

Our Employees' Health and Safety

Performance Indicator	Target Year	Target	2020 Performance	Status by Target	Status by Target
Work accident / Work accident severity rate (lost days)	2023	2% ↓	%3 ↓	Completed	2018 / 19,7
	2020	0,5% ↓	%1,63 ↓	Completed	2019 / 19,4
	2025	1% ↓	-	New	2020 / 19,09

As Migros, we are committed to creating a safe workplace environment in line with our priority to protect the health and safety of our employees. Within the framework of the Occupational Health and Safety (OHS) Law, we classify all of our fields of activity and carry out studies that will set an example for our sector. Accordingly, while the Head Office, regional directorates and stores are classified as less dangerous, the MİGET Meat Processing Plant, breeding farm, distribution centers and fruit and vegetable warehouses are classified as dangerous.

Our OHS Unit carries out various studies to ensure safety and security in our work environment. Our department director also serves as an OHS representative. **Our top level OHS management unit is our Occupational Health and Safety Committee,** which consists of senior managers of Human Resources Management and related departments and reports directly to our CEO.

The committee also includes occupational safety specialists and workplace doctors who work full-time or are appointed as per legal processes. The committee regularly assesses the OHS processes of all Migros workplaces in Turkey. OHS committee meetings are held regularly at our stores, MİGET, breeding farm, distribution centers and fruit and vegetable warehouses. We systematically manage the OHS processes of all our units and observe **compliance with the TS ISO 45001 Occupational Health and Safety Management System standard** throughout the company.



All our units are certified with the **ISO 45001** Occupational Health and Safety Management System.



37.673

Our Employees

8.785

Our Subcontractor

2.353

Our Operator

Our Occupational Health and Safety Management System covers all of our employees.



Our Occupational Health and Safety policy applies to all our employees, customers and business partners (subcontractors, contractors, suppliers, etc.) and is published on our corporate website. We aim to create a safe working environment in order to protect our employees, business partners and customers against the health and safety risks arising from our workplace environment, and we adopt proactive approaches to ensure continuity.

In the risk assessments we prepare for all our workplaces, we identify hazards and identify routine and non-routine activities. Accordingly, we use special software to systematically and centrally audit and report all our processes and activities within the scope of OHS. With this software, we conduct risk assessments at newly opened and existing workplaces every year and plan corrective and preventive actions in designated areas. In case of non-compliance detection, we enter and record all relevant information from the “WorkSafe Non-Compliance Notice” screen. Our OHS unit monitors and reports recorded non-compliances..

In 2020, we also prepared a Covid-19 Risk Assessment, Pandemic Emergency Action Plan, Action Plans and Instructions, and ensured that the relevant legislations were implemented within the framework of a certain standard.

In 2020, we invested **TRY 12.2 million in total**, including work carried out for protection from the global pandemic, within the scope of OHS.

OUR PERFORMANCE AND TARGETS

We aim to reduce lost working time through our OHS practices and the training we provide to our employees. As a growing company, we aim to reduce our work accident/lost day severity ratio in order to provide meaningful data on the number of newly opened stores and increasing number of employees. Compared to 2018, we have already achieved our reduction target of 2% until 2023, as 3%. In 2020, we achieved a 1.63% reduction compared to the previous year. We set our new target as a 1% reduction until 2025 compared to the base year 2020.

Work Accidents*	2018	2019	2020
Work accident severity rate (lost days)**	19.7	19.4	19.09
Work accident severity rate (lost hours)***	0.015	0.015	0.015

* Stores and Administrative Units are included. Third parties (company staff, contractor staff, etc.) who are under the responsibility of their employers as per the legislation are not included in the calculations. Work Accident Frequency and Severity rates are calculated over the methods used in Social Security Institution (SGK) statistics.

** Lost day = Indicates the number of working days lost per 1,000,000 hours in a calendar year due to work accidents.

*** Lost hour = Indicates how many hours have been lost per every 100 hours worked due to work accidents.

In line with our goal of providing a safer working environment for our employees, we also provide them with training as part of occupational health and safety policy so that they can learn their duties and responsibilities and be more careful. Our occupational safety specialists and workplace physicians provide on-the-job and periodic OHS training face-to-face and online, both in our service locations and during on-boarding. In addition, as part of our OHS efforts, we provide emergency action plan training and drills by the trainers and occupational safety experts of the companies we have contracted in all our workplaces.



