



# ETHICS HOTLINE

## REPORTING GUIDE

Any conduct that contravenes the Values of El Puerto de Liverpool, the **Code of Ethics, Code of Conduct and Integrity**, regulations or policies, as well as illegal acts, may be reported by shareholders, employees, suppliers, tenants, partners, and customers through the Ethics Hotline, which can be contacted via:

- Website: <https://lineaetica.org.mx/>
- Email: [contactanos@lineaetica.org.mx](mailto:contactanos@lineaetica.org.mx)
- WhatsApp: 55 3488 8895
- Voice mail: 800 633 8133

Whistleblowers can follow up on the Ethics Hotline process through our **website**.

“The Ethics Hotline system is operated by an independent external provider, acting as an intermediary between whistleblowers and the organization.”

## Ethics Office

- Receives complaints and generates a tracking number within three days.
- Analyzes whether the complaint contains essential information:

- Name of the offender.
- Workplace.
- Reported conduct.
- Name of the complainant.

Investigation report.

- When the facts are not confirmed, informs the complainant of the closure.
- For confirmed cases: shares a summary of the investigation with the Ethics Committee, informs the workplace manager of the recommended sanctions, and updates the status of the complaint.

“All El Puerto de Liverpool staff receive regular training on the use of the reporting channel, including the confidentiality of the process, the possibility of reporting anonymously, and protection against retaliation.”

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## Whistleblower

- Whistleblowers have the right to be protected and to file a report in an environment of trust that guarantees they will not face retaliation or negative consequences for their reports or cooperation in investigations.
- All reports must be made in good faith.

**Note:** Reports may be anonymous, except in cases of sexual harassment. All investigations conducted through the institutional channel “Ethics Hotline” are confidential and may be anonymous.

## Respondent

- The respondent must be proven, through reliable evidence, to have participated in and been responsible for the acts attributed to them.
- The evidence provided must be true, accurate, and obtained without manipulation or alteration.
- There must be no retaliation before, during, or after the investigation.

## Investigator

- The areas investigated are Loss Prevention, Internal Audit, and Human Resources.
- The purpose of the investigation process is to confirm or dismiss the reported facts.
- Deliver the investigation report and evidence gathered to the Ethics Hotline.

## Ethics Committee

- If conduct that goes against the values and policies is confirmed, the Committee asks the Work Center to apply the appropriate measures in accordance with the **Disciplinary Measures Policy**.

Related Policies:

**Rights of the Complainant and the Accused in Investigation Processes**  
**Internal Investigations**  
**Ethics Committee**  
**Receipt and Handling of Complaints**

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