

Communication with Our Stakeholders

As Migros, we interact with all our stakeholders in line with our sustainability approach and our priorities in line with our Migros Better Future Plan, and we support all of our business partners and stakeholders to create sustainable economic value. Within the scope of the materiality workshop organized by our Sustainability Committee, the representatives of the main functions within the Company determine the society, customers, employees, shareholders and investors, supply chain and official institutions as our priority stakeholders, based on their own experiences and observations. In relation to this, the details about the process of engagement with stakeholders are given in the following table.



STAKEHOLDERS	ENGAGEMENT CHANNEL	ENGAGEMENT FREQUENCY
Society and Customers	Migros Call Center and our WhatsApp line	Direct communication with 2,000,000 individuals a year / Approximately 5,500 responses on average on daily basis
	Social Media	Instantaneous monitoring and response / Analysis of 4,7000,000 different social media messages on yearly basis
	Consumer Research	The consumer and trend research , covering a total of 79,470 individuals within the year, on the basis of monthly periods
Employees	Internal Communication Practices	Communicating the progress made by the company and also the vision and the targets by means of the Orange Book , published on quarterly basis. Communicating the Human Resources strategies and practices by means of the Panoramik Magazine , published on yearly basis
		Socializing of the employees by making use of business or personal posts through the Migros Sosyal App
		Meeting up the employees with the Senior Management by means of Internal Communication Meetings , held in the regions and throughout Turkey
	Recruitment Assessment Survey	Following each new recruitment
	Working Life Assessment Research	Annually
Migros Sharing Hotline	Responding to 34,400 calls a year through the Migros Sharing Hotline and the Intranet of our company	



STAKEHOLDERS	ENGAGEMENT CHANNEL	ENGAGEMENT FREQUENCY
Shareholders and Investors	General Assembly Meeting	Convention of the General Assembly Meeting upon the attendance of the shareholders following the announcement of the annual financial statements, on yearly basis, and issuance of the meeting minutes on the corporate website following such meetings
	PDP (Public Disclosure Platform) Announcements Corporate Governance Principles Compliance Report	Announcement of the financial statements with respect of each quarter of the respective year and submission of the material disclosures, if and when required
	The website, www.migroskurumsal.com	Annually
	Annual Report	Sharing detailed information on the corporate website that is updated on daily basis
Supply Chain	Migros Business Partners Summit	Announcement of the operational and financial results for the Company on the corporate website and the PDP on quarterly and yearly basis
	MeCom / MeMobil (B2B) applications	Annually or biyearly, depending on the requirement
	Meetings (GAP - Good Agricultural Practices)	Daily update
Governmental Agencies	Meetings and requests for opinions	If and when required
	Audits	In line with the requests of the Municipalities and the Ministries - delivery of the opinions through the Food Retailer Association (GPD), Turkish Federation of Shopping Centers and Retailers (TAMPF), International Investors Association (YASED), Turkish Industry & Business Association (TUSIAD) and the Union of Chambers and Commodity Exchanges of Turkey (TOBB) Retailing Assembly, of which we are a member
	Communication with the Municipalities and Ministries	Monthly / Yearly
Industrial Organizations - Consumer Goods Forum (CGF)	Applications for Authorizations and Licenses	Following up the regulations, legislation and bylaws, and providing the information as required - taking the actions in terms of compliance with the advanced objectives by consulting with the Ministry of Trade, the Ministry of Agriculture and Forestry, the Ministry of Family, Labor and Social Services, the Ministry of Industry and Technology, the Ministry of Treasury and Finance and the Revenue Administration
	Meetings and Requests for Opinions	New areas of activity, the statutory permissions and licenses for opening of each store and distribution center
Industrial Organizations - Consumer Goods Forum (CGF)	Meetings and Requests for Opinions	Quarterly meetings with the Board of Directors and the Governance Committee Monthly meetings with the Coalition Management Committees and Working Groups Ensuring compliance with the commitments and provision of regular reporting. Accomplishment of the projects and operational regulations in line with joint resolutions. Assuming the leadership position for industrial transformation