on the different health services, such as:

- Medical office
- Breastfeeding area
- Nutritional counseling and emotional support through the +Bienestar app
- Paramedic service
- Health campaigns, as well as influenza vaccination campaigns.
- Disease prevention campaigns and check-ups
- Kiloton program to promote the adoption of healthy habits and weight loss

100% OF TOTALPLAY'S EMPLOYEES BENEFIT FROM HEALTH CARE SERVICES

We constantly monitor the evolution of the work environment through dialogue and active listening with our personnel. This year, we had an NPS percentage of 48.1, as well as a majority of promoters with a representation of 66.8%, which motivates us to continue improving the quality of life in the workspaces. .

IPN 2021				
Participation	Promoters	Passive	Detractors	NPS
2,559	65.2%	17.6%	17.2%	48.1%



TOTALPLAY		
	2020	2021
GS Health App	1,050	3,707
Kilotón	335	363

PERMÍTENOS CONOCERTE MEJOR

En Protección Civil estamos comprometidos con nuestros brigadistas para que sean agentes de cambio en su entorno laboral y familiar.

Para conseguirlo, te invitamos a contestar honestamente la siguiente encuesta.

Respóndela

Tus respuestas nos permitirán conocer tu **grado de compromiso**, a qué problemáticas te enfrentas, **cómo fortalecer tus capacidades y alcances**.

¡Contamos contigo!

La prevención la hacemos todos.
Infórmate, participa y actúa.



Health and safety

We prevent the different risks to which our personnel may be exposed through analysis of workspaces and training of our brigade members. We permanently communicate the most relevant changes and news on the subject through internal channels, both digital and physical.

We also promote the training of our team through different courses and workshops:

COURSE NAME	DESCRIPTION	SCOPE
Basic first aid	Fundamentals ranging from general concepts, first aid kit conformation, biosafety measures, ethical guidelines and patient transport/transfer.	All areas are convened
First contact psychological support in emergency or disaster situations	Provide support in the aftermath of an event or accident. This workshop focuses on creating an empathetic and safe contact with those affected.	All areas are convened
Firefighting and prevention	Measures to prevent fires and maneuvers to extinguish any fire.	All areas are convened
Drills	Representation of a possible emergency inside the Tower, as well as action measures.	All

We are reinforcing all of our operations' health and safety policies, as well as the mechanisms for protecting and preventing health risks. Below is the breakdown of accidents during 2021:

ACCIDENTS AND ILLNESSES 2021	
Number of illnesses requiring incapacity	
Women	men
1,288	2,037



Grupo Salinas Gender Unit

This year, unlike previous years, we have the support of the Gender Unit, a body created in 2019 and which since 2021 has been cross sectional to all Grupo Salinas companies.

The Unit’s objective is to follow up on all complaints related to situations and behaviors that promote violence and sexual harassment, mainly towards female personnel.

Among the Unit’s main functions are:

- To hear and follow up on complaints filed;
- To implement communication strategies to prevent violent behavior at the Grupo Salinas level
- To generate informative documents to guide employees on issues related to gender-based violence, sexual harassment and inclusion; preparation of the annual activity report



