

# SERVICIO MÉDICO



**SAFETY AT WORK**

**AND HEALTH**

**AND WELLNESS**



# Safety at Work

## Objective

Workplace safety is a fundamental pillar at El Puerto de Liverpool, as it protects the integrity of our employees. Its implementation allows us to prevent accidents and occupational diseases while ensuring safe, suitable, and reliable work environments. This is achieved by adhering to current workplace safety regulations issued by government agencies, thereby safeguarding the well-being of all employees.

## Responsibilities

- Disseminate safety policies and standards
- Identify and prevent occupational risks in collaboration with workplace leaders
- Ensure both physical and documentary compliance across all work centers

## Safety Team

Our Occupational Safety team is composed of specialized professionals dedicated to maintaining safe environments for employees and customers by complying with applicable regulations and best practices.

## Continuous Improvement

Occupational Safety processes are periodically reviewed to support optimization and continuous improvement.

## Safety training programs

By the end of 2024, 61,492 employees received training related to occupational health and safety. Of these, 30,764 completed training through digital platforms such as SuccessFactors and Moodle—particularly through the launch of the “Safety Academy.” In addition, 30,728 employees received in-person training on various regulatory topics.

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## Safety Policy

At El Puerto de Liverpool, we are committed to complying with current Occupational Health and Safety legislation. We focus on risk prevention by allocating the necessary resources. Our objective is to ensure safe working conditions for employees, customers, suppliers, and contractors.

***Click here to know our Safety at Work policy.***



## HEALTH AND WELLNESS

### Objective

At El Puerto de Liverpool, employee well-being is a priority. We implement actions focused on comprehensive health—including physical, emotional, financial, and social dimensions—through strategic, high-impact initiatives.

### Programs

Below are the main outcomes of the 2024 Health and Wellness area, reflecting the organization's commitment to prevention, ongoing training, and the promotion of healthy habits across all Business Units.

### Medical Emergencies

In April, El Puerto de Liverpool launched the 5911 medical emergency line across all Business Units, operated by the National Monitoring Center and Suburbia's Emergency Attention Center.

### Key Results:

- **313 ambulance** dispatches, with 80% arriving in under 25 minutes—saving over 287 lives
- First Aid training at **192 locations**, impacting over **11,000 employees**
- **4,655 employees** trained as first responders, including Prevention, Nursing, Brigade, and HR teams

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## Health Awareness Campaigns

From January to November, health and wellness campaigns were held across Business Units, benefiting 10,809 employees. Through these campaigns:

- Over 30,000 medical tests were conducted (blood tests, ECGs, prostate antigens, mammograms, and glucose testing)—a 91% increase over 2023
- Women's health: 1,204 mammograms and breast exams, 1,018 Pap smears
- Men's health: 1,279 men participated in health screenings
- Sports activities impacted 3,400 employees (Zumba, Pilates, active breaks, etc)

## Vaccination Campaigns

From January to November, **37,499 vaccines** were administered—including influenza, tetanus, COVID-19, pneumococcus, hepatitis B, and HPV—a 22% increase over 2023.

## Mental Health

Reaffirming our commitment to mental well-being, we conducted our second mental health screening survey, with **63,296 participants—18% more than in 2022\***.

\*The survey is conducted every two years.

From January to November:

- **2,416** people used the Psychological Support Line—a **22% increase from 2023**
- **93%** of users completed their therapeutic process, totaling over **35,000 support sessions**
- More than **301 mental health cases** were addressed, mainly anxiety and depression
- Over **900 leaders** were trained in the Mental Health Protocol, impacting more than **4,000 employees** through emotional well-being talks

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## Health and Wellness Congress for HR and Health Teams

In September, the first Health and Wellness Congress was held for HR, Nursing, and Medical teams, covering current occupational health topics.

Results:

- **2,874** nationwide connections
- **8 conferences** on psychological first aid, regulatory disease topics, leader well-being, and more.

## Telemedicine

In April, we launched Telemedicine services for **Suburbia's 187 stores**, resulting in **8,793 consultations—93%** related to nutrition, and **7% to other medical concerns**.

A pilot program was also launched in Boutiques and Adcones, benefiting 3,267 employees with **750 consultations (86% nutrition, 14% other areas)**.

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