

ANNEX Main ESG Indicators

1. ENVIRONMENTAL

Scope of the environmental data reported: 100% of operations, except where otherwise indicated in the table footnote (e.g. data on plastic and containers pertaining to Suburbia operations).

The data presented within the ESG Annex found in this format are those that were included in PwC's Limited Assurance process.

1.1. Energy

(GRI 302-1, 302-3, 302-4) (SASB CG-EC-130a.1; CG-MR-130a.1)
(TCFD GDR-B, MYO-A)

FUEL CONSUMPTION - 2022 BREAKDOWN

Fuel	Source	Partial (liters)	Total (liters)	Total (GJ)	Total kWh
Gasoline	Mobile	4,713,883	4,724,670	166,803	46,334,566
	Fixed	10,788			
Diesel	Mobile	5,149,094	5,769,073	220,077	61,132,947
	Fixed	619,979			
LP Gas	Fixed	1,982,743	1,982,743	51,792	14,386,889
Natural Gas	Fixed	400,779,620	400,779,620	13,443	3,734,294
TOTAL	Consolidated	413,256,106		452,116	125,588,695

FUEL CONSUMPTION: YEAR-TO-YEAR CHANGES

2022		2021		Δ22-21	2021
Total (liters)	Total (GJ)	Total kWh	Total (GJ)		Total (kWh)
413,256,106	452,116	125,588,695	445,986*	1.37%	123,885,905*

* Due to the standardization of the methodology for converting metric units of fuel into energy units, the data on consumption of fuel in GJ and kWh for 2021 have been adjusted according to the methodology used in 2022; this methodology is specified in the National Emissions Registry (RENE) in accordance with the National Law on Climate Change.

ELECTRICITY CONSUMPTION – 2022 BREAKDOWN

Source	Total (kWh)	Total (GJ)
Energy mix (non-renewable)	358,102,505	1,289,169
Renewable acquired	216,899,436	780,838
	Wind	290,446
	Solar	446,626
	Hydraulic	43,766
Renewable self-generated (solar)	2,267,728	8,164
TOTAL renewable	219,167,164	789,002
TOTAL	577,269,669	2,078,171

% renewable energy **38%**

ELECTRICITY CONSUMPTION – YEAR-TO-YEAR CHANGES

Source	2022		2021		Δ22-21	2020	
	Total (kWh)	Total (GJ)	Total (kWh)	Total (GJ)		Total (kWh)	Total (GJ)
Energy mix (non-renewable)	358,102,505	1,289,169	389,944,337	1,403,800	-8.2%	300,328,831	1,081,184
TOTAL renewable	219,167,164	789,002	154,249,965	555,300	42.1%	156,416,157	563,098
TOTAL	577,269,669	2,078,171	544,194,302	1,959,099	6.1%	456,744,988	1,644,282
% renewable energy	38.0		28.3		3,772 pb	34.2	

ELECTRICITY INTENSITY KWH/M² BY FORMAT- 2022

Distribution Centers	21.18
Shopping Centers	31.74
Boutiques	136.32
Liverpool	156.56
Suburbia	98.24
Offices	44.93

Note: Based on Net Constructed Area (NCA)

ENERGY CONSUMPTION INTENSITY RATE

	2022		2021		Δ22-21		2020	
	kWh/m ²	kWh/M MXN	kWh/m ²	kWh/M MXN	kWh/m ²	kWh/M MXN	kWh/m ²	kWh/M MXN
Electricity	86.64	3.28	82.88	3.60	4.6%	-8.9%	71.49	3.96
Fuel	18.85	0.71	40.88	1.78	5.0%	-8.7%	16.99	0.94
Total energy	105.49	3.99	123.76	5.38	4.7%	-8.8%	88.48	4.90

Notes:

- For the Net Constructed Area (ACN), we include all of the energy consumption within the organization.
- The denominator in indicators by revenues is expressed in thousands of pesos (MXN 000).

1.2. GHG Emissions

(GRI 305-1, 305-2, 305-4) (SASB CG-EC-410a.1)
(TCFD MYO-A, MYO-B)

Data on greenhouse gas emissions (GHG) are presented in units of CO₂e and include the following gases: carbon dioxide (CO₂), methane (CH₄) and nitrous oxide (N₂O).

