

# Our Employees' Health and Safety

We undertake to create a safe workplace environment where we will provide safe conditions in line with our priority to protect the health and safety of our employees. Under the Occupational Health and Safety (OHS) Law, we classify\* our area of activity and carry out activities in this respect which will set an example for our industry.

Performance Indicator	Target Year	Target	2021 Performance	Status by Target	Base Year / Status
Work accident/Work accident severity rate (lost days)	2025	1% ↓	0.22% ↓	In progress	2020 / 19.09

Our OHS committee meetings are regularly held in stores, MİGET, breeding farms, distribution centers and fruit and vegetable warehouses. We consider the compliance with TS EN ISO 45001 Occupational Health and Safety Management System Standard of our departments and activities and systematically manage the OHS processes. We work to improve our operations to ensure a sustainable, safe and healthy working environment for employees, prevent occupational diseases, minimize work accidents, define hazards properly and identify the risks, and take proactive measures.



In 2021, we invested a total of TRY 17.9 million for OHS, including our works for protection from the global pandemic.

Occupational Health and Safety (OHS) issues are among the goals of the OHS employees and executives working under our Industrial Relations department. These goals, which have a share of 40% among all purposes, directly affect annual performance bonuses.



\*While the head office, branch directorates and stores are in the less dangerous class, MİGET meat production facility, fattening farm, distribution centers, and fruit and vegetable warehouses are in the hazardous category.

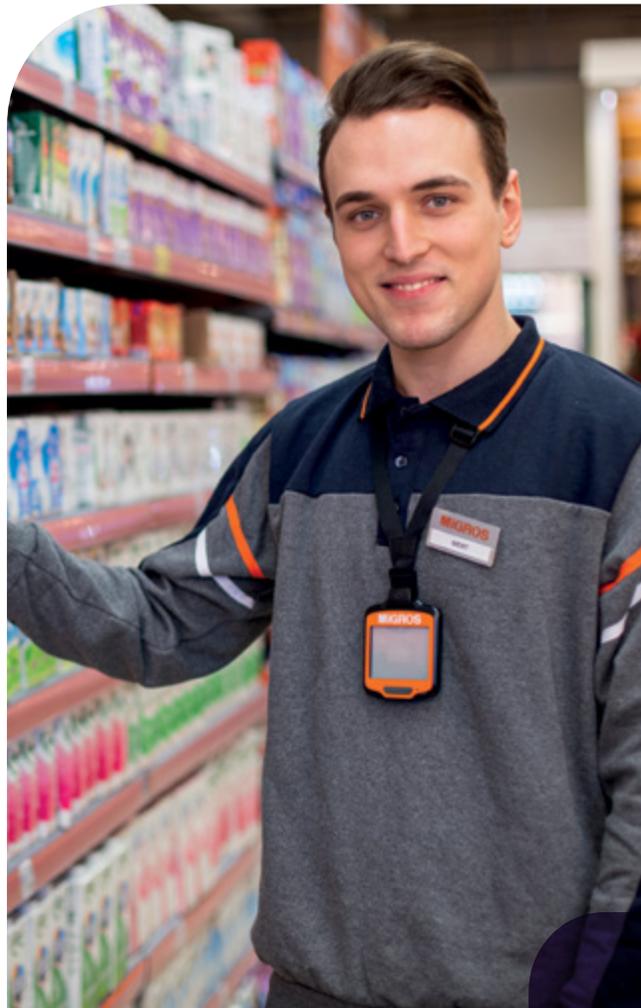
**Our Occupational Health and Safety Policy** covers all our employees, business partners (subcontractors, contractor suppliers etc.) and customers, and we publish our up-to-date policy on our corporate website. We aim to create a safe working environment with our **OHS Policy** to protect our employees, business partners and customers from the health and safety risks arising from our workplace environment while also developing proactive approaches to ensure continuity of this environment.

By the risk assessments for all our workplaces, we identify hazards and determine routine and non-routine activities. Accordingly, we use special software to systematically and centrally audit and report all our processes and activities under OHS. This software allows us to carry out risk assessments annually at new and existing workplaces and plan corrective and preventive actions in the areas identified due to the evaluations.

In case any non-compliance is identified, we enter and record all relevant information through the “MSafe Occupational Health and Safety” screen. Our OHS department monitors and reports the recorded non-compliances.

Covid-19 Risk Assessments and Pandemic Emergency Action Plans for newly opened workplaces continued to be prepared in 2021. Documentation for Covid-19 was kept up-to-date in accordance with the legislation and implemented within the framework of a certain standard.

Our departments have TS ISO 45001 Occupational Health and Safety Management System certification.



## Our Performance and Targets

Our OHS practices and employee training aim to reduce lost working hours. As a growing company, we are enlarging our OHS team in proportion to the number of newly opened stores and an increasing number of employees, and we aim to reduce our occupational accident/lost day violence rate with increased monitoring. Accordingly, we aim to reduce the number of days lost due to occupational accidents by 1% until 2025 compared to the base year of 2020. In 2021, we achieved a 0.22% decrease compared to the previous year.

You can find detailed information on “lost days/hours due to work accident” and “departments where work accidents occurred”, by years, in the **‘Annexes’** section.