Principles of the Gender Unit

Execution

Loyalty

Trust and respecto

Intersectional Focus

Preventivo Focus

Restaurative Focus

Confidentiality

Presuntion of Innocence

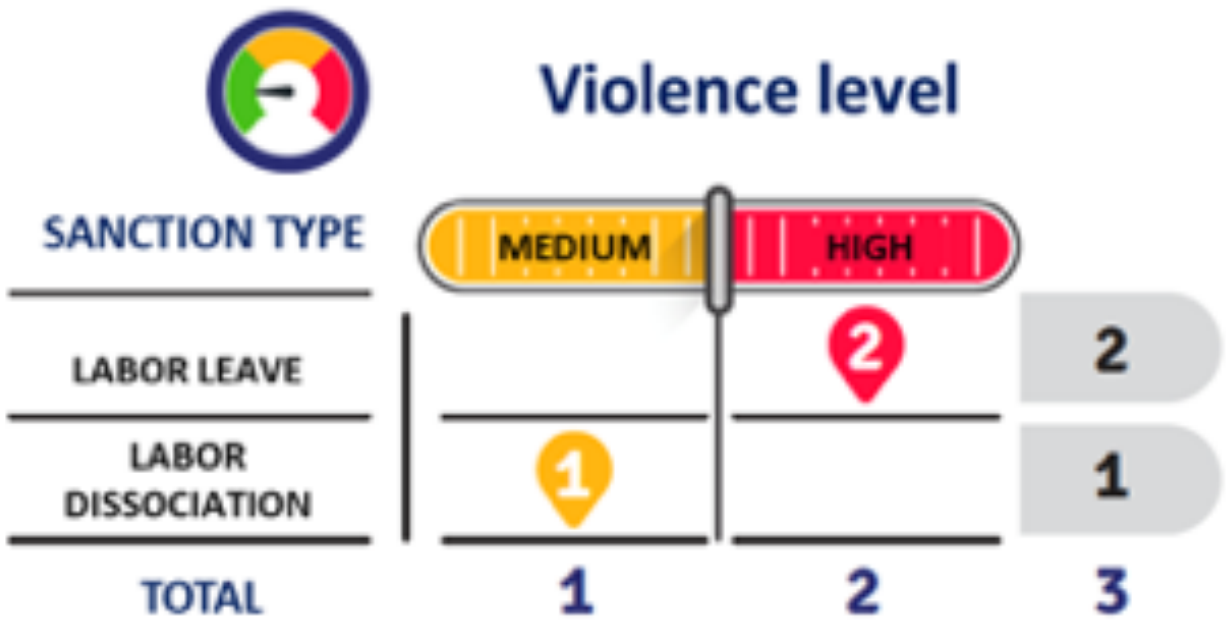
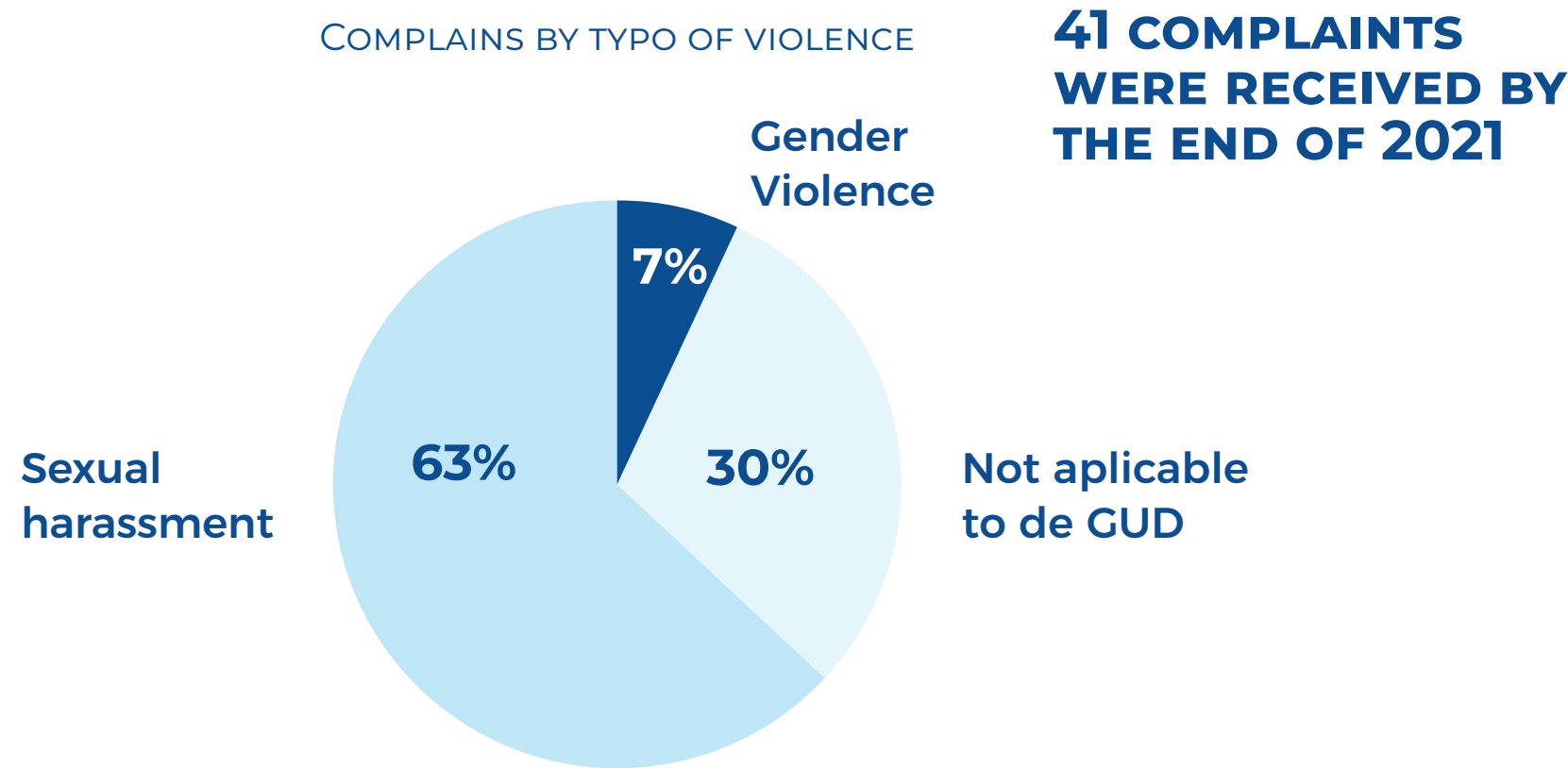
Good Faith