TOTAL GHG EMISSIONS BY FORMAT - 2022 (tCO₂e)

	Scope 1	Scope 2	Scope (S1 + S2)
Distribution Centers	1,160	7,239	8,400
Shopping Centers	1,303	15,097	16,399
Boutiques	0	2,975	2,976
Liverpool	12,669	100,551	113,319
Offices	7,222	1,871	9,094
Suburbia	3,389	24,661	28,051
Logistics	17,347	0	17,347
Total	43,090	152,495	195,585

GREENHOUSE GAS (GHG) EMISSIONS (tCO₂e) - TOTAL OPERATIONS

	2022	2021	Δ22-21	2020
Scope 1	43,090	42,589	1.2%	39,904
Scope 2	152,495	164,088	-7.1%	148,339
Total	195,585	206,676	-5.4%	188,243

Note: The greenhouse gas (GHG) emissions from the activities of El Puerto de Liverpool in 2022 were calculated using the methodology proposed the GHG Protocol Corporate Accounting and Reporting Standards, and the specifications of Mexico's Regulation on the General Law on Climate Change with regard to the National Emissions Registry; and considering the heating values published in 2023 by CONUEE for energy equivalencies of the consumption of natural gas, LP gas, diesel and gasoline, the Global Warming Potentials defined by the IPCC, and the Emission Factor of the National Electrical System for the 2022 reporting period (CRE). The calculation uses an operational approach. The GHG covered by this calculation were: carbon dioxide (CO₂), nitrous oxide (N₂O), and methane (CH₄), HFCs and HCFCs.

Percentage of Scope 1 emissions in 2022 from use of fuel: 39% from stationary sources at the workplace (stores and warehouses) and 61% from transportation fleet

GHG EMISSIONS INTENSITY KgCO₂e/m² BY FORMAT - 2022

Warehouse/Distribution Centers	9.8
Shopping Centers	7.2
Boutiques	34.6
Liverpool	46.1
Offices	95.0
Suburbia	32.1

Note: Based on Net Constructed Area (NCA)

GHG EMISSIONS INTENSITY - TOTAL OPERATIONS

	2022		2021		Δ22-21		2020	
	kgCO ₂ e/m ²	kgCO ₂ e /M MXN	kgCO ₂ e/m ²	kgCO ₂ e /M MXN	kgCO ₂ e/m ²	kgCO ₂ e /M MXN	kgCO ₂ e/m ²	kgCO ₂ e /M MXN
Scope 1	6.47	0.24	6.49	0.30	-2.5%	-20%	6.25	0.35
Scope 2	22.89	0.87	24.99	1.14	-10.3%	-25.4%	23.22	1.28
Total (S1+S2)	29.36	1.11	31.48	1.43	-8.7%	-23.7%	29.46	1.63

Notes:

Based on Net Constructed Area (NCA).

Based on national electrical system 2021 emission factor for calculating Scope 2 emissions.

The denominator in indicators by revenues is expressed in thousands of pesos (MXN 000).

LOW-EMISSION VEHICLES ACQUIRED (PROPRIETARY TRANSPORT)

Type	2022	2021	Δ22-21	2020
Hybrid vehicles	0	0	=	33
Electric vehicles	82	38	115.8%	0

This initiative began in 2021 within the framework of El Puerto de Liverpool’s “Footprint” strategy. It covers vehicles at Liverpool.

Waste

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

We work on reducing the use of containers and packaging and maximizing recycling, as we detail in this report.

- **Commercial Partner Management**
- **Environmental Performance Chapter**

Strategy for reducing packaging waste

We have various initiatives:

1. Use of containers and packaging with recycled and/or recyclable components in private brand products. We have already seen outstanding results (see chapter on Commercial Partner Management).
2. Reduce the use of containers and packaging, especially when shipping products purchased online. First efforts in this direction have begun.
3. Eliminate use of single-use plastics, complying with Mexico City SEDEMA provisions regarding circularity in regulated containers (similar to those of other state authorities).
4. Raise customer awareness especially regarding use of bags.

