


GRI INDEX CONTENT

 Corresponds to content verified by PwC.

UNIVERSAL STANDARDS




Section	GRI Content	GRI Description
GRI 1: FOUNDATION 2021		
Guide to application of GRI Standards throughout the report		
GRI 2: GENERAL DISCLOSURES 2021		
The organization and its reporting practices	2-1	Organizational details
	2-2	Entities included in the organization's sustainability reporting
	2-3	Reporting period, frequency and contact point
	2-4	Restatements of information
	2-5	External assurance
	2-6	Activities, value chain and other business relationships
Activities and workers	 2-7	Employees
	2-8	Workers who are not employees
Governance	2-9	Governance structure and composition
	2-10	Nomination and selection of the highest governance body
	2-11	Chair of the highest governance body
	2-12	Role of the highest governance body in overseeing the management of impacts
	2-13	Delegation of responsibility for managing impacts
	2-14	Role of the highest governance body in sustainability reporting
	2-15	Conflicts of interest
	2-16	Communication of critical concerns
	2-17	Collective knowledge of the highest governance body
	2-18	Evaluation of the performance of the highest governance body
	2-19	Remuneration policies
Strategy, policies and practices	2-20	Process to determine remuneration
	2-21	Annual total compensation ratio
	2-22	
	2-23	Statement on sustainable development strategy
	2-24	Policy commitments
	2-25	Embedding policy commitments
	2-26	Processes to remediate negative impacts
	2-27	Compliance with laws and regulations
2-28	Membership associations	
Stakeholder engagement	2-29	Approach to stakeholder engagement
	2-30	Collective bargaining agreements
GRI 3: MATERIAL TOPICS 2021		
	3,1	Process to determine material topics
	3,2	List of material topics
	3,3	Management of material topics

Note to GRI 2-27: there were no critical sanctions because this financial criterion applies only to sanctions of more than 7 million pesos, of which there were none in 2022

Reason for omission / Response detail / Assurance	Page
	6
	6
	55, 57
	55
	6, 75
a,b (i, ii, iv, v): Because we operate multiple business formats, we do not have standardized information broken down by region.	
b. iii.: We do not have any employees working non-guaranteed hours. Because we operate multiple business formats, we do not have standardized information broken down by region.	
c.i.: The Saratoga methodology focuses on a comparative assessment and analysis of human capital metrics within an organization.	70
The goal of the Saratoga methodology is to supply insights on the productivity, cost and efficacy of personnel by analyzing data from Human Resources and the employees. It involves compiling and analyzing a wide range of human resource metrics to measure and compare organizations' performance in terms of their people-related practices and results.	
c.ii.: This report shows averages for each month.	
c, d, e): This report shows average headcount for each month, which fluctuates depending on operating needs.	
Not available: Content under development for future reporting	NA
	51
	51
	51
	20, 51
	20, 51
	28, 55
	40, 51
Confidential, in keeping with the company's internal guidelines	NA
	51
	51
	51
	51
Confidential, in keeping with the company's internal guidelines	NA
	4, 12
	28, 40, 60
	40, 60
	40, 60
	40, 60
(see footnote)	NA
	58, 77
	57
	70
	59
	59
See GRI content index by material topic	

GRI INDEX CONTENT




GRI CONTENT BY MATERIAL TOPIC - TOPIC AND INDUSTRY STANDARDS

Topic	GRI Standard	GRI Content	GRI Content Title	
MATERIALES	Supply chain and responsible sourcing	GRI 3: Material Topics 2021	GRI 3-3 Management of material topics	
		GRI 308: Supplier environmental assessment 2016	308-1	New suppliers that were screened using environmental criteria
			308-2	Negative environmental impacts in the supply chain and actions taken
		GRI 414: Supplier social assessment 2016	414-1	New suppliers that were screened using social criteria
			414-2	Negative social impacts in the supply chain and actions taken
		E-mail and cybersecurity	GRI 3: Material Topics 2021	GRI 3-3
GRI 418: Customer privacy 2016	418-1		Substantiated complaints concerning breaches of customer privacy and losses of customer data	
Diversity and Inclusion	GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	
		GRI 405: Diversity and equal opportunity 2016	 405-1	Diversity of governance bodies and employees
		 405-2	Ratio of basic salary and remuneration of women to men	
		GRI 406: Non-discrimination 2016	 406-1	Incidents of discrimination and corrective actions taken
		GRI 3: Material Topics 2021	GRI 3-3	Management of material topics
Education and human capital development	GRI 3: Material Topics 2021	GRI 3-3	Management of material topics	