Due Dilligence

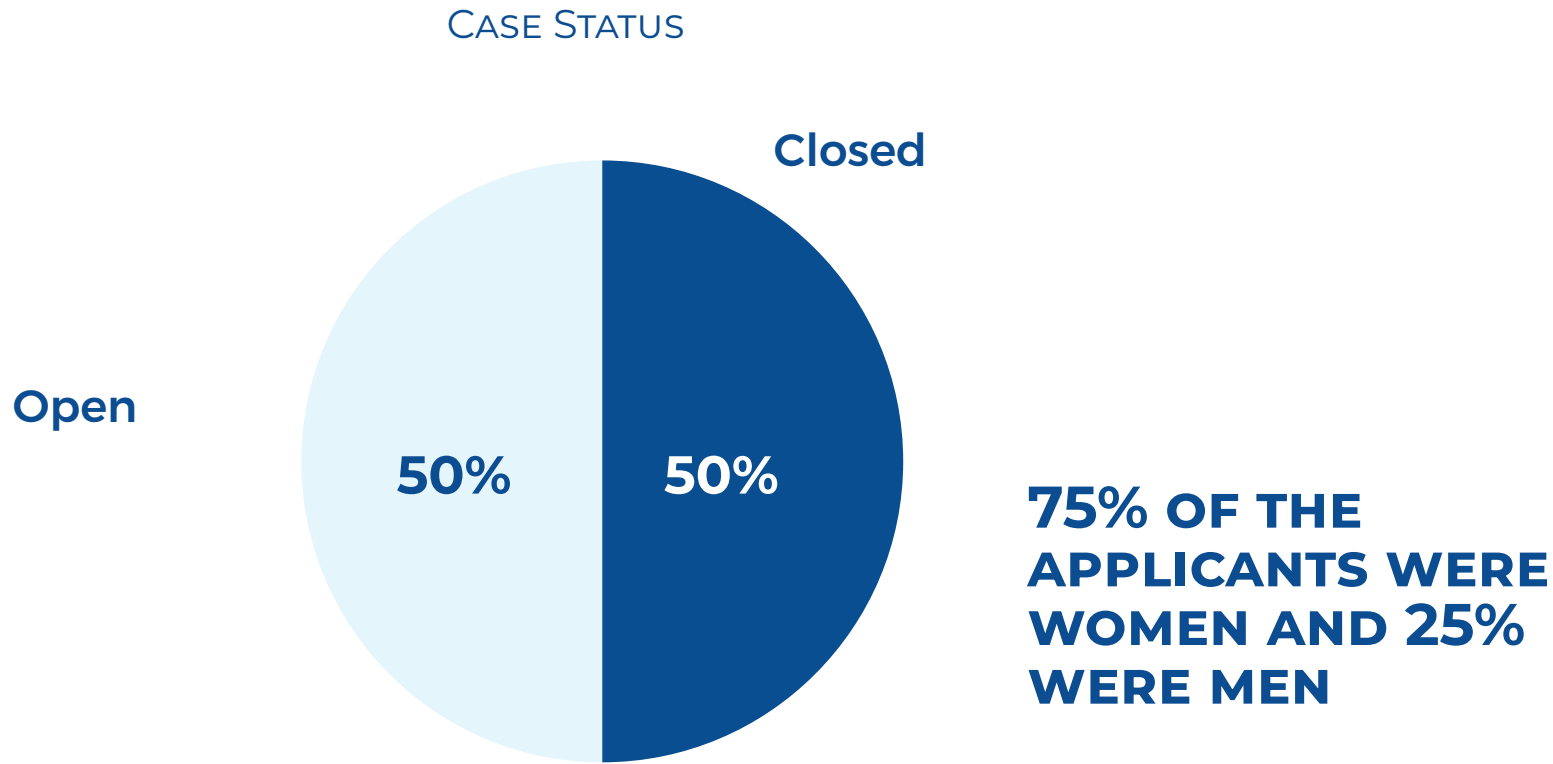
Non-revictimización

During its first year of operation, the Unit played a decisive role in creating a culture that guarantees respect for women and minority representatives. Through awareness campaigns with a focus on prevention, we were able to reach 297 employees who, through nine sessions, were informed about the purpose of the Unit, as well as an introduction to the concept of sexual harassment, how to deal with it, and its possible consequences.

The following is a breakdown of the cases based on their level of seriousness and the sanctions applied in those cases in which misconduct was proven. 100% of the cases serious were sanctioned with termination.



As of December 31, 2021, at Grupo Salinas' Gender Unit, 50% of the cases filed with Totalplay are classified as closed.



At the same time, our employees were involved in different initiatives proposed by the Unit. It highlights the Orange Day campaign, in commemoration of the International Day for the Elimination of Violence against Women and Girls. From January through October, we shared thought-provoking questions on the subject through the different internal communication channels. In this way, in addition to capturing opinions and perceptions, participation was also encouraged. Here are a couple of examples of this campaign:

13. COMMUNITY

(GRI M7)

CONNECTIVITY IN COMMUNITIES

We actively contribute to the development of communities through our own initiatives and through the different environmental and social programs of Fundación Azteca that we support.

From the core activity of our business, we promote digital connectivity, committed to reaching places where there is still no access and thus contribute to the development of society, in 2021, we established an alliance with Cemex and Canacintra in search of providing internet to four low-income communities in Torreon, Coahuila.

The objective was to help local schools to have internet services and improve the quality of education in the region. A total of four neighborhoods benefited: Aviación; Las Luisas; Las Etnias; and La Merced in Torreón.

The intention is to give continuity to this program with the support of organizations such as Canacintra and the different representation delegations throughout the country.

Support for the STEAM Movement

In addition, at the end of 2020, Business TotalPlay will support the STEAM Movement's teacher training initiative in Mexico, focused on scientific, technical and mathematical skills.

That year, Diana Lorena Rubio Navarro, a teacher at Centro de Bachillerato Tecnológico Industrial y de Servicios No. 118 in the state of Querétaro, was the wont thanks to her student project on the identification of the physical and chemical properties of materials, as well as the process for obtaining bioplastic materials.



Diana Rubio Navarro, winner of the first edition of the Teacher's Price Mexico Award and winner of 1 million pesos..

Fundación Azteca Support

Fundación Azteca is the main social arm of Grupo Salinas. Our mission is to transform Mexico through education using three cornerstones:

Jóvenes con Talento (Young People with Talent)

This cornerstone provides the tools and skills to develop the leaders of tomorrow. It is made up of educational programs that seek to enhance talent, promote the culture of merit and freedom as a guiding principle.

Environment

Taking care of our environment and becoming aware of our surroundings is something that can be taught and learned. For this reason, at Grupo Salinas' Fundación Azteca we work on programs that raise awareness and educate about the preservation of everything that surrounds us.

Society

Through capacity building, professionalization of social work and the multiplication of alliances, Fundación Azteca of Grupo Salinas seeks to strengthen the work of civil organizations and social entrepreneurs so that together, we can multiply the benefits and reach more Mexicans.