WASTE GENERATED BY TYPE AND DESTINATION 2022

Category	Type of waste	Total (metric tons)
Solid urban waste	Non-recyclable	23,406.13
	Recyclable	8,902.65
Special handling waste	Non-recyclable	4,133.44
	Recyclable	28.77
Hazardous waste	Hazardous/non-recyclable waste	180.64
Total		36,651

WASTE – TOTAL OPERATIONS

	2022	2021	Δ22-21	2020
Total generated (metric tons)	36,651	28,600	28.3%	38,107
% reused or recycled	24.47	27.22	-276pb	5.7

WASTE TREATED IN BIODIGESTERS

	2022	2021	Δ22-21	2020
Solid urban waste (ORCA)	38	44	-13.64%	67

Corresponding to biodigesters in Liverpool stores and at PLAN.

1.3. Water

(GRI 303-3, 303-4) (SASB CG-EC-130a.2)

WATER WITHDRAWAL AND DISCHARGE (MILLIONS OF m³)

Source	2022	2022 (grouped)	2021	Δ22-21	2020
Municipal supply	1.74	2.61	2.4	20.8%	2.0
Water tankers	0.41				
Treated water for consumption	0.13				
Third-party water	0.32				
Well water	0.20		0.1	100.0%	0.1
Total water withdrawal	2.81		2.5	24.0%	2.1
Total wastewater treated		0.4	0.4	0%	0.13
Wastewater treated in company facilities	0.4				
% treated water reused by EPL	70%				

* - Treated water acquired

- Recirculated water from proprietary WWTP*

- Used in bathrooms, for watering green areas, vehicle washing.

- Well water is equivalent to groundwater.

WATER WITHDRAWAL INTENSITY – TOTAL OPERATIONS

2022		2021		Δ22-21		2020	
m ³ /m ²	m ³ /M MXN	m ³ /m ²	m ³ /M MXN	m ³ /m ²	m ³ /M MXN	m ³ /m ²	m ³ /M MXN
0.47	0.02	0.43	0.02	8.2%	0.0%	0.33	0.02

Notes:

Based on Net Constructed Area (NCA)

The denominator in indicators by revenues is expressed in thousands of pesos (MXN 000).

1.4. Environmental operation certifications

All of our operating centers—administration, warehouses, Liverpool department stores, Suburbia stores, boutiques and shopping centers (Galerías) are governed by the group's own environmental management system based on the ISO 14001 standard, which is internally audited.

Furthermore, the Arco Norte Logistical Platform (called PLAN) was designed with LEED sustainable building certification criteria in mind. PLAN accounts for 3.41% of the total operating surface area of El Puerto de Liverpool.

2 SOCIAL DIMENSION

1. Social: labor

Scope of social data reported: 100% of operations, except where otherwise indicated in the table footnote.

1.1. Labor demographics

(GRI 2-7, 2-30, 401-1, 405-1, 405-2) (SASB CG-EC-330a.2, CG-EC-330a.3; CG-MR-310a.2; CG-MR-330a.1)

EMPLOYEE BREAKDOWN BY TYPE OF CONTRACT AND WORK HOURS

	2022	2021	Δ22-21	2020
Permanent	58,454	56,449	3.6%	57,588
Men	23,718	22,918	3.6%	24,187
Women	34,736	33,531	3.6%	33,401
Temporary	18,490	16,277	14%	14,972
Men	6,059	5,209	17%	4,791
Women	12,431	11,068	12%	10,181
Full time	76,608	72,289	6%	71,956
Men	29,684	28,337	6%	28,782
Women	46,924	43,952	6%	43,174
Part time	368	437	-16%	604
Men	110	131	-16%	187
Women	258	306	-16%	417

DEMOGRAPHICS: GENDER BY PROFESSIONAL CATEGORY

	2022	2021	Δ22-21	2020
Senior management	1,175	1,134	3.62	1,128
% women	40.6	40.6	=	39.8
Director	267	247	8.10	241
Men	191	178	7.30	178
Women	76	69	10.14	63
Subdirector	149	144	3.47	147
Men	97	100	-3	99
Women	52	44	18.18	48
Manager	759	743	2.15	740
Men	410	396	3.54	402
Women	349	347	0.58	338
Middle management	10,721	9,889	8.41	9,782
% women	53.9	54	-10 pb	53.5
Coordinator	763	665	14.7	658
Men	409	358	14.2	359
Women	354	307	15.3	299
Executive	9,958	9,224	7.96	9,124
Men	4,526	4,189	8.16	4,187
Women	5,432	5,035	7.79	4,937
Others	65,080	61,696	5.48	61,639
% women	62.9	62.3	60 pb	61.6
Salespersons	30,257	29,496	2.6	30,822
Men	8,597	8,563	0.35	9,263
Women	21,660	20,933	3.49	21,559
General staff	34,823	32,200	8.15	30,817
Men	15,565	14,680	6.03	14,412
Women	19,257	17,520	9.91	16,405
TOTAL	76,976	72,719	5.85	72,549
% women	61.3	60.9	40 pb	60.2