Disclosure	Reason for omission / Response detail	Page
		37
	Not available: content under development for future reporting	NA
		75
	Not available: content under development for future reporting	NA
		75
		41
		41, 78
		34
The reporting organization shall report the following information:	a.i: Reported	
a. Percentage of individuals within the organization's governance bodies in each of the following diversity categories:	a.ii. Not available: content under development for future reporting	
i. Gender;	a.iii. Not available: we have no other diversity indicators	
ii. Age group: under 30 years old, 30-50 years old, over 50 years old;	bi. and bii. Reported	
iii. Other indicators of diversity where relevant (such as minority or vulnerable groups).	biii. Not available: we have no other diversity indicators	51, 70
b. Percentage of employees per employee category in each of the following diversity categories:		
i. Gender;		
ii. Age group: under 30 years old, 30-50 years old, over 50 years old;		
iii. Other indicators of diversity where relevant (such as minority or vulnerable groups).		
a. Ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation.	a. Reported	
b. The definition used for 'significant locations of operation'.	a.,b. Given the geographic distribution of our various Brand centers, we have considered all of Mexican territory a significant location.	72
a. The total number of discrimination cases during the reporting period.	bi., bii. and biii. Reported	
b. Status of the incidents and actions taken with reference to the following:	biv. Not available: content under development for future reporting	
i. Incident reviewed by the organization;		77
ii. Remediation plans being implemented;		
iii. Remediation plans that have been implemented, with results reviewed through routine internal management review processes;		
iv. Incident no longer subject to action.		
		35, 36

Topic	GRI Standard	GRI Content	GRI Content Title
MATERIALES	Education and human capital development	GRI 403: Occupational health and safety 2018	403-1 Occupational health and safety management system
			403-2 Hazard identification, risk assessment and incident investigation
			403-3 Occupational health services
			403-4 Worker participation, consultation and communication on occupational health and safety
			403-5 Worker training on occupational health and safety
			403-6 Promotion of worker health
			403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships
			403-8 Workers covered by an occupational health and safety management system
			✓ 403-9 Work-related injuries
			403-10 Work-related ill health
			GRI 404: Training and education 2016



Disclosure	Reason for omission / Response detail	Page
		36
		36
		36
		36
		36
		36
		36
<p>a. For all employees:</p> <ul style="list-style-type: none"> i. The number and rate of fatalities as a result of work-related injury; ii. The number and rate of high-consequence work-related injuries (excluding fatalities); iii. The number and rate of recordable work-related injuries; iv. The main types of work-related injury; v. The number of hours worked. <p>b. For all workers who are not employees but whose work and/or workplace is controlled by the organization:</p> <ul style="list-style-type: none"> i. The number and rate of fatalities as a result of work-related injury; ii. The number and rate of high-consequence work-related injuries (excluding fatalities); iii. The number and rate of recordable work-related injuries; iv. The main types of work-related injury; v. The number of hours worked. <p>c. The work-related hazards that pose a risk of high-consequence injury, including:</p> <ul style="list-style-type: none"> i. how these hazards have been determined; which of these hazards have caused or contributed to high-consequence injuries during the reporting period; ii. actions taken or underway to eliminate these hazards and minimize risks using iii. the hierarchy of controls. <p>d. Any actions taken or underway to eliminate other work-related hazards and minimize risks using the hierarchy of controls.</p> <p>e. Whether the rates have been calculated based on 200,000 or 1,000,000 hours worked.</p> <p>f. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded.</p> <p>g. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.</p>	<p>a.i. Reported</p> <p>a.i.i. and a.i.v.: Information not available, content under development for future reports.</p> <p>aiii. Reported: 2594 injuries and a rate of 10.78 for 2022</p> <p>av. Reported: 240,000,000</p> <p>b.ii, iii, iv y v: Information not available, content under development for future reports.</p> <p>c. and d. Not reported. Information not available.</p> <p>e. Reported: Calculated on the basis of every 1,000,000 work hours</p> <p>f. Reported: No workers have been excluded from the calculation of disclosure 403-9</p> <p>g. Reported: No information was extracted through existing platforms for data on human capital.</p>	74
	Not available: content under development for future reporting	NA
		73

