

Comprehensive well-being

The well-being of our people is central to our organization's development and success. With this in mind, in 2023 we underscored our commitment to providing a safe and healthy work environment, so all of our employees can enjoy a full and satisfying life.

Strategy

In 2023, we consolidated our Comprehensive Well-Being strategy—which promotes healthy growth and advancement for people through specific goals arranged on five paths—to reach their fullest individual and collective potential and to be the best version they can be in every dimension.

Physical: Provide safe and healthy workplaces to ensure the well-being of employees and their families

Emotional: Foster interpersonal relationships based on respect and trust, which guarantee work environments free of stress, violence, and discrimination

Intellectual/Professional: Promote reflective thinking in decision making, continuous learning with a focus on change, and skills and competencies for deploying talent

Cultural: Promote an ethical work environment of unity, commitment, innovation, and efficiency to build a shared identity between the organization and its people through leadership and partnership

Transcendental: Encourage awareness of a life purpose focused on being the best version we can be and contributing to the well-being of ourselves and others, our families, and the environment



High-impact projects

In 2023, we redefined our high-impact projects:

- 1. Environments of prevention, trust, and balance:** Fostering the physical and emotional well-being of our people through behavioral programs that empower and enable self-care—supported by agile and transformational leadership—promoting safety and health in an environment of trust and dignity.
- 2. We empower talent:** Promote the professional and intellectual development of our people through continuous learning, facilitating the development of skills and intellectual abilities that unleash talent through a plan for growth.
- 3. People with purpose and fulfillment:** Employees should live in harmony with the corporate culture, have a sense of purpose in being the best that they can be, and contribute to the well-being of others.



In 2023, we consolidated our Comprehensive Well-Being strategy, promoting healthy growth and advancement for people through specific goals arranged on five paths.

Project	Key actions in 2023
Environments of prevention, trust, and balance Physical/emotional paths	<ul style="list-style-type: none">Integration of a technical committee in charge of the management and deployment of the strategy.Promotion of the Live in Balance program through webinars and publications on getting physically active, nutrition and eating habits, and lifestyle changes. Results analysis for each work center for the implementation of actions related to psychosocial risk factors identified, based on the NOM-035.
Empowering talent Intellectual/professional paths	<ul style="list-style-type: none">The Wellness Contact routine for employees, a tool for learning new healthy behaviors and habits through infographics, video capsules, and a collection of support materials, made available to personnel on the web portal. Our Talent University virtual platform, a tool for training our people in technical and human competencies, offering 7,909 courses to our employees, 1,021 of which were taken by a total of 4,811 employees, or 99% of non-unionized personnel. A total of 605 employees also took English courses given on the platform.
People with purpose and fulfillment Cultural/transcendental paths	<ul style="list-style-type: none">Documentation and formation of a multidisciplinary committee that will decide on the description, goals, scope, and rules of a volunteer program.Update and publication of our Leadership Model to develop an agile, transformational leadership that encourages the culture our organization requires, along with the well-being of ourselves and our co-workers.

As part of the management methodology of the Comprehensive Well Being strategy, different ecosystems were identified for its implementation:

Leadership Ecosystem: Ensures the alignment of the company's actions and resources with the strategy.

1

Strategic Ecosystem: Validates key information for the technical ecosystem to ensure that the strategy is followed.

2

Technical Ecosystem: Establishes models, programs, and intervention projects in the short, medium, and long term.

3

Implementer Ecosystem: Successfully implements the action plans, ensuring that goals are met, involving all employees.

4

Case study - Live in Balance Program

In the interests of encouraging our employees' healthy lifestyles, we began a campaign of webinars on topics such as lifestyle changes, eating habits, and physical activation, accompanied by infographics and capsules containing the same content. The program was inspired and designed based on the results of a **Live in Balance** survey applied to **9,870 employees** at the end of 2022 (**62%** of unionized and non-unionized employees). All of this material was made available to employees and their families.



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