EMPLOYEE BREAKDOWN BY GENERATION AND GENDER (PERCENTAGE OF WORKFORCE)

	2022	2021	Δ22-21 (pb)	2020
Millennials	59.3	59.9	-60	60.8
Men	43.5	44	-50	44.7
Women	56.5	56	50	55.3
Gen X	35.8	37	-120	37.0
Men	29.3	30.5	-120	31.6
Women	70.7	69.5	120	68.4
Gen Z	4.4	2.3	210	1.0
Men	51	52.1	-110	52.7
Women	49	47.9	110	47.3
Baby boomers	0.5	0.8	-30	1.1
Men	35	35.9	-90	38.4
Women	65	64.1	90	61.6

SPECIFIC POSITIONS

	2022	2021	Δ22-21	2020
STEM	3,338	2,925	14.12%	2,945
Men (number)	1,634	1,400	16.71%	1,394
Women (number)	1,704	1,525	11.74%	1,551
% Women	51.06	52.15	-109 pb	52.67
Sales positions	520	524	-0.76%	533
Men (number)	209	202	3.47%	207
Women (number)	311	322	-3.42%	326
% Women	59.75	61.43	-168pb	61.22

Note: 2021 data are restated due to methodological update.

- STEM: Includes Digital, Finance and Administration, Computer Engineering, Real-Estate (Engineering), Financial Businesses (excluding operating staff), Construction, Suburbia Real Estate, Suburbia Financial Services, Transformation and Innovation
- Sales positions: includes purchasing areas (Hardline and Softline)
- The Transformation and Innovation area did not exist in 2020

We also offer opportunities to employees with disabilities and work together with a number of organizations to recruit them.

All of our unionized employees work under a collective bargaining agreement that covers working conditions, salary and benefits, in accordance with the Federal Labor Law. In 2022, 57.3% of our employees were unionized, a percentage similar to earlier years.

Note: In the case of unionized employees, the percentage given of 57.3% corresponds to the universe of unionizable personnel eligible to join some labor organization, not the total workforce. Every employee is free to decide on whether or not to join or withdraw from the union.

The model of benefits for El Puerto de Liverpool employees incorporates: (GRI 401-2)

- Employee benefits: profit-sharing, bonuses (performance, sales commissions, long term for executives), savings fund and grocery vouchers
- Financial future: life insurance and company contributions toward retirement savings
- Professional advancement: Constant training and education and a selection of academic programs available through Liverpool Virtual University, with official accreditation
- Quality of Life: Major Medical Expense insurance, maternity and paternity benefits, birthday holiday, agreements and employee discounts on education, health, entertainment, gastronomy, tourism, fitness and wellness, and on purchases in group business units.

TURNOVER – BREAKDOWN 2022

	2022
New hires ^{1 and 2}	17,940
Men (%)	47
Women (%)	53
Voluntary turnover (%)	18
Total turnover	30
Breakdown of total turnover by employee category	
Men (%)	14
Women (%)	16
Millenials (%)	69
Gen X (%)	19
Gen Z (%)	11
Baby Boomers (%)	0.7
Department store: Liverpool (%)	28
Store: Suburbia (%)	32
Boutique: Sfera (%)	49
Boutiques (%)	43
Logistics (%)	44
Financial services (%)	39
Real-estate services	28
Central/shared services (%)	18
% of vacancies filled internally ³ (%)	0.46

1 Refers to employees hired directly under this scheme, or those who began with a trial period and moved on to a permanent contract during the year.

2 Refers to: 1) employees who did not pass the trial period; 2) employees still in the trial period as of December 31, 2022; and 3) employees with direct temporary contracts (e.g. campaign-related).