On this occasion, we were the jury for the election of the Best Social Entrepreneurship Project, which The initiatives Muevetex won by the an App that provides mobility solutions for the state of Toluca, through maps with the best routes according to the available transportation options. The objective is to share this information with companies in the sector and thus identify areas of opportunity, areas without coverage, opinions and the level of user satisfaction.

PROGRAM	DESCRIPTION	RELEVANT INFORMATION
Azteca Educational Model	It promotes social awareness through curiosity and critical thinking, allowing students to creatively innovate solutions and needs of our society. We are constantly updating to stay ahead of educational innovations; we correct, add or improve everything necessary to offer the best practices. The above, within a framework of freedom, rule of law, culture of merit and teamwork.	<ul style="list-style-type: none">• Inauguration of 5 new campuses• 2,784 benefitted persons:• 1,746 at middle level• 1,038 at high school level• Creation of the mentoring program, with the participation of 157 Grupo Salinas executives
Esperanza Azteca (Azteca Hope)	This program was created in 2009 to transform Mexican youth through music and provide them with the tools to find their passion and develop constructive relationships in healthy and creative environments	<ul style="list-style-type: none">• 117 students enrolled in the Esperanza Azteca Higher Institute of Music• 83 undergraduate students• 29 teachers• Partnership with the Armonico Consort of the United Kingdom
Un Nuevo Bosque (A New Forest)	It is the largest reforestation campaign in Mexico in collaboration with the National Forestry Commission (Comisión Nacional Forestal or CONAFOR)	<ul style="list-style-type: none">• We planted 16,000 trees in 26 states• 4,200 volunteers participated
Limpiemos México (Lets Clean Mexico) and environmental education that seeks to	Permanent action program and environmental education that seeks to clean up various contaminated areas	<ul style="list-style-type: none">• We carried out 9 clean up days• 2,120 volunteers participated• We collected 30 tons of waste were collected
Guardianes Ambientales (Environmental Guardians)	It seeks to promote the development of capacities in young people and inspire them to carry out specific actions and projects in favor of the protection of biodiversity, the environment and recover our future.	<ul style="list-style-type: none">• 11 volunteers from the Estación Salado ejidal communities in San Luis Potosí participated in the preservation of the two species of the little dog and the golden eagle
Social entrepreneurship	Promotes capacity building of organizations of civil society, providing them with the tools to build economically viable and scalable projects that provide innovative solutions to social problems	<ul style="list-style-type: none">• We held the 3rd Entrepreneurship and Innovation Summit with 200 participants and 80 thousand people connected on Facebook
Juguetón	Largest toy donation and collection program in Mexico	<ul style="list-style-type: none">• We were supported by 497 companies and strategic allies• We delivered toys to 464 boarding schools, homes, indigenous communities, hospitals, daycare centers, community kitchens, prisons, shelters and refuges• 2,381 institutions and communities benefited in more than 189 municipalities
Siempre contigo (Always with you)	Siempre Contigo is a program of Grupo Salinas and Fundación Azteca that was created to contribute to the communities most affected by the COVID-19 pandemic. As time went on, we decided that we could expand our program to provide support beyond the health contingency.	<ul style="list-style-type: none">• We collaborate with Fundación Caninos 911 and in Mexico City with the organization Milagros Caninos• Through the organizations Reinsera, Juventud Luz y Esperanza and Casa Hogar Elder, we purchased 13,371 items of clothing were delivered to people in vulnerable situations



In turn, we supported with monetary resources the three Aztec Movements that took place during 2021.

REFORESTAMOS MÉXICO	FUNDACIÓN IMMS	MEXICAN RED CROSS
On this occasion, we supported 18 forestry projects and the planted of 355,267 trees in eight states of the country	The support consisted of raising funds for the purchase of 1,678 chair beds for patients.	Thanks to a fundraising campaign, we purchased 41 ambulances were purchased.

658 AS TOTAL
VOLUNTEER HOURS IN 2021

10 MILLION PESOS AS ECONOMIC
CONTRIBUTION FROM TOTALPLAY

PHILANTHROPY

	(AMOUNT IN MXN)	PERCENTAGE
Donaciones	\$10,000,000	20.90%
Investments in the community	\$ 44,086	0.09%
Commercial initiatives (sponsorships)	\$ 37,797,926	79.01%
Total	\$ 47,842,012	100.00%
Contribuciones en efectivo	\$ 47,797,926	99.91%
Tiempo de voluntariado	\$ 44,086	0.09%
Donaciones en especie	\$ 0	0.00%
Total	\$ 47,842,012	100.00%

14. ENVIRONMENTAL DEVELOPMENT

In 2021, at Totalplay we continue on the path of building a roadmap to fulfill our commitment to reducing the negative impact of our operations on the environment, through strategies, measures, programs and the establishment of prevention and correction goals.

We are aware that our sector is one of the largest producers of greenhouse gas (GHG) emissions, and we have decided to act and be part of the solution.

In this sense, we continue to promote the progressive implementation of measures that reduce the environmental impact that we generate in the company, minimizing the energy consumption required by our infrastructure and, therefore, GHG emissions.

At the same time, in alliances with suppliers and the motivation of users of our services, we are committed to initiatives that reduce waste generation, mainly of electronic items.

In addition, we are exploring the possibilities that technologies such as Big Data and the Internet of Things can bring to streamline management performance.

WE ARE ALIGNED WITH THE ENVIRONMENTAL COMMITMENTS THAT GRUPO SALINAS HAS ASSUMED, SUCH AS ADHERING TO THE UNITED NATIONS GLOBAL COMPACT AND CONTRIBUTING TO THE SUSTAINABLE DEVELOPMENT GOALS.

