



axtel

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NETWORKS

**Technology
connecting
your life**

**Relationship
with
Stakeholders
Policy**

1. Objective

Axtel (hereafter referred to as the company) established these guidelines based on industry best practices to institutionalize communication rules with its interest groups.

Axtel seeks to strengthen its stakeholder relationships to maximize on opportunities and mitigate risks in its operations.

2. Scope

This policy applies to Axtel and its subsidiaries, as well as all shareholders of the company.

3. Guidelines

I. Stakeholder definition

Axtel stakeholders include employees, suppliers, authorities, the community, clients, shareholders, and investors, among others.

II. Procedures to identify stakeholders

Axtel adopts best practices to identify and prioritize its stakeholders; as a result, we apply principles to define the levels of relationship with each stakeholder. If an stakeholder is greater in significance in all of those principles, Axtel will prioritize that interest group or stakeholder.

- a. Involvement. Stakeholders interested in Axtel's social, environmental, financial, or economic concerns.
- b. Dependence. Direct or indirect reliance on parties interested in Axtel's activities, products, or services, or on interested parties upon whom Axtel's functions are dependent, considering vulnerable groups and local stakeholders.
- c. Influence. Interest groups that have influence on organizational or operational decisions.
- d. Responsibility. Legal, commercial, operational, and moral responsibilities towards the interest groups in charge of Axtel in the present or in the future.
- e. Perspectives. It refers to a stakeholder's points of view and perspectives that might support the organization in understanding current situations and identifying new opportunities.

III. Channels of communication

The company will establish communication channels for all its different stakeholders. The company should not limit its communication channels and must ensure effective communication with its stakeholders.

These channels include press releases, reports, websites, dialogues, questionnaires, polls, meetings, training, and dedicated hotlines for receiving and responding to stakeholder requests.

The person responsible for communication must select an appropriate way to initiate contact, taking into consideration:

- a. Type of interested party.
- b. Relevance for Axtel.
- c. Location.
- d. Native language.
- e. Importance of the topic to be discussed.

On the other side, all of our stakeholders can use the Transparency Helpline to express or raise their concerns. The Transparency Helpline is open 365 days a year through multiple contact options. For more information, visit <https://www.axtelcorp.mx/buzon-de-transparencia/>

IV. Communication risk management with stakeholders.

The company will consider preventing the risks associated with participation and communication with stakeholders:

- a. To the highest extent possible, avoid the procedure's exclusion impact. If the conditions allow, at least two types of participation channels will be activated.
- b. Activities involving interested parties will be:
 - o Properly described.
 - o Maintain focus on the activity's purpose.
 - o Specify what is expected to ensure alignment among stakeholders.
 - o It is possible to reach a consensus.
- c. The company will periodically assess if there are flaws in the engagement of interest groups and will design improvements plans.
- d. If any danger of participation for a potential data subject is detected, the source of the problem will be immediately clarified, and the company will continue to communicate with the data subject to discuss solutions until the problem is solved.

V. Development of stakeholders' communication capabilities.

The Company shall pursue the support of stakeholders in its operations, continue to increase the communication capabilities of stakeholders, and establish the following:

1. Communications media for share and exchange experiences.
2. Demystify risk situations.
3. Provide information on industrial trends.
4. Organize education and training courses.
5. As much as possible organize forums and invite high-level executives or experts in the industry to share their experience.

VI. Experience sharing.

Communication and interaction with stakeholders shall be established and shared in a way that the stakeholder and the Company can communicate with a good experience, and effective communication could be accomplished.

VII. Performance indicators.

The Company shall establish performance indicators to improve communications between the Company and its Stakeholders.

1. Frequency of interactions.
2. Proportion of responses provided by stakeholders.

Authorized by:

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