3 Only positions from coordinator and higher were monitored and reported.

YEAR-TO-YEAR TURNOVER RATES

	2022	2021	Δ22-21	2020
Turnover (%)	30	25	500 pb	19
Voluntary turnover (%)	60	62	-200 pb	56
Voluntary departures (%)	60	62	-200 pb	56

Formula: Departures*100/average workforce

SALARY RATIO

	2022		2021		2020	
	Base salary women/men	Breakdown of workforce by level	Base salary women/men	Breakdown of workforce by level	Base salary women/men	Breakdown of workforce by level
Executives	101.1%	0.35%	97%	0.3%	95%	0.3%
Management	95.2%	1.18%	92%	1.2%	91%	1.2%
Professionals	96.9%	13.93%	97%	13.6%	98%	13.5%
General staff	96.6%	84.55%	96%	84.8%	98%	85%

Note: Definition of categories mentioned in this table:

Executive: Managing Director and Sr. Director

Management: Managers and subdirectors

Professionals: Coordinator, consultant and specialist

General Staff: General staff and sales

	2022	2021	Δ22-21	2020
Salary and compensation expense (MXNmn)	23,299.208	18,094.81	28.7%	15,632.46
HC ROI	2.10	2.04	2.94%	1.24

HC ROI = Revenues – (operating expense – salaries and benefits)/salaries and benefits

1.2. 1.2. Training and career development (GRI 404-1, 404-2, 404-3)

TRAINING

	2022	2021	Δ22-21	2020
Average hours of training/employee	14.0	16	-13.1%	19.9
Total investment (MXNmn)	23.04	22.3	3.32%	20.6
Average investment (MXN/employee)	ND	462.5	ND	361.87

Due to internal changes in the structure, service model and strategy for employee training, this year we did not calculate average investment per employee. In addition to acquisition of tools and assignment of segmented programs and development of internal programs assigned to employees. NA: Not available.

Development programs

Liverpool Virtual University → provides specialized training to our employees, focused on the different needs and job descriptions in the workforce.

It provides training programs organized into the following blocks: 1) courses that help employees do their jobs better; 2) courses to help them complete their high school degrees; 3) courses for completing college and master's degrees relating to El Puerto de Liverpool operations and thus to continue advancing in their careers.

6,318 employees participated in 2022, 8.2% of the total workforce.

Leadership program → for employees in junior management positions, designed to develop their basic leadership skills in anticipation of future promotions in the company, and to support them in expressing their full potential as leaders. Encourages a positive spirit within teams and the growth of their members.

5,930 employees participated in this program in 2022, or 7.7% of the work force.

UVL GRADUATES: EMPLOYEES – 2022 BREAKDOWN

Educational level	Number of employees
Primary	35
Secondary	204
High school	3,146
TSUO	53
Undergraduate	1,640
Masters	554
Language Center	687
Total	6,319

UVL GRADUATES: EMPLOYEES – YEAR-TO-YEAR COMPARISON

	2022	2021	Δ22-21	2020
Total graduates	1,252	625	100.3%	469

Note: includes employees who completed their degree or certification.

PERFORMANCE EVALUATIONS

	2022	2021	Δ22-21	2020
Goal-based (% of employees)	100	100	=	100
Multidimensional (% of employees)	26	6.5	1,950 pb	6.3
Comparative rankings 360 Evaluation	2,193	1,541	42.3 %	ND

Note:

NA: Not available.

All employees who accumulate the required seniority are evaluated.

Fractions given refer to employees in the professional category who has undergone each type of evaluation, about the 76,976 collaborators that cover the workforce.

Multidimensional evaluation: Executives, coordinators, managers, subdirectors and managing directors.

Evaluations in the comparative ranking model are not equal to the number of employees evaluated, because one employee may undergo various evaluations.

1.3. Health, safety and wellness (GRI 403-9)

OCCUPATIONAL HEALTH AND SAFETY

	2022	2021	Δ22-21	2020
Fatalities – employees	0	0	=	1
Fatalities - contractors	0	1	=	0
Accident frequency rate with days lost – employees (number of cases per million hours worked)	10.78	15.49	-28.4%	8.95

Toward a Living Wage

At El Puerto de Liverpool, we are firmly committed to improving labor conditions and well-being for our employees, which was reflected in a 23% increase in the starting salary for general employee personnel in 2022.