ENERGY AND EMISSIONS

(GRI: 302-1, 302-3, 302-4, 305-1, 305-2, 305-4, 305-5)

In 2020, due to the COVID-19 pandemic, we experienced an unprecedented increase in the demand for internet connection services, which entailed an increase in electricity consumption in our operations.

For this reason, we have emphasized actions that allow us to reduce our impacts. In 2021, about 4,000,000 kWh were supplied thanks to this source.

We also implemented innovative measures in key areas, such as cooling data centers from lower outside temperatures (free cooling), thereby reducing the demand for air conditioning or cooling equipment.

2021 ELECTRICAL CONSUMPTION	
Network (MWh)	25,220
Renewable energy from other suppliers (MWh)	4,376
Total (MWh)	29,597
Total (GJ)	106,548

2021 FUEL CONSUMPTION	
Gasolina (lts)	6,321,496
Diesel (lts)	41,005
Total (GJ)	244,986

ENERGY INTENSITY RATIO KJ/EMPLOYEE
66,087,431



In line with these actions, in 2019 we received LEED certification for our new corporate office building, which accredits it as a sustainable construction in the use of energy, water and material resources.

In terms of emissions, in 2021, we calculated for the first time the amount we produce, taking as a reference the recommendations of the National Energy Ministry (Secretaría Nacional de Energía) and the National Emissions Registry of the Ministry of the Environment and Natural Resources (Registro Nacional de Emisiones de la Secretaría de Medio Ambiente y Recursos Naturales).

We include below are our Scope 1 and 2 emissions for the last year.

GHG EMISSIONS IN METRIC TONS OF CO2 / 2021	
SCOPE 1	17,672
SCOPE 2	10,669

These efforts will allow us to set the baseline for establishing

Energy intensity gCO2/employee	6.6
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**IN 2021
WE RECYCLED
11.5 TONS
OF WASTE**

OTHER ENVIRONMENTAL INDICATORS

(GRI 306-1, 306-2, 306-3, 306-4, 306-5)

Although our main environmental impacts are related to energy and GHG emissions, we are attentive to secondary effects such as waste generation and its proper disposal.

Given our nature, we generate waste derived from the fiber-optic network, as well as from the electronic devices we provide to our customers and users. To counteract these impacts, we have a collection plan for fiber optic waste in the geographic agencies throughout the country. In this way, we send this waste to external suppliers who give it a new use through recycling processes.

We encourage the reuse of modems and set-top boxes through repair services for our customers. In this way, we extend the lifetime of their electronic items. At the same time, we promote measures with our suppliers to supply products made from recycled materials.

TONS OF WASTE GENERATED IN 2021	
Hazardous waste	0.00
Recyclables	11.5
Urban solids	1950.5
Total	1,962

WASTE DESTINATION 2021 (%)	
Disposal sites	99%
Incineration	0%
Recycling	1%





ANNEXES

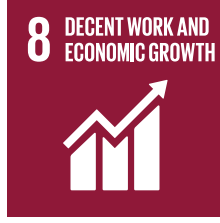

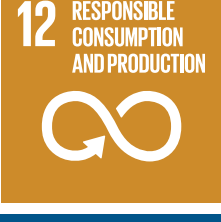
STAKEHOLDERS

Below, we present the relationship with critical stakeholders, as well as the value proposition, commitments and communication channels for each one of them

STAKEHOLDERS	VALUE PROPOSAL	COMMUNICATION CHANNELS	KEY ISSUES
Investors	We focus on maintaining the company's economic performance by remaining solid in the market and being attractive at the time of soliciting any capital investment.	Report on financial statements Sustainability report Corporate presentations and events Shareholders' Meeting Direct point of contact with investors	Transparency and financial information Transparency in non-financial information / ESG
Customers/Users	Through our fiber-optic network, we guarantee the highest quality experience and service. We understand our customers' needs and promote innovative solutions for each of the segments in which we are present (residential, corporate and business)	Telephone service channels Social media Physical service points Satisfaction surveys	Service quality Attention to suggestions or complaints Wide coverage in different areas of the country Ongoing dialogue Innovation in the type of content offered
Employees	We build trusting relationships with our employees, prioritizing their well-being in the company, as well as their personal and professional development.	Grupo Salinas Institutional Portal Help Desk Satisfaction and Work Environment surveys Complaint channel: HONESTEL Zeus App Ricardo Salinas' social media and blog	Cybersecurity Customer service Trademark positioning Product and service innovation Network coverage and quality Health and safety Technology disruptions risks Economic performance Data privacy Ethics and anti-corruption Work environment
Suppliers	We maintain a two-way communication to strengthen our business relationship and address areas of opportunity in the service they provide us.	Telephone assistance Meetings and events HONESTEL complaint channel Supplier Circle	Training and development Ethics and transparency Fair prices
Government entities/ authorities	We maintain relationships based on transparency and cooperation with the authorities	Public biddings Tax reports Open consultation and ongoing dialogue with public sector personnel	Taxes and contributions Ethics and anti-corruption Compliance with the law Fair prices
Distributors	We offer our distributors opportunities for growth and development that are superior to those of our competitors.	Distributor web section Manuals and training HONESTEL complaint channel Events	Training Ongoing dialogue and communication Payment fulfillment