	Topic	GRI Standard	GRI Content	GRI Content Title
MATERIALES	Education and human capital development	GRI 404: Training and education 2016	404-2	Programs for upgrading employee skills and transition assistance programs
			 404-3	Percentage of employees receiving regular performance and career development reviews
	Ethic and codes of conduct	GRI 3: Material Topics 2021 GRI 205: Anti-corruption 2016	GRI 3-3	Management of material topics
			205-1	Operations assessed for risks related to corruption
			 205-2	Communication and training about anti-corruption policies and procedures
		 205-3	Confirmed incidents of corruption and actions taken	
	Innovation	GRI 3: Material Topics 2021	GRI 3-3	Management of material topics
EMERGENTES	Gobierno corporativo	GRI 3: Material Topics 2021	GRI 3-3	Management of material topics
	Estrategia de cambio climático	GRI 3: Material Topics 2021	GRI 3-3	Management of material topics

Disclosure	Reason for omission / Response detail	Page
		35, 73
a. Percentage of total employees by gender and by employee category who received a regular performance and career development review during the reporting period.	a. Reported: Broken down by type of evaluation methodology. Not available: Segregation of data by gender and employee category	73
		40
		40
a. Total number and percentage of governance body members that the organization's anti- corruption policies and procedures have been communicated to, broken down by region.	a., b., and d.: Not available; content under development for inclusion in future reports. c.: Not available; "type of business partner" will be included in future reports. Because we operate multiple business formats, we do not have standardized information broken down by region. e.: Not available; "employee category" will be included in future reports. Because we operate multiple business formats, we do not have standardized information broken down by region.	77
b. Total number and percentage of employees that the organization's anti-corruption policies and procedures have been communicated to, broken down by employee category and region.		
c. Total number and percentage of business partners that the organization's anti- corruption policies and procedures have been communicated to, broken down by type of business partner and region. Describe if the organization's anti-corruption policies and procedures have been communicated to any other persons or organizations.		
d. Total number and percentage of governance body members that have received training on anti-corruption, broken down by region.		
e. Total number and percentage of employees that have received training on anti- corruption, broken down by employee category and region."		
a. Total number and nature of confirmed incidents of corruption.	a.: Partially reported. Because this is considered sensitive information, we are unable to disclose the nature of the confirmed incidents of corruption. b.: Reported. c. and d.: Confidential information. Because this is considered sensitive information, we cannot disclose these data.	77
b. Total number of confirmed incidents in which employees were dismissed or disciplined for corruption.		
c. Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption.		
d. Public legal cases regarding corruption brought against the organization or its employees during the reporting period and the outcomes of such cases.		
		38
		51
		23, 44

	Topic	GRI Standard	GRI Content	GRI Content Title
EMERGENTES	Climate change strategy	GRI 305: Emissions 2016	<input checked="" type="checkbox"/> 305-1	Direct (scope 1) GHG emissions
			<input checked="" type="checkbox"/> 305-2	Energy indirect (scope 2) GHG emissions
			<input checked="" type="checkbox"/> 305-4	Intensity of GHG emissions