This increase in starting salary was based on pertinent factors like inflation in Mexico and the increase in the cost of the basic basket of stable goods, in tune with our realistic vision of the current economic situation.

This is clearly a major step forward to guarantee fairer compensation. El Puerto de Liverpool's commitment in this area is fundamental in the effort to build a more just and inclusive nation, which recognizes the importance of labor and ensures a living wage for all employees.

2. Social: communities

In our philanthropic work and our social investment, El Puerto de Liverpool has always stressed education.

INTERNAL PROGRAMS FOR STUDENTS

	2022	2021	Δ22-21	2020
Interns	70	71	-1.4%	37
Dual model	44	19	131.6%	17
Scholarship recipients	32	18	77.8%	22
Social service	4	14	-71.4%	5
TOTAL	150	122	22.5%	81

22.27% of the Dual Model participants in 2022 were hired at the end of their training period.

PARTICIPANTS IN EXTERNAL PROGRAMS

	2022	2021	Δ22-21	2020
Youth Building the Future	156	421	-62.9%	287
Leaders in Movement	124	117	5.6%	63
Growing with El Puerto de Liverpool	2,084	3,358	-37.9%	1,032
School for parents	655	-	-	-
Wellness	501	-	-	-
Finish your diploma	68	-	-	-
360° Teaching Space	228	-	-	-
Paths to Success	102	-	-	-
TOTAL	4,044	3,785	-39.3%	1,382

COMMUNITY CONTRIBUTIONS

	2022	2021	Δ22-21	2020
Employee volunteer time (work-hours)	14,790	1,195	1,137%	680
Monetary value of volunteer hours	1,345,890	68,321	1869.9%	56,440
Reverse logistics donation program	408,612,156	144,924,895	181.9%	188,225,577
UVL External programs (MXN)	644,070	-	-	-
Total investment in the community (MXN)	410,048,690	144,993,216	182.8%	188,282,017

Note: Due to returning personnel, the percentage hours of volunteer time was considerably higher than the year before.

4. Value chain sustainability (GRI 2-6, 204-1, 308-2, 414-2)

RESPONSIBLE SOURCING PROGRAM

	2022	2021	Δ22-21
Universe of suppliers to which it applies* (#)	1,960	1,715	14.29%
# suppliers evaluated in the year	720	656	9.76%
# factories covered	1,130	1,203	-6.07%
% rated high or medium risk (red/orange)	13%	20%	-700pb
% rated low or very low risk (yellow/green)	87%	80%	700pb
# suppliers considered evaluated under their own programs	95	90	5.56%

* Refers to suppliers of: Suburbia and Liverpool private labels, as well as others with payment orders of more than MXN500,000, and to suppliers of products for operation (goods not for sale).

No significant environmental or social impact was produced in our supply chain, as evident in the fact that 87% of our suppliers were rated low or very low risk (see table).

SUPPLY CHAIN BREAKDOWN

	2022	2021	Δ22-21
% local suppliers - number	92.3%	89.5%	280 pb
% local suppliers - expense	91.9%	88.4%	350 pb

Sustainability training

In 2022, we developed a Sustainability Guidelines Training Program aimed at strategic domestic suppliers and manufacturers and Liverpool employees, seeking to expand their knowledge and build awareness about benchmark ESG practices, primarily in their design and product manufacture processes.

During the year we trained 241 employees from 187 of Liverpool and Suburbia suppliers, 68% of which completed the training program on a satisfactory basis.

With this, we also help them spread sustainability culture to the client.

5. Sustainability and inclusion for clients

(306-2, FS7, FS16) (SASB CG-MR-410a.1; CG-MR-410a.3)

SUSTAINABLE PRODUCTS

	2022	2021	Δ22-21
SKUs (number) - AOPS	66,979	14,992	324.6%
Revenues (MXN) (softline) - Liverpool	1,432,352,492	421,196,140	240%
<i>Better Cotton Initiative (BCI) - Liverpool</i>	1,328,165,680	337,002,923	269.1%
Sustainable (other certifications) - Liverpool	188,244,162	84,193,217	122.6%
% of store-brand products with BCI certification	15	6	900pb
% of store-brand products with recycled content	4	2	200pb
% of total revenues from store-brand products	20	8	1200pb
Revenues (MXN) (softline) - Suburbia	9,773,412		
<i>US Cotton Trust Protocol - (USCTP) Suburbia</i>	381,244	ND	ND
% private brand products with USCTP certification (Suburbia)	2.22	ND	ND