STAKEHOLDERS	VALUE PROPOSAL	COMMUNICATION CHANNELS	KEY ISSUES
Business associations	By being part of chambers and trade associations, we seek to be at the forefront of telecommunications sector, as well as to contribute to it.	Communication via e-mail (newsletter) Events or meetings	Transparency Antitrust practices Ethics and competition
Community	We seek to contribute and positively influence the community by facilitating knowledge and training for better content consumption and digital skills development	Social media Events Courses and training Social marketing campaigns	Training and development of digital skills Local job opportunities Service coverage in disconnected areas

ANEXO. SDGs CORRELATION

TEMA MATERIAL	ODS		TEMA MATERIAL	ODS	
Customer service			Employee health and safety		
Product and service innovation			Risk of technological interruptions		
Network quality and coverage			Ethics and anti-corruption		
Responsible supply chain (facility, contents)			Cybersecurity		
Information privacy			Training and development		
			Economic performance		

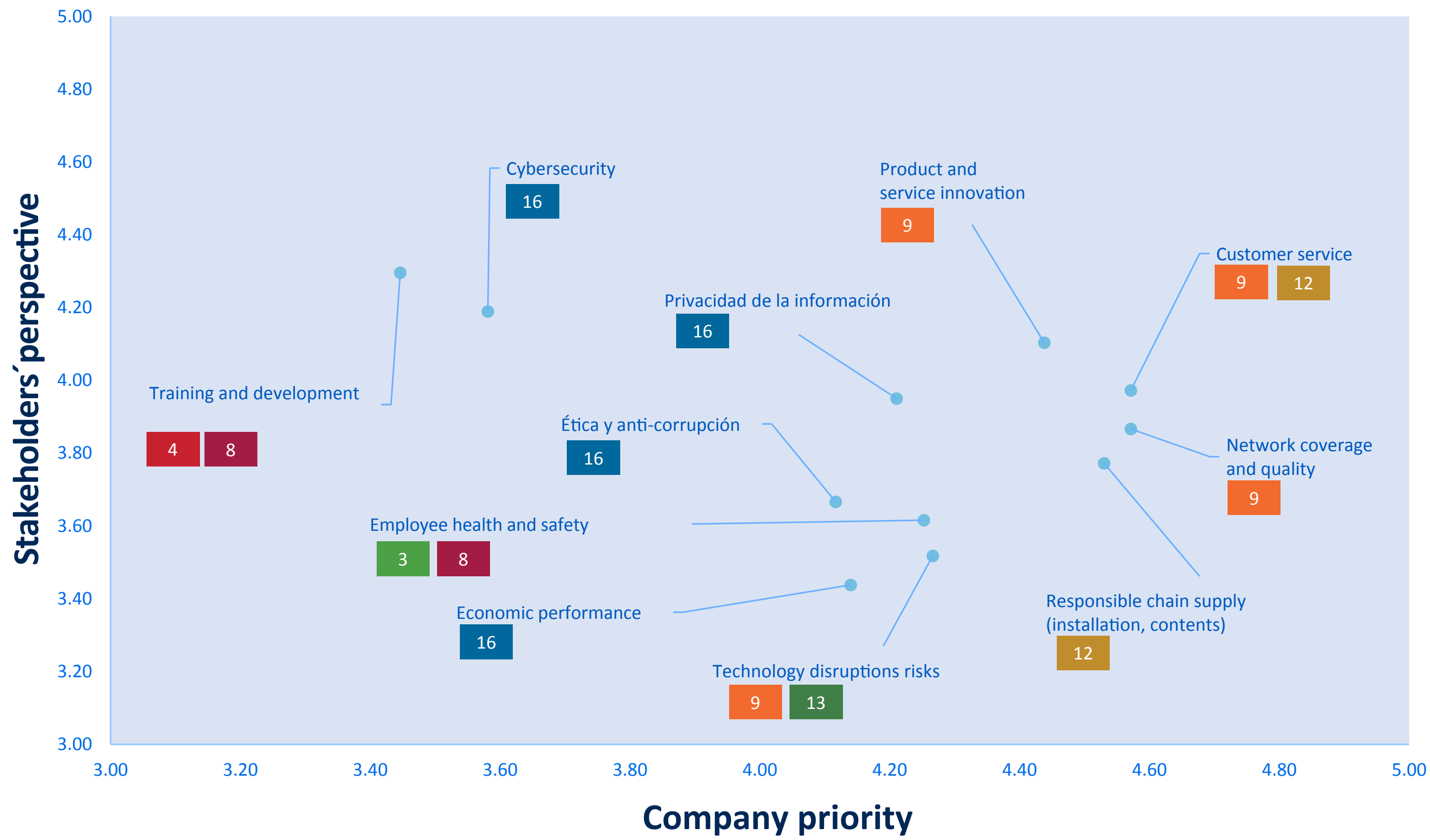






EXHIBIT. CONTRIBUTION TO THE SDGs

At Totalplay, we are committed to adding value and generating positive changes in society, which is why we highlight our commitment to the Sustainable Development Goals (SDGs) set forth by the United Nations to address the main challenges facing society, in close collaboration with companies, academia and citizens.

We present below our contribution to those priority SDGs derived from our activity, which is also reported throughout this report.

