



HEALTH

& WELLNESS

A. OBJECTIVE

PROMOTE THE QUALITY OF LIFE OF OUR EMPLOYEES THROUGH A CULTURE OF PREVENTION AND SELF-CARE IN PHYSICAL HEALTH, MENTAL/EMOTIONAL WELL-BEING, FINANCIAL HEALTH AND WORK-LIFE BALANCE WITHIN EPL.

B. SCOPE

The provisions of this policy apply to all employees at any of the work centers of the companies that make up El Puerto de Liverpool.

C. RULES

Commitment to Health, Wellness and Safety

Through the Let's Be our Best Version program, we implement strategies focused on prevention, self-care and quality of life, based on four pillars: physical, mental-emotional, financial and social health. The initiatives are aligned with these pillars to promote healthy and sustainable work environments, under the coordination of the Health and Wellness area.

1. Physical Health:

Medical Emergencies: We coordinate training in First Aid and in our Emergency Medical Attention Protocol for employees at all locations, in order to ensure a quick and efficient response to emergencies in our work centers (Annex 1).

- a) **First Contact Medical/Nursing Consultation:** El Puerto's medical and nursing team promotes prevention and proper monitoring of the health status of our employees, providing guidance and timely referral to institutional health services.
- b) **Electronic Medical Record:** El Puerto's medical data is securely stored in accordance with the Information Security Policy in relation to the Personal Data section (Annex 2). This allows us to have a statistic of the main health conditions of our population.
- c) **Telemedicine:** Program through which we provide remote health care with quality and warmth to our employees in our Business Units who do not have health personnel at their locations.

El Puerto de Liverpool®

- d) **Health Risk Assessment Questionnaire (HRA):** Through this assessment we learn about the risk factors that may affect the physical and mental-emotional health of our personnel, thus offering guidance and timely preventive measures to promote wellness and integral health.
- e) **Health and Wellness Caravans:** Through our campaigns we promote a culture of self-care among our employees through health and wellness activities for the population within their work centers, such as vaccination campaigns, clinical studies, and talks.
- f) **Sports classes and active breaks:** We encourage physical activity as part of a healthy lifestyle with different exercise classes in the workplace as well as short breaks during the workday, in which stretching

2. Mental Health

In accordance with the Psychosocial Risk Prevention Policy (Annex 3), there are guidelines that promote a favorable organizational environment.

Likewise, with a protocol to be followed in the event of a critical case of mental health within the work centers and psychological emergencies, which represents a risk to the life and integrity of the person, their colleagues and clients (Annex 4):

- a) **Psychological Support Line:** We provide psychological care as well as specialized follow-up in the form of a telephone call, video call or face-to-face call to employees and their families.
- b) **Mental Health Screening:** This tool allows us to identify the main mental health problems of our employees through a survey that identifies anxiety, depression, self-harm and suicidal thoughts.
- c) **Wellness Interventions:** This initiative includes talks and activities aimed at strengthening mental health awareness and work-life balance. The objective is to reduce the stigma related to emotional health and to offer practical, accessible and applicable tools for employees' daily routines.

3. Financial Health





- a) **Financial Health Program:** Through initiatives such as talks, workshops and forums -including the Quality of Life Congress- this program provides resources and tools to promote the care and valuation of our employees' personal assets, thus contributing to their overall well-being.
- b) **Talks by specialists:** The Health and Wellness area coordinates talks and workshops given by experts in financial matters in order to provide guidance and practical education on the proper management of economic resources.

El Puerto de Liverpool®

4. Social Scope

- a) **Corporate, sports and integration events:** These activities, managed and coordinated by the Health and Wellness team, are intended to strengthen the organizational culture and sense of belonging among employees. Through events such as sporting events, the celebration of Children's Day, Mother's or Father's Day and the Christmas celebration with BOLO, a healthy and satisfactory work environment is promoted

D. ANNEXES

Attachment number	Title	Archive (insert)
1	Emergency Medical Attention Protocol	Click here 
2	Information Security Policy	Click here 
3	Psychosocial Risk Prevention Policy	Click here 
4	Protocol for the Care and Follow-up of Critical Mental Health Cases	Click here 

Prepared	Reviewed	Authorized	Version Number	Date of updated
Ana Graciela Ramírez Leyva Medical Coordinator	Horacio Gonzalez Welfare Manager	María Andrea Rodríguez Macías Director of Culture and Internal Communications	1.0	29/04/2025
David Alberto Guerreño Angón Wellness and Quality of Life Consultant				
Sara Jazmin Avilés Gómez Medical Consultant				

El Puerto de Liverpool®