

Quality, Freshness and Hygiene

As the leading company in the sector in which we operate, we are aware of the need to promote healthy living and conscious consumption habits and make these habits sustainable. With this awareness, we raise awareness among our stakeholders in the entire value chain on about conscious consumption and healthy living and encourage our business partners to adopt this approach.

Our main focus in promoting healthy life is the accessibility of quality, fresh and hygienic products, and the ability of our products and services, that support a healthy life, to contribute to our customers' eating habits. We consider the society that we are a part of and our employees as our priority, and we work hard to encourage society conscious consumption habits, provide access to accurate and reliable product information, and create a healthy working environment for our employees.

With our projects, which we have developed and continue to develop in many areas from production to access, we aim to contribute and raise awareness of our customers by delivering healthy products so they can create their shopping preferences with healthy life awareness.

We act with responsibility for freshness, quality, hygiene and health issues, which are our key focus issues for our products. As a leading company moving the sector forward, we created our policies within this framework and published them on our corporate website. In our **Health and Nutrition Policy** we include detailed rules and approaches regarding product range, product safety, certified product practices, quality standards in the fresh product group, and packaging and labeling information on products' nutrients and energy. The standards that we set to ensure the ethical, social and environmentally friendly production conditions for private label products belonging to Migros, and the safety of the product, are within the scope of our Own Brand Products Quality Policy. We implement our policies by integrating international management systems into our production and service processes.



We are the **food retailer** who **has the highest number of quality management system certificates issued by the Turkish Standards Institute (TSI)** in line with our vision of being the leading company in the sector.

The quality certificates of our company are as follows:

- TS EN ISO 9001 Quality Management System
- TS EN ISO 14001 Environmental Management System
- TS EN ISO 45001 Occupational Health and Safety Management System
- TS EN ISO 22000 Food Safety Management System
- FSSC 22000 Food Safety Management System
- TS ISO 10002 Customer Satisfaction System
- TS OIC SMIIC 1 Halal Certificate
- TS ISO 14064-3 Verification Statement of Greenhouse Gas Emissions
- TSI Covid-19 Safe Production / Safe Service Certificate
- Independent Assurance Statement in Supply Chain and in Human Rights (Selected Criteria)

PRODUCT QUALITY CONTROL PROCESSES AND AUDITS

In 2020, **almost 70,000 food and non-food products** that we offer to our customers comply with quality standards and we take care that the production of each product is safe for human health. In order to provide our customers with the highest quality products, we carry out thorough inspections and control operations. We aim to present our products that in a way that will provide the required hygienic conditions and meet the highest standards of product safety at the international level, and we continue our work in this direction. By applying Integrated Quality Management Systems, we ensure that our products are under control from the initial purchase stage until the end consumer. In this context, **1,849 of our employees completed food allergens training and 1,784 completed pest control training for staff.**

Subject	Number of employees receiving education
ISO 22000 Food Safety Management System	9,815
ISO 9001 Quality Management System	7,480
ISO 45001 Occupational Health and Safety Management System	11,537
ISO 10002 Customer Satisfaction System	9,173
ISO 14001 Environmental Management System	8,207
Total	46,212



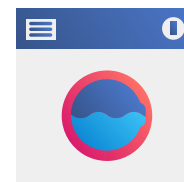
Detailed information on the number of product and store inspections carried out in 2020 can be found in the **“Product Quality Controls”** table in the **‘Appendix’** section.

We check to make sure that the label information of each product we sell complies with the legal regulations:

- The name, ingredients and allergen information of the food item, food establishment name and address, origin, net amount, Expiration Date and Best-By Date, batch number, special storing conditions, business registration/certification number, instructions for consumption, the degree of actual alcohol by volume in beverages with an alcoholic content of more than 1.2% vol., and nutrition facts, which are legally required to be displayed on food labels under the **Turkish Food Codex Labelling and Consumer Information Regulation**, are checked.



- The label information of products in the detergent, paper, cosmetics, stationery, glassware, toy, electronics, textile categories are checked according to the respective legislation of each product category and only the products with suitable label information are approved for sale. In addition, if there are any commitments made to the consumer on the labels of the products in these product groups, their sales are approved after their accredited analysis reports are checked.



- If the food label contains any claims made by the producer in line with the **Turkish Food Codex Nutrition and Health Claim Regulation** (energy-reduced, fat-free, source of omega-3, no trans-fat, high fiber, high protein, helps to maintain the immune system, helps to maintain heart functions, etc.), accredited analysis reports of these claims are checked prior to approving any product for sales.



In 2020, 12 cases were identified in our stores that did not comply with regulations on product and service information and labeling, and an administrative fine was imposed accordingly. In product health and safety audits carried out in stores and warehouses, 8 noncompliance cases were identified, and an administrative fine was paid.