Disclosure	Reason for omission / Response detail	Page
<p>a. Gross direct (Scope 1) GHG emissions in metric tons of CO₂ equivalent.</p> <p>b. Gases included in the calculation; whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all.</p> <p>c. Biogenic CO₂ emissions in metric tons of CO₂ equivalent.</p> <p>d. Base year for the calculation, if applicable, including:</p> <ol style="list-style-type: none"> i. the rationale for choosing it; ii. emissions in the base year; iii. the context for any significant changes in emissions that triggered recalculationsbase year emissions. <p>e. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.</p> <p>f. Consolidation approach for emissions; whether equity share, financial control, or operational control.</p> <p>g. Standards, methodologies, assumptions, and/or calculation tools used.</p>	<p>a., b., e. and g.: Reported</p> <p>c. Not applicable; not generated as part of the operation of El Puerto de Liverpool</p> <p>d. We have used 2021 as the base year for scope 1 emissions because it provides a traceable and comparable immediate reference for measuring the organization's environmental performance.</p> <p>f. Reported. The consolidation approach used for scopes 1 emissions is operational control, so it does not affect comparison against the previous year's report.</p>	67
<p>a. Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO₂ equivalent.</p> <p>b. If applicable, gross market-based energy indirect (Scope 2) GHG emissions in metric tons of CO₂ equivalent.</p> <p>c. If available, the gases included in the calculation; whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all.</p> <p>d. Base year for the calculation, if applicable, including:</p> <ol style="list-style-type: none"> i. the rationale for choosing it; ii. emissions in the base year; iii. the context for any significant changes in emissions that triggered recalculationsof base year emissions. <p>e. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.</p> <p>f. Consolidation approach for emissions; whether equity share, financial control, or operational control.</p> <p>g. Standards, methodologies, assumptions, and/or calculation tools used.</p>	<p>a., c., e., f. and g. Reported</p> <p>b. Not available: Content under development for future reporting</p> <p>di. Reported: We used 2021 as a base year for Scope 2 emissions, because this allows us to have a traceable tracking and immediate comparable for measuring the organization's environmental performance.</p> <p>dii. and diii. Reported</p>	67

	Topic	GRI Standard	GRI Content	GRI Content Title
EMERGENTES	Climate change strategy	GRI 305: Emissions 2016	 305-5	Reduction of GHG emissions
			305-6	Emissions of ozone-depleting substances (ODS)
			305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions
	Operating eco-efficiency	GRI 3: Material Topics 2021	GRI 3-3	Management of material topics
			 302-1	Energy consumption within the organization
			302-2	Energy consumption outside of the organization




Disclosure	Reason for omission / Response detail	Page
a. GHG emissions reduced as a direct result of reduction initiatives, in metric tons of CO ₂ equivalent.	a., b., c., d. Reported	
b. Gases included in the calculation; whether CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , or all.	e. Reported: GHG emission reduction was calculated according to the guidelines established by the Greenhouse Gas (GHG) Protocol, "Corporate Accounting and Reporting Standard," including the 2 emission scopes.	
c. Base year or baseline, including the rationale for choosing it.		67
d. Scopes in which reductions took place; whether direct (Scope 1), energy indirect (Scope 2), and/or other indirect (Scope 3).		
e. Standards, methodologies, assumptions, and/or calculation tools used.		
	Not available: content under development for future reporting	NA
	Not available: content under development for future reporting	NA
		44, 46
a. Total fuel consumption within the organization from non-renewable sources, in joules or multiples, and including fuel types used.	a. Reported a. and e. Reported b. Reported. We do not consume fuel from renewable sources (e.g. biofuels)	
b. Total fuel consumption within the organization from renewable sources, in joules or multiples, and including fuel types used.	ci. Reported cii, civ. Reported. We do not consume heating or steam.	
c. In joules, watt-hours or multiples, the total: i. electricity consumption ii. heating consumption iii. cooling consumption iv. steam consumption	ciii. El Puerto de Liverpool uses only refrigerants in air conditioning equipment under our direct operating control. We do not use fuel in refrigeration processes. d. Reported. Liverpool does not sell electricity, heating, refrigeration or steam.	
d. In joules, watt-hours or multiples, the total: i. electricity consumption ii. heating consumption iii. cooling consumption iv. steam consumption	e. Reported. Total energy consumption within the organization is 2,530,286 GJ. f. and g. Reported: The energy consumption in GJ for 2022 derived from the activities of El Puerto de Liverpool was calculated using the methodology established by the Greenhouse Gas (GHG) Protocol, "Corporate Accounting and Reporting Standard" and the directives of the General Law on Climate Change with Regard to the National Emissions Registry. For fuel consumption, we considered the energy equivalencies of Heating Powers published in 2023 by CONUEE and the Emission Factor published by the National Electrical System for the 2022 reporting period (CRE). The calculation uses the operational approach.	66
e. Total energy consumption within the organization, in joules or multiples.		
f. Standards, methodologies, assumptions, and/or calculation tools used.		
g. Source of the conversion factors used.		
	Not applicable. Most of our commercial portfolio does not require the use of energy.	NA