SDGs	MATERIAL SUBJECT	CONTRIBUTION	INDICATOR
3. Health and wellbeing 	Employee health and safety	We conduct risk analysis in the workspaces of our corporate facilities. In addition, we have different medical services for the working team, such as a medical office, nutritional counseling and disease prevention campaigns.	100% of employees benefit from health services. 4,000 employees have made use of the nutritional counseling services in the Health App. 363 employees participated in the Kilton campaign.
4. Quality education 	Employee health and safety	We perform risk analysis in the workspaces of our corporate facilities.	Durante 2021 invertimos \$3,370,180 MXN en programas de capacitación enfocados en el desarrollo de habilidades para el liderazgo, comercial y de las particularidades que requiere el negocio
8. Decent work and economic growth 	Employee health and safety Training and development Talent attraction and retention	Thanks to our reach, we create local job opportunities throughout the country. Jóvenes Construyendo el Futuro Program	More than 3,700 employees by the end of 2021 17.3% of applicants were working in Totalplay
9. Industry innovation and infrastructure 	Employee health and safety	We have training and skills development programs for all profiles.	During 2021, we invested \$3,370,180 MXN in training programs focused on the development of leadership and commercial skills and the particularities required by the business.

SDGs	MATERIAL SUBJECT	CONTRIBUTION	INDICATOR
<p>12. Responsible production and consumption</p> 	<p>Customer service Responsible chain supply</p>	<p>Given the nature of our business, we produce a large amount of waste, which we manage through our own initiatives and with the help of companies specialized in its treatment.</p> <p>We are improving our operation's waste treatment strategy so that we can involve both direct suppliers of electronic goods and our own customers.</p>	<p>11.5 tons recycled in 2021.</p>
<p>13. Climate action</p> 	<p>Technology disruptions risks</p>	<p>Thanks to constant investments to improve our infrastructure, we have response and service continuity plans in the event of weather events that compromise service to our customers.</p> <p>At the same time, we promote the use of electricity from renewable sources. Hand in hand with Grupo Dragón (mainly a Grupo Salinas company)</p>	<p>Close to 4,000,000,000 kWh from renewable energy sources.</p>
<p>16. Peace, justice, and strong institutions</p> 	<p>Ethics and anti-corruption</p> <p>Cybersecurity</p> <p>Economic performance</p>	<p>Through the Ethics Committee and the Group's Compliance Department, we follow up on any possible issues that may violate our values. In turn, we rely on the specific whistleblower channel Honestel.</p> <p>We have a Privacy and Personal Data Protection Management System which is designed to analyze risks, implement and evaluate policies, as well as to train our personnel on the subject.</p> <p>We remain one of the leading telecommunications and entertainment options in the sector, which has enabled us to achieve broad market penetration and revenue growth.</p>	<p>We had a record of 2,763 complaints, including abuse of power, non-compliance with regulations, among others. All complaints are handled with due process, aimed at fair resolutions, including possible sanctions.</p> <p>We had no record of complaints related to the processing of personal data</p> <p>In 2021, we invested more than 17 million pesos in our infrastructure.</p> <p>We recorded revenues of more than 47 million pesos from the business and residential business units, 44% more than in 2020.</p>

HUMAN RIGHTS DUE DILIGENCE

We are committed to respecting Human Rights, rejecting any conduct that violates the dignity and quality of life of the people involved in our operations and throughout the value chain. We adhere to the UN Guiding Principles on Business and Human Rights and continuously implement a due diligence roadmap, based on the recommendations of the Organization for Economic Co-operation and Development (OECD).

Below, we present our progress in identifying risks, establishing response measures, and monitoring results.

PROCESS	PERFORMANCE	DETAIL
1. Incorporating responsible business behavior to the policies and management systems.	<p>We are aligned with the Human Rights Policy of Grupo Salinas, which includes commitments to training, education, communication and whistleblower channels, as well as the evaluation of possible risks in business operations and with the different stakeholders with whom we have a relationship.</p> <p>Similarly, at Group level, we have a Code of Ethics and a Code of Ethics for suppliers and contractors.</p>	<p>Ethics and compliance (p.xxx)</p> <p>Human Rights Policy at Grupo Salinas</p> <p>Legality and Human Rights Policy from TotalPlay</p> <p>Code of Conduct</p> <p>Supplier's and contractors' Code of Conduct</p>
2. Identify and assess negative impacts on operations, supply chains, and business relationships	<p>Like the different companies that make up Grupo Salinas, we rely on the Ethics, Integrity and Compliance Program (EICP), which, through four phases, identifies possible ethical and human rights risks that may impact the business.</p> <p>Likewise, through the Honestel ethics line and the Cuéntanos line, we identify the complaints, as well as the areas or stakeholders involved. In this way, we generate information that allows us to identify these areas of opportunity.</p> <p>For the supply chain, through the Grupo Salinas Procurement Center and the Suppliers' Circle, we carry out documentary evaluations and consultancy to identify possible ethical, environmental and social risks. This year, 233 suppliers acquired certification.</p>	<p>Ethics and compliance (p.xxx)</p> <p>Supply chain (p.xxx)</p> <p>Ethics, Integrity and Compliance Program</p> <p>HONESTEL complaint channel</p>
3. Stop, prevent and/or mitigate negative impacts.	As part of our prevention strategy and in line with the EICP mitigation process, we carry out constant training on the Code of Ethics, as well as on anti-corruption and human rights issues.	Ethics and compliance (p.xxx)

PROCESS	PERFORMANCE	DETAIL
4. Follow up on the implementation of the results	The Integrity Committee and the Group's Non-Compliance Department are responsible for following up on any ethical misconduct that may occur in our organization, as well as its possible consequences and responsible parties.	Ethics and compliance (p.xxx) Ethics, Integrity and Compliance Program
5. Report on how impacts are addressed.	<p>As TotalPlay's first sustainability report, for the first time we are making public the main ethical and human rights impacts of our organization. Like the companies that make up Grupo Elektra, we are committed to communicating our main results and areas of opportunity year after year.</p> <p>At the same time, the Integrity Committee presents an annual progress report to the Board of Directors.</p>	Ethics and compliance (p.xxx) First Report of the Gender Unit of Grupo Salinas (p.88)
6. Repair or collaborate on the impacts, when appropriate.	Through our whistleblower channels, we identify and follow up on cases that violate the dignity of each of the people and stakeholders with whom we have a relationship	Ethics and compliance (p.xxx)