TRAINING	EMPLOYEES	HOURS
Face-To-Face On-The-Job Training	9,281	25,708
Online Job Training	16,332	52,356
First Aid Training	1,170	14,512



Our Occupational Health and Safety Committee in our General Directorate was structured to represent all our employees. In addition, Occupational Health and Safety Committees were established in all units of our company with 50 or more employees. The number of store employees receiving OHS services is 10,900, which corresponds to 35% of the entire number of store employees. The total number of employees receiving OHS services, including administrative employees, is 12,348, which makes up 28% of the total number of employees. In 2020, **40,251 health checks** were carried out by workplace doctors as part of pre-employment medical assessments and periodic examinations. Occupational health and safety documentation, including an Emergency Action Plan and risk assessments, at our 183 stores and seven seasoned stores which were newly opened in 2020, has been completed.

81 + **93** + **27**
 Occupational safety specialist Workplace doctor Healthcare Personnel

144,372
 hours of OHS service

The staff with the highest risk of work accidents are charcutiers and butchers working in service departments due to their use of sharp objects.



In 2020, we reduced the number of lost days due to work accidents at our stores (like for like*) by **28%**.

* The performance changes of the same store (like for like) are the percentage of the year-over-year improvement in the lost days due to work accidents in 2020.

The control processes we apply in order to eliminate and minimize the hazards are as follows:



Personal Protective Equipment (PPE)

- Availability of adequate PPE, including clothing
- Giving instructions on the use and maintenance of PPE
- Embezzlement of equipment



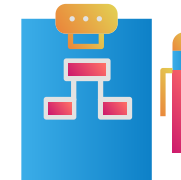
Substitution

- Preference of chemicals that are safe for employee health (MSDS control)



Engineering Controls

- Work Environment Measurement
- Regular periodic checks
- WorkSafe non-compliance records opened after periodic controls
- Construction/technical job request forms
- Field inspection reports
- Determination of technical procharging OHS requirements



Administrative Controls Including Education

- Creation of instructions and OHS documentation
- Obtaining appropriate licenses and certificates
- Following-up of the implementation of OHS rules
- Vocational trainings
- Practical onboarding training in 14 steps
- Basic OHS training
- Information training after work accident or occupational disease
- Work equipment trainings
- On the job talks
- Additional occupational health training specific to the health agenda



Eliminating Hazards and Reducing OHS Risks

- Remove the hazards
- Stopping the use of hazardous chemicals
- Using ergonomic approaches when designing new workplaces
- Removal of equipment that is not necessary to use
- Placing a near-miss event notification form on the OHS boards of all our units so that employees can report danger and dangerous situations.



OUR EMPLOYEE HEALTH PROGRAM



In 2020, our employees benefited **106,334 times** from 19 different employee health practices we carried out.

We consider ensuring the health and safety of our employees and business partners as one of our most fundamental responsibilities. In line with our understanding of Good Job, Good Future, in addition to supporting the career and personal development of our employees, we carry out a comprehensive employee health program in order to be healthier and happier, and to increase their physical and mental strength. Headquarters, branch directorates and our store employees are under the scope of this program.

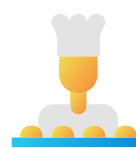
The work we carried out in this context in 2020 is as follows:



- We ensure the active participation of our employees in our **WellBeing Journey** program*, which we launched in 2018, through regular communication, training and suggestions.



- We offer our employees a platform to improve themselves in various fields, socialize and boost their motivation through our hobby and travel clubs. In 2020, our **Nature and Adventure Club, Cooking Club and Cycling Club** were active.



- 1,082 people benefited from our clinical massage, osteopathy, online dietitian, breathing exercise, yoga and on-site laboratory and **psychological and medical consultancy services** we provided to our employees.



- We have made it convenient and easy to access private health insurance, health services and nutritionist opportunities.



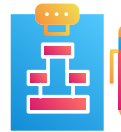
- In order to promote a healthy diet, we **share the calorie information of the meals** served in our cafeterias **every day** and offer diet menu options to our employees.



- We started to provide **healthy nutrition services** to 35 people through our expert dietician at our Izmir Branch Directorate.



- We have held **talks in many health-related topics** such as healthy diet, metabolic syndrome and living with diabetes, methods of coping with forgetfulness, solutions to neck and lower-back pain.



- 300 people participated in the **bicycle-themed photo contest** organized by the Migros Bicycle Club, which we pioneered throughout Turkey.



- With the contributions of Anadolu Efes, we offered our 305 employees the experience of **watching Euroleague matches** in order to give moral support to our employees against the negative effects of the Covid-19 pandemic.

**You can find detailed information on the subject in the 'Our Projects Supporting Community Health' section of our report. 'Our Actions Against the Covid-19 Pandemic' section includes practices and additional precautions for our employees.*