	Topic	GRI Standard	GRI Content	GRI Content Title
EMERGENTES	Operating eco-efficiency	GRI 302: Energy 2016	<input checked="" type="checkbox"/> 302-3	Energy intensity
			<input checked="" type="checkbox"/> 302-4	Reduction of energy consumption
			302-5	Reductions in energy requirements of products and services
			303-1	Interactions with water as a shared resource
			303-2	Management of water discharge-related impacts
		GRI 303: Water and effluents 2018	<input checked="" type="checkbox"/> 303-3	Water withdrawal
			303-4	Water discharges





Disclosure	Reason for omission / Response detail	Page
a. Energy intensity ratio for the organization.	a., b. and d. Reported	
b. Organization-specific metric (the denominator) chosen to calculate the ratio.	c. Reported: To calculate the intensity rate we considered fuel, electricity and refrigeration.	
c. Types of energy included in the intensity ratio; whether fuel, electricity, heating, cooling, steam, or all.		66
d. Whether the ratio uses energy consumption within the organization, outside of it, or both."		
a. Amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives, in joules or multiples.	a. Reported: Year-over-year change in electricity and fuel consumption refers to reduction in energy consumption, as required by the standard.	
b. Types of energy included in the reductions; whether fuel, electricity, heating, cooling, steam, or all.	b. Reported	
c. Basis for calculating reductions in energy consumption, such as base year or baseline, including the rationale for choosing it.	c. and d. Reported: We used 2021 as the base year, because this allows us to have a traceable tracking and immediate comparable for measuring the organization's environmental performance. The methodology was based on calculation of the percentage difference between electrical energy consumption in 2022 and 2021.	66
d. Standards, methodologies, assumptions, and/or calculation tools used.		
	Not applicable. Most of our commercial portfolio does not require the use of energy.	NA
		46
		46
a. Total water withdrawal from all areas in megaliters, and a breakdown of this total by the following sources, if applicable: <ul style="list-style-type: none"> i. Surface water; ii. Groundwater; iii. Seawater; iv. Produced water; v. Third-party water. 	a.i. and aii. Reported	
	a.iii. and a.iv. El Puerto de Liverpool does not consume seawater or produced water, including third-party water.	
	b. and c. Not Available: We do not have a breakdown of water withdrawals in water-stressed areas, or water withdrawn from freshwater or other water sources.	
b. Total water withdrawal from all areas with water stress in megaliters, and a breakdown of this total by the following sources, if applicable: <ul style="list-style-type: none"> i. Surface water; ii. Groundwater; iii. Seawater; iv. Produced water; v. Third-party water, and a breakdown of this total by the withdrawal sources listed in i-iv. 	d. Reported: Each location reports its water withdrawals from various sources (municipal water, tanker trucks, well, water, etc.) on a monthly basis. This data is compiled and validated based on evidence and then consolidated into monthly, quarterly and annual indicators of water consumption by location, business segment and at company level.	69
c. A breakdown of total water withdrawal from each of the sources listed in Disclosures 303-3-a and 303-3-b in megaliters by the following categories: <ul style="list-style-type: none"> i. Freshwater ($\leq 1,000$ mg/L Total Dissolved Solids); ii. Other water ($> 1,000$ mg/L Total Dissolved Solids). 		
d. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used. When compiling the information specified in Disclosure 303-3, the reporting organization shall use publicly available and credible tools and methodologies for assessing water stress in an area.		
		69