GRI 2: GENERAL CONTENTS JANUARY 1 TO DECEMBER 31, 2021			
Section	GRI Description	GRI	Page
The organization and its reporting practices	Organizational details	2-1	6
	Entities included in the organization's sustainability reporting	2-2	6
	Reporting period, frequency and contact point	2-3	4
	Restatements of information	2-4	4
Activities and workers	Activities, value chain and other business relationships	2-6	6,31
	Employees	2-7	42
Governance	Governance structure and composition	2-9	21
	Nomination and selection of the highest governance body	2-10	21
	Chair of the highest governance body	2-11	21
	Role of the highest governance body in overseeing the management of impacts	2-12	26
	Delegation of responsibility for managing impacts	2-13	26
	Conflicts of interest	2-15	26
	Communication of critical concerns	2-16	5
	Collective knowledge of the highest governance body	2-17	21
	Evaluation of the performance of the highest governance body	2-18	21
	Remuneration policies	2-19	21
	Process to determine remuneration	2-20	21
Strategy, policies and practices	Statement on sustainable development strategy	2-22	19
	Policy commitments	2-23	16,23
	Embedding policy commitments	2-24	16,23
	Processes to remediate negative impacts	2-25	23
	Mechanisms for seeking advice and raising concerns	2-26	23
	Compliance with laws and regulations	2-27	23
	Membership associations	2-28	We are members of CANIETI
Stakeholdert engagement	Approach to stakeholder engagement	2-30	17,42,60
GRI 3: TEMAS MATERIALES 2021		3-1	17,60
		3-2	17,60
		3-3	17,60

GRI 2: GENERAL CONTENTS JANUARY 1 TO DECEMBER 31, 2021				
Material Topic	GRI Description	GRI	Page / Answer	SDGs and Goals
Economic Performance	GRI 201: ECONOMIC PERFORMANCE 2016	201-1	30	8.1, 8.2, 9.1, 9.4,9.5
	GRI 203: INDIRECT ECONOMIC IMPACTS 2016	203-1	28	9.1,9.4
		203-2	28	1.2,1.4,8.1,8.3,8.5
	GRI 401: EMPLOYMENT 2016	401-1	42	5.1, 8.5, 8.6,10.3
		401-2	48	3.2, 5.4, 8.5
Network coverage and quality	GRI 203: INDIRECT ECONOMIC IMPACTS 2016	203-1	28	9.1,9.4
		203-2	28	1.2,1.4,8.1,8.3,8.5
Responsible chain supply (installation, contents)	GRI 204: PROCUREMENT PRACTICES 2016	204-1	31	8,3
Ethics and anti-corruption	GRI 205 ANTI-CORRUPTION 2016	205-1	23	16,5
		205-2	23	16,5
		205-3	23	16,5
	GRI 206: ANTI-COMPETITIVE BEHAVIOR 2016	206-1	23	16,3
Technology disruptions risks	GRI 302:ENERGY 2016	302-1	56	7.2, 7.3, 8.4, 12.2, 13.1
		302-3	56	7.3, 8.4, 12.2, 13.1
		302-4	56	7.3, 8.4, 12.2, 13.1
	GRI 305: EMISSIONS 2016	305-1	56	3.9, 12.4, 13.1, 14.3, 15.2
		305-2	56	3.9, 12.4, 13.1, 14.3, 15.2
		305-4	56	13.1, 14.3, 15.2
		305-5	56	13.1, 14.3, 15.2
		305-5	56	13.1, 14.3, 15.2
Employee health and safety	GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018	403-1	48	3.7, 3.8, 8.3, 8.8
		403-2	48	3.7, 3.8, 8.3, 8.8
		403-3	48	3.7, 3.8, 8.3, 8.8
		403-4	48	3.7, 3.8, 8.3, 8.8
		403-5	48	3.7, 3.8, 8.3, 8.8
		403-6	48	3.7, 3.8, 8.3, 8.8
		403-7	48	3.7, 3.8, 8.3, 8.8
		403-8	48	3.7, 3.8, 8.3, 8.8
		403-9	48	3.7, 3.8, 8.3, 8.8
		403-10	48	3.7, 3.8, 8.3, 8.8
Employee health and safety	GRI 404: TRAINING AND EDUCATION 2016	404-1	45	4.4, 4.5
		404-2	45	4.4, 4.6
		404-3	45	4.4, 4.7
	GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016	405-1	21,42	5.1, 5.5, 8.5
Cybersecurity	GRI 418: CUSTOMER PRIVACY 2016	418-1	38	16.3, 16.10

Information privacy	GRI 418: CUSTOMER PRIVACY 2016	418-1	38	16.3, 16.10
Customer service	GRI SECTORIAL	M5	39	
	GRI 417: MARKETING AND LABELING 2016	417-1	38	12.8
		417-2	38	16.3
		417-3	38	16.3
Product and service innovation	GRI SECTORIAL	M4	39	
		M7	53	
Indicadores GRI relevantes para el negocio (no es material topic)	GRI 306: WASTE 2020	306-1	57	3.9,12.4,12.5
		306-2	57	3.9, 6.3, 11.6, 12.4,12.5
		306-3	57	3.9,12.4,12.5
		306-4	57	3.9,11.6,12.4,12.5
		306-5	57	3.9,11.6,12.4,12.5



CONTACTO

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