Note: In 2022, Suburbia became a member of the US Cotton Trust Protocol (USCTP)

“SECOND LIFE” PROGRAM IN PARTNERSHIP WITH OUR CUSTOMERS

We work together with our customers to recover electronic devices at our stores. At present, 10% of Liverpool shopping centers have such recovery modules installed.

COMMITMENT AGAINST FOOD WASTE

We are committed to avoiding food waste, primarily in the operations of our employee dining room and in the food distribution center for our restaurants.

Each week, we donate unconsumed food in good condition to a food bank through the “Al Rescate Por México” program. In 2022, we donated 341 kilos of food, benefiting 312 people in the 2 months in which this initiative was active.

FINANCIAL INCLUSION

	2022	2021	Δ22-21
No. of customers who obtained credit for the first time	224,386	149,458	50.3%
% of customers who obtained credit for the first time	22	18	400 pb
Value of total credit to these customers (MXN)	1,082,938,561	845,117,986	28.2%
% of total credit extended to these customers	4.3	4.8	-50pb

The loan portfolio referred to in the table refers to El Puerto de Liverpool customers without a prior credit history; this facilitates their inclusion into formal banking.

FINANCIAL EDUCATION

	2022	2021	Δ22-21
Effective welcome/financial culture calls (new customers) (number)	107,667	74,020	45.5%
Financial culture content (capsules)(society at large, general public) (number)	21	11	90%
Website views of financial education content (number)	143,363	16,727	ND

Development of the Liverpool Customers Accessibility Signage manual

This year we drafted our first internal manual on accessibility, to unify signage in all of our facilities to benefit shoppers and visitors. The manual is distributed to our entire workforce. With it we facilitate access for people with some type of disability.

- MXN140,000 invested in 10 department stores
- MXN400,000 invested in corporate office accommodations

In 2022, 100% of Zone 1 Liverpool stores applied accessibility and signage criteria.

EMPLOYEES TRAINED IN DIVERSITY AND INCLUSION (NUMBER)

	2022
Number of employees	4,645
Number of sessions	7

3 GOVERNANCE DIMENSION

1.1. Integrity

(GRI 2-28, 205-2, 205-3, 406-1)

REPORTS ACCEPTED THROUGH ETHICS LINE

	2022	2021	Δ22-21	2020
Number of reports received through Ethics Line and addressed*	376	244	54.1%	137
Labor issues (harassment, bullying, discrimination) (%)	83	78	500 pb	80
% operating issues (negligence, misuse of assets, conflicts of interest)	8	15	-500 pb	9
% corruption	9	7	-	11

* not including reports that were dismissed or had to do with COVID-19; repeated reports are considered only once when referring to the same case.

There were 33 confirmed incidents of corruption between the complaints received through the Ethics Line and the reports by the authorities. The necessary actions were taken in all cases.

There were eight cases of internal discrimination (among coworkers), resulting in the following measures:

- In five cases, admonition and virtual feedback;
- In two cases, written feedback;
- In one case, termination of the labor relationship.

El Puerto de Liverpool does not make any contributions to political parties or representatives.

ETHICS – 2022 BREAKDOWN

	2022
Number of collaborators trained in anti-corruption	51,089
% of total workforce	66%
Total hours of training	102,130
% of suppliers who signed Code of Ethics	
Liverpool	98%
Suburbia	100%
Contributions to industry organizations (MXN)*	9,243,546

*Domestic merchandise suppliers

1.2. Information Security

(GRI 418-1) (SASB CG-EC-230a.2; CG-MR-230a.2; FN-CF-220a.2, FN-CF-230a.1)

According to data from the Information Security Office, there were no recorded cybersecurity incidents that compromised our customer information in 2022.

We conducted 5 Pentest tests (external and internal) to test the cybersecurity of our e-commerce, corporate offices, data centers and cloud services.

We obtained PCI-DSS International Security Certification for warehouse transactions for the fourth year in a row.