	Topic	GRI Standard	GRI Content	GRI Content Title
EMERGENTES	Operating eco-efficiency	GRI 303: Water and effluents 2018	303-5	Water consumption
		GRI 3: Material Topics 2021	GRI 3-3	Management of material topics
			306-1	Waste generation and significant waste-related impacts
			306-2	Management of significant waste-related impacts
	Packaging	GRI 306: Waste 2020	<input checked="" type="checkbox"/> 306-3	Waste generated
			<input checked="" type="checkbox"/> 306-4	Waste diverted from disposal

Disclosure	Reason for omission / Response detail (See footnote)	Page
		38
		38, 46, 68
		38, 46, 68, 76
<p>a. Total weight of waste generated in metric tons, and a breakdown of this total by composition of the waste.</p> <p>b. Contextual information necessary to understand the data and how the data has been compiled.</p>	<p>a. Reported p. 93:</p> <p>b: The head of maintenance in each business unit is responsible for ensuring that waste is separated by type. We weigh the waste generated daily using a digital or spring scale. The weight is recorded in a physical or digital log. Collections are scheduled with authorized suppliers who are in charge of handling and final disposal; and on a monthly basis, the head of maintenance uploads the total amount generated together with the corresponding evidence (log, manifest or proof of collection) to the environmental log.</p>	68
<p>a. Total weight of waste diverted from disposal in metric tons, and a breakdown of this total by composition of the waste.</p> <p>b. Total weight of hazardous waste diverted from disposal in metric tons, and a breakdown of this total by the following recovery operations:</p> <ol style="list-style-type: none"> i. Preparation for reuse; ii. Recycling; iii. Other recovery operations. <p>c. Total weight of non-hazardous waste diverted from disposal in metric tons, and a breakdown of this total by the following recovery operations:</p> <ol style="list-style-type: none"> i. Preparation for reuse; ii. Recycling; iii. Other recovery operations. <p>d. For each recovery operation listed in Disclosures 306-4-b and 306-4-c, a breakdown of the total weight in metric tons of hazardous waste and of non-hazardous waste diverted from disposal:</p> <ol style="list-style-type: none"> i. onsite; ii. offsite. <p>e. Contextual information necessary to understand the data and how the data has been compiled.</p>	<p>a. Reported: The total amount of waste diverted from disposal was 8,931 tonnes.</p> <p>b. All hazardous waste generated at El Puerto de Liverpool is destined for elimination.</p> <p>c. Not covered by PwC's scope of verification.</p> <p>d. Not available: Content under development for future reporting.</p> <p>b: The head of maintenance in each business unit is responsible for ensuring that waste is separated by type. We weigh the waste generated daily using a digital or spring scale. The weight is recorded in a physical or digital log. Collections are scheduled with authorized suppliers who are in charge of handling and final disposal; and on a monthly basis, the head of maintenance uploads the total amount generated together with the corresponding evidence (log, manifest or proof of collection) to the environmental log.</p>	68

Topic	GRI Standard	GRI Content	GRI Content Title
EMERGENTES	Packaging	GRI 306: Waste 2020 	306-5 Waste directed to disposal
	Environmental and social impact of products and services	GRI 3: Material Topics 2021	GRI 3-3 Management of material topics
		GRI 416: Customer health and safety 2016	416-1 Assessment of the health and safety impacts of product and service categories
			416-2 Incidents of non-compliance concerning the health and safety impacts of products and services
Environmental and social impact of products and services	Financial Services Supplement	 FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose.

