

Comprehensive well-being

Commitment

We place a priority on the comprehensive well-being of our people, and we recognize this as crucial for the success of our organization. Accordingly, in 2022 we focused our efforts on redefining our comprehensive well-being strategy and on beginning its implementation.

Strategy

This strategy covers six dimensions across which a person evolves throughout their life. We want our people to recognize and integrate their various dimensions and commit to choosing the best paths to develop and enrich them and be the best version of themselves. Our goal is for our people to achieve their fullest individual and collective potential within the company.



- **Intellectual:** Achieve optimum mental function in order to reflect, analyze and make decisions, learn continually and be open to change.
- **Emotional:** Recognize, manage and appropriately express emotions and feelings, successfully handle stress and have a positive relationship with oneself and others.
- **Physical:** Be and feel physically secure, healthy and energetic, in order to fully enjoy life and do our jobs satisfactorily.
- **Transcendental:** Expand our consciousness, discover a purpose in life, experience love, joy, peace and a sense of achievement (self-realization) so that we can be the best version of ourselves and contribute to the well-being of others.
- **Cultural:** Bring our personal traditions, beliefs and values, expressed in behaviors, actions and habits, into a single business culture capable of adapting to socio-environmental changes and building high quality relations with the world around us.
- **Professional:** Develop the abilities and competencies required by our jobs and responsibilities, always learning new skills, building a cooperative interaction with coworkers and leaders, and achieving job satisfaction.

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High-impact projects

In 2022, we conducted a survey called Living in Balance, with the participation of more than **9,800** employees. This gave us a baseline of current wellness indicators so that we could design targeted care programs. Based on the results, we created three high-impact projects and their goals.

1

Healthy, secure and capable employees: Support the physical and intellectual well-being of our people through behavioral programs that train and enable self-care, supported by genuine, visible leadership, so that they develop technical and thinking skills, and the means for ensuring their own safety and health.

2

Growing in trust and harmony: Make sure our employees enjoy emotional well-being and a sense of transcendence through a work environment of trust and harmony based on dignified treatment, a sense of service, and a balance between life, family and work.

3

Attract and inspire talent: Be our people's best option for employment and for personal and professional development, encouraging them to release all their potential within a solid culture and under a human leadership that encourages diversity, equity and inclusion.



Success story – Talent University

In 2022, we set up a virtual platform called **Talent University**, which encourages and enables employees to undertake their own professional and personal development by training in both hard and human skills, through content aligned with their needs and those of the company. This online university offered more than **5,000 courses** during the year. Some **5,500 employees** joined the platform, and between September and December 2022, **5,718 hours of training** were given in technical and human skills, as well as English courses.

Project

Key actions

Healthy, safe and capable employees
Physical-intellectual paths

- Alignment of occupational health programs with the strategy.
- Implementation of the Talent University Virtual Platform to train our people in technical and human skills (see success story).

Growing in trust and harmony
Emotional-transcendental paths

- Identification of psychosocial risk factors in order to take preventive action and care, and ensure a healthy work environment for everyone.
- Creation of a service model and implementation plan for the initiative.
- Preventing and addressing labor and sexual harassment in the workplace. Began training and awareness-building sessions.

Attracting and empowering talent
Professional-cultural paths

- Alignment of procedures in the talent management and development system with the cultural evolution and comprehensive well-being strategies.
- Alignment with Mexican standard NMX-R025-SCFI2015 regarding job equality and non-discrimination. [See page 84](#)
- Start of the [Women's Leadership project](#). [See page 85.](#)