In 2021, we reduced the number of lost days due to work accidents at the same stores (like for like\*) by 32%. In addition, no accident involving death occurred in 2021 in the operations carried out within our company.

\*The performance changes of the same store (like for like) reflect the percentage of improvement in the lost days due to work accidents in 2021 in stores that suffered lost days due to work accidents in 2020.



## OHS Training and Inspections

We provide our employees with a safer working environment through the trainings that we provide to ensure that our employees will learn their duties and responsibilities regarding occupational health and safety and act more carefully. Our occupational safety experts and workplace physicians provide on-the-job and periodic OHS trainings face-to-face and online, both in our service locations and during on-boarding. The trainers and occupational safety experts of our contracted companies provide emergency action plan training at all our workplaces within the scope of OHS, and we carry out examinations following these trainings.



### Class Trainings

OHS  
**22,215** employees  
**54,874** hours

Covid-19  
**13,871** employees  
**13,871** hours

### Online Trainings

OHS  
**10,676** employees  
**36,087** modules

Covid-19  
**32,590** employees  
**119,328** modules

Our Occupational Health and Safety Committee in our Head Office has been structured in a way to represent all our employees. In addition, we established Occupational Health and Safety Committees in all departments with 50 or more employees. We provided OHS services to 11,954 employees, which corresponds to 31% of our store employees. The number of our employees who received OHS service is 13,528 including the employees of our administrative department which represent 29.5% of total number of employees.

In 2021, a total of 57,155 health checks were carried out by workplace doctors on our employees as part of pre-employment examinations, periodic examinations and outpatient examinations. As part of the fight against Covid-19, health checks were carried out by referring Occupational Physicians to 2,887 points for the necessary contact tracing studies in the workplaces, and a total of 47,302 employees underwent check-ups. The rate of female employees who took leave in 2021 due to the effects of the Covid-19 pandemic is 43%.

Occupational health and safety documentation including the Emergency Action Plan and risk assessments were completed at 307 stores and 103 seasonal stores that were newly opened in 2021.

**77** + **90** + **30**  
 Occupational Safety Specialist    Workplace Doctor    Healthcare Personnel  
 provided **187.878** hours of OHS service.



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



## Eliminating Hazards and Reducing OHS Risks

- › Removal of the hazards
- › Stopping the use of hazardous chemicals
- › Using ergonomic approaches while designing new workplaces
- › Removing the unnecessary equipments
- › Including the near-miss incident reporting forms on the OHS notice boards of all our departments to allow employees to report hazardous situations



## Substitution

- › Preferring safe chemicals for employee health (MSDS control)



## Engineering Controls

- › Environmental measurements
- › Regular periodic controls
- › MSafe non-compliance records opened after periodic controls
- › Construction/technical work request forms
- › Site audit reports
- › Determining the OHS conditions of technical procurement



## Administrative Controls Including Education

- › Preparing the instructions and OHS documentation
- › Obtaining appropriate licenses and certificates
- › Determining OHS rules and following up their implementation
- › Site audits
- › Professional training
- › Applied orientation training in 14 steps
- › Basic OHS training
- › OHS distance training
- › Informative training after work accident or occupational illness
- › Work equipments trainings
- › On-the-job talks
- › Situation-specific occupational health trainings within the scope of health agenda



## Personal Protective Equipment (PPE)

- › Assessing PPE requirement against the hazards and risks exposed
- › Determining PPE in compliance with standards
- › Preparing the instructions for PPE use and announcement to the employees
- › Debiting PPE upon employees
- › Auditing the use of PPE

## Our Employee Health Program

We carry out studies to ensure the health and safety of our employees and business partners, which we consider as one of the major responsibilities. In line with our Better Job, Better Future understanding, we support the career and personal development of our employees and carry out a comprehensive employee health program to help them be healthier both mentally and physically. This program covers our employees in our Head Office, branch directorates and stores.

As a result of the performance assessment we made in line with the evaluation criteria of the Workforce Nutrition Alliance, which includes the healthy and nutritious meal opportunities offered by the companies to their employees, health checks and training, and breastfeeding opportunities in a sterile environment, our company got the Gold status.



In 2021, our employees benefited 119,328 times from 25 different employee health practices.

The works we carried out in this context in 2021 are as follows:

- ▶ We ensure the active participation of our employees in our Wellbeing Journey program\* launched in 2018, through regular communication, training and recommendations.
- ▶ We made it convenient and easy to access private health insurance, health services and nutritionist opportunities.
- ▶ We daily share the calorie information of the meals in our centers with a mess hall, and offer diet menu options to our employees.
- ▶ 3,454 participants were reached in 43 sessions of the webinar series that raised awareness on many issues such as physical-mental health, psychology, remote communication and leadership, performance management, technology, retail and economy etc.
- ▶ 1,246 employees benefited from the Psychological and Medical Consultancy Service to meet their needs of psychological and medical support.
- ▶ We held talks on many topics such as healthy nutrition, metabolic syndrome and living with diabetes, methods of coping with amnesia, solutions to low back and neck pain.

The support we provided to our employees during Covid-19 continued in 2021 as well. Our 2020 Sustainability Report on the subject is included in **“Our Actions Against the Covid-19 Pandemic”** section.

\*You can find detailed information on this in the **‘Our Projects Supporting Community Health’** section of our report.