Disclosure	Reason for omission / Response detail	Page
<p>a. Total weight of waste directed to disposal in metric tons, and a breakdown of this total by composition of the waste.</p> <p>b. Total weight of hazardous waste directed to disposal in metric tons, and a breakdown of this total by the following disposal operations:</p> <ol style="list-style-type: none"> Incineration (with energy recovery); Incineration (without energy recovery); Landfilling; Other disposal operations. <p>c. Total weight of non-hazardous waste directed to disposal in metric tons, and a breakdown of this total by the following disposal operations:</p> <ol style="list-style-type: none"> Incineration (with energy recovery); Incineration (without energy recovery); Landfilling; Other disposal operations. <p>d. For each disposal operation listed in Disclosures 306-5-b and 306-5-c, a breakdown of the total weight in metric tons of hazardous waste and of non-hazardous waste directed to disposal:</p> <ol style="list-style-type: none"> onsite; offsite. <p>e. Contextual information necessary to understand the data and how the data has been compiled.</p>	<p>a. Reported: the total weight of waste directed to disposal was 27,539 tonnes.</p> <p>b. c. and d.: Information not available, content under development for future reports.</p> <p>b: The head of maintenance in each business unit is responsible for ensuring that waste is separated by type. We weigh the waste generated daily using a digital or spring scale. The weight is recorded in a physical or digital log. Collections are scheduled with authorized suppliers who are in charge of handling and final disposal; and on a monthly basis, the head of maintenance uploads the total amount generated together with the corresponding evidence (log, manifest or proof of collection) to the environmental log.</p>	68
		38, 39
		39
	See footnote in page 96.	NA
<p>Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose</p> <ol style="list-style-type: none"> Purpose, product description and, where relevant, the target social group; Monetary value (for products) or number of transactions or customers (for services); The proportion of this value to the total monetary value for each business line. 	<p>1 and 2) Reported.</p> <p>3) Not available: Information under development for inclusion in future reports.</p>	76

	Topic	GRI Standard	GRI Content	GRI Content Title
EMERGENTES	Employer brand	Financial Services Supplement	 FS16	Initiatives to enhance financial literacy by type of beneficiary.
		GRI 3: Material Topics 2021	GRI 3-3	Management of material topics
	Transparency	GRI 401: Employment 2016	 401-1	New employee hires and employee turnover
			401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees
			401-3	Parental leave
		GRI 3: Material Topics 2021	GRI 3-3	Management of material topics
		GRI 415: Public policy 2016	415-1	Political contributions
		GRI 417: Marketing and labeling 2016	417-1	Requirements for product and service information and labeling
	 417-2		Incidents of non-compliance concerning product and service information and labeling	
	 417-3		Incidents of non-compliance concerning marketing communications	

Note: Regarding cases of non-compliance related to product information and labeling, as well as marketing communications (GRI 416-2, 417-2, 417-3), we only consider those whose sanctions exceed MXN 7 million; at the end of 2022 there were no cases that met this criterion.

Note: Regarding disclosure GRI 303-5, water consumption, the value corresponds to the difference between withdrawal and discharges.

Disclosure	Reason for omission / Response detail	Page
1. Consider financial literacy initiatives to educate customers and other groups or communities on financial planning and management.	1. Reported	
2. Consider the primary target group for each initiative. This may be defined in terms of demographic characteristics (e.g., youth groups, low-income individuals, immigrants, employees) or other criteria.	2. and 3. Reported. The financial literacy initiatives that we develop help us provide information to customers with no previous credit history, on how to manage their credit and on the characteristics, benefits and the responsible use of their card.	76
3. Report the following information for each initiative to enhance financial literacy:		
<ul style="list-style-type: none"> • Goals of the initiative, including subject areas targeted; • Main activities related to the initiative; and • Target group/beneficiary 		34, 35, 36
a. Total number and rate of new employee hires during the reporting period, by age group, gender and region.	a. and b. Reported	
b. Total number and rate of employee turnover during the reporting period, by age group, gender and region.	Because we operate multiple business units, information is not available broken out by region or age group in a standardized manner.	70
		36, 70
	Not available: content under development for future reporting	NA
		33, 40
		77
		33
	(See footnote)	NA
	(See footnote)	NA