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mejor versión

Occupational Safety, Health, and Well-Being

Occupational Safety

A) Objective

Workplace safety is a fundamental pillar at El Puerto de Liverpool, as it protects the well-being of employees. Its implementation helps prevent workplace accidents and occupational illnesses, while ensuring safe, suitable, and reliable work environments. This is achieved by complying with current workplace safety regulations, as established by government agencies, thereby safeguarding the well-being of all workers.

B) Responsibilities

- Communicate safety policies and standards.
- Identify and prevent workplace hazards in collaboration with workplace leaders.
- Ensure physical and documentary compliance with regulations at workplaces.

C) Safety Team

The Occupational Safety Team is composed of personnel specialized in the field, with the goal of maintaining safe workplaces for employees and customers through compliance with applicable regulations and best practices.

D) Continuous Improvement

Workplace Safety processes are reviewed periodically to ensure optimization and continuous improvement.

E) Contractual and Hiring Requirements:

All suppliers are subject to the current occupational safety guidelines implemented at El Puerto de Liverpool. Accordingly, each contractor must ensure compliance with these guidelines to safeguard the well-being of all employees. Similarly, all employees must consistently comply with the occupational safety policies outlined above.

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Health and Well-Being

A) Objective

At El Puerto de Liverpool, the well-being of our employees is a priority. For this reason, we carry out actions focused on holistic health—encompassing the physical, mental-emotional, financial, and social pillars—through strategic, high-impact initiatives.

B) Programs

Below are the key 2025 results for the Health and Well-being area, which reflect the organization's commitment to prevention, timely care, ongoing training, and the promotion of healthy habits across all Business Units.

Comprehensive Emergency Services

As part of the evolution of our employee care strategy, in 2025 El Puerto de Liverpool consolidated the “Comprehensive Emergency Services” model. Operated by the National Monitoring Center and Suburbia's Emergency Response Center, this system integrates medical and psychological emergency care into a single channel (5911), enabling a more agile, coordinated, and timely response to situations requiring immediate intervention. This model strengthens coordination among the departments involved and facilitates access to efficient care, thereby protecting the health and well-being of our employees.

Achievements and Results:

There were 427 ambulance dispatches, 346 of which required transport, confirming that these were genuine emergencies. With 80% of units arriving in less than 25 minutes, this has strengthened our response capacity and helped ensure timely care to safeguard the health and well-being of our employees.

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First Aid Training:

We strengthened our culture of prevention and timely response by training more than 15,800 employees at 219 locations across our various business units:

- 8,248 employees trained in Comprehensive First Aid.
- 7,600 employees trained in Medical First Aid.

Health and Wellness Caravans

From January through November, Health and Wellness Caravans were held across the various Business Units, benefiting thousands of employees through prevention and early detection initiatives.

As part of this initiative, 44,657 medical screenings were conducted. For women's health, 880 mammograms, 109 breast ultrasounds, and 3,325 Pap smears were performed. For men's health, 334 employees participated in the prostate-specific antigen (PSA) test.

In addition, 21,527 basic checkups, 16,801 blood glucose tests, and 1,681 rapid tests for hepatitis, syphilis, and HIV were performed.

To complement these efforts, 6,975 employees participated in health promotion activities, and 4,048 employees took part in sports activities, reinforcing the adoption of healthy habits.

Vaccination campaigns

From January to November, **40,405 vaccines were administered**, including influenza, measles and rubella (MR), COVID-19, tetanus, pneumococcal disease, hepatitis, tetanus/diphtheria (Td), and HPV vaccines.

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Mental Health

Reaffirming our commitment to the mental well-being of our employees, from January through December, the Psychological Support Hotline provided support to 3,620 unique users, facilitating timely access to specialized care.

In addition, 5,740 leaders were trained in Psychological First Aid, strengthening their ability to identify warning signs, provide initial support, and promptly refer employees who need assistance. Complementing these efforts, 5,621 employees participated in workshops focused on enhancing emotional well-being.

As part of efforts to prevent psychosocial risks, the course “Well-Being in Action: Practical Tools for Leaders” reached more than 7,000 leaders, providing them with practical tools to foster healthy work environments and strengthen their ability to manage factors that may affect mental well-being.

Health and Wellness Conferences 2025

As part of the strategy to foster a culture of prevention, self-care, and wellness, two conferences were held in 2025 targeting different audiences within the organization:

- Health and Wellness Conference: aimed at Human Resources and Occupational Health teams, with the goal of strengthening their knowledge and skills in occupational health and wellness. It recorded 3,432 participants.
- Quality of Life Conference: aimed at employees throughout the organization to promote physical, mental, financial, and social well-being, reaching 37,366 participants nationwide.

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Through both conferences, awareness was raised and practical tools were developed to enhance employee well-being and consolidate an organizational culture focused on prevention and self-care.

Telemedicine

With the goal of enhancing medical care and the well-being of our employees, the Telemedicine service expanded its coverage to Liverpool Express, Boutiques, Suburbia, shopping centers, and logistics centers. Through this strategy, medical and nutritional care was provided to more than 12,000 employees, positively impacting their well-being.

Quality of Life Policies

As part of its commitment to work-life balance, El Puerto de Liverpool (EPL) has established policies that enhance the well-being and quality of life of its employees, including the following:

1. Formal flexible work schedule arrangements for eligible employees (Corporate Office staff):

A). El Puerto de Liverpool has a permanent policy that grants employees 15 business days (three weeks) per year of remote work (working from home). This arrangement allows staff to carry out their responsibilities from their private residence, or from another city or country, providing autonomy in choosing their workspace. These days can be taken consecutively or staggered throughout the year and are formally managed through the internal “Mi Puerto” platform. In addition to the hybrid work model, the company offers a flexible schedule program to adapt the workday to each individual’s needs. Employees can choose from different blocks of start and end times (e.g., beginning at 7:00 a.m., 8:00 a.m., or 9:00 a.m.). Furthermore, the policy formalizes the benefit of a reduced workday on Fridays and explicitly establishes respect for digital downtime during breaks and at the end of the workday.

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2. Parental Leave, Child Care: El Puerto de Liverpool (EPL) recognizes the diversity of family structures and promotes equity in caregiving roles through benefits that exceed statutory requirements, ensuring family well-being and continuity of employment across different employment arrangements:

A). Paid parental leave (primary caregiver—expectant mother): As a benefit exceeding legal requirements, the company grants expectant mothers 15 full weeks of paid leave (12 weeks of statutory maternity leave plus 3 additional weeks paid by the company). Additionally, they are granted the benefit of a reduced workday of 6 hours per day starting from the 24th week of pregnancy through the first six months following birth.

B). Paid parental leave (non-primary/secondary caregiver): To promote shared responsibility in caring for the child, EPL grants the secondary caregiver (the non-pregnant parent, including cases of adoption or surrogacy) 15 consecutive days of paid leave following the birth or arrival of the child. This benefit exceeds the legal requirement by adding 10 additional days to the 5 days of statutory leave.

C). Promoting Breastfeeding: The company actively supports breastfeeding by providing breastfeeding rooms at its workplaces. These spaces ensure that female employees and customers have access to a dedicated, private area with optimal safety and hygiene conditions for expressing breast milk.

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