

Quality & Product Safety

2024 was a year in which Migros made important progress in integrated management systems and food safety while further strengthening its pioneering position as a food retailer conforming to national and international standards.

Integrated Management Systems

Migros conforms to national and international standards and with statutory and regulatory requirements in the conduct of its operations. It documents all related processes for the purposes of supporting its sustainability commitments, corporate reputation, ensuring access to safe food, gaining competitive advantages, enhancing its financial value, and facilitating its imports and exports.

In 2024, Migros held a total of 45 certifications, comprising 5 main certifications covering all units in the areas of Quality Management, Food Safety, Customer Satisfaction, Occupational Health and Safety, and Environmental Management, along with 40 sub-certifications specific to different fields of activity. Migros holds more quality

The Turkish Standards Institute (TSE) has awarded Migros more quality management system certifications than any other food retailer in Türkiye.

management system certifications issued by the Turkish Standards Institute (TSE) than any other food retailer in Türkiye. In addition, audits have been conducted at production facilities in accordance with standards recognized by the Global Food Safety Initiative (GFSI). Customers' access to safe food is ensured through certifications such as IFS (International Featured Standards), BRCCS (British Retail Consortium Global Standards), FSSC 22000, and ISO 17025 TÜRKAK Laboratory Accreditation.

Migros ensures the continuous validity of existing management system certifications by having its operations independently audited as required. The company also keeps a close watch on national and international standards, global developments, and regulatory requirements in order to comply and have itself certified compliant with newly-introduced standards.

To ensure their effective planning, reporting, nonconformity-detection, and follow-up, all integrated management system processes are dealt with digitally through the **Migros Quality Management Systems Portal**. This approach facilitates and leverages system access for all employees. The **13 million entries** that were made through this digital platform in 2024 are calculated to have boosted workforce process-management productivity by 54%. Integrated management system internal audits have been completed for compliance with the **Quality, Food Safety, Environmental, OHS, Customer Satisfaction, and Social Responsibility** standards. These audits were conducted at 3,142 company locations and entailed the assessment of 345,620 questions, resulting in a performance score of 96%.

2024 Integrated Management System Certificates & Scope

Name	Scope
TS EN ISO 9001 Quality Management Systems	Entire company
TS EN ISO 9001 Quality Management Systems	Internal Audit Department
TS EN ISO 22000 Food Safety Management System	Entire company
FSSC 22000 Food Safety Management System	MİGET (Migros Meat Processing Plant) / Gebze Meat Processing Plant / Macrocenter Homemade Kitchens / Gönen Fresh Produce Production & Packing Plant
TS ISO 10002 Customer Satisfaction Management System	Entire company
TS EN ISO 14001 Environmental Management System	Entire company
TS ISO 45001 Occupational Health & Safety Management System	Entire company
TS ISO 50001 Energy Management System	25 locations Headquarters / MİGET (Migros Meat Processing Plant) / Avrupa - Gebze - Torbalı - Gölbaşı - Kemalpaşa - Erzurum - Bursa - Serik - Diyarbakır - Adana - Muğla - Tarsus - Doğu Marmara Yakın Mağazacılık - Büyükkarıştıran distribution centers / Kuşadası Kipa - Balçova Kipa - Edremit Kipa - Derince Kipa - Beylikdüzü Migros - Antalya Migros - 365 shopping malls / Gönen Fresh Produce Production & Packing Plant / MİGBAK Dried Pulses Production & Packing Plant
TSE ISO 17025 General requirements for the competence of testing and calibration laboratories	MİGET (Migros Meat Processing Plant)
TS EN ISO 14064-3 Greenhouse gas statement verification	Entire company
TS EN ISO 14046 Water footprint statement verification	Entire company
Human rights & supply chain independent statement of assurance (Selected criteria)	Entire company
TS OIC SMIIC 1 Halal certificates	MİGET / Gebze Meat Processing Plant / Tazedirekt
Trusted Supplier certifications	Entire company
Organic Fresh Produce Enterprise certifications	Mersin / Bursa / İzmir / Gebze fruit & vegetable operations
Good Agricultural Practices certifications	Bursa / Gebze / Torbalı / Mersin fruit & vegetable operations
Certificates based on Aquaculture in the system of Global Agricultural Practices (GAP)	Selected suppliers
Global GAP Risk Assessment On Social Practice (GRASP)	Gönen Fresh Produce Production & Packing Plant - Selected suppliers
ATP (Carriage of Perishable Foodstuffs) certification	Selected suppliers

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Operational and Product Quality Control Processes

Migros takes great care to ensure that all of the more than 58,000* food and non-food products that it sells are safe for human health and that they fully comply with all applicable quality and safety standards. Within this scope, all necessary inspections are meticulously carried out to ensure full compliance of product label information with legal regulations.

*With a sales price of TL 1,000 and above

During 2024, **2,889 unannounced quality control audits** were carried out by Migros quality teams and **3,013 by independent external auditors**. Quality controls were carried out on about **3.6 million food and non-food products**. The following Migros operations have been audited for compliance with the IFS Product Safety GM Logistics and IFS Product Safety GM Food standards: 10 distribution centers, MİGET (Migros Fresh Meat Processing Plant), 1 wholesale warehouse, Tazedirekt Operations Center. Goods at these locations were examined for compliance with **221 parameters** to determine whether or not they are capable of reaching consumers in safe condition as mandated by laws and regulations. The attention given to quality

control shows how deeply committed the company is about product safety across its entire supply chain. All internal and external audits once again verified that Migros adheres to product safety and hygiene standards and that it conforms to national and international regulations. Detailed information about product safety and quality audits during 2024 is presented in the **Appendices** to this report.

During 2024, Migros once again continued to carefully conduct its product labeling and quality management processes to further increase product safety, regulatory compliance, and consumer satisfaction:

In accordance with the **Turkish Food Codex Regulation on Nutrition and to the Regulation on the Use of Health Claims on Foods and Food Supplements**, if a food item's package label contains any statement such as low-calorie, no-fat, omega-3 rich, trans-fat free, high-fiber, high-protein, or immune supportive, Migros will not allow the product to be sold unless the statement is proven by an analysis conducted by an accredited laboratory.

The packaging and labeling on all food items was regularly checked to be sure that it contains all the information such as name, ingredient list, allergen information, country of origin, net quantity, expiration date or best-before date, and storage conditions that is required by the **Turkish Food Codex Labeling & Consumer Information Regulation**. Alcohol content must also be stated on the packaging of alcoholic beverages above 1.2% by volume, and nutritional details

Migros ensures that the labels on all non-food items such as **cosmetics, tableware & cookware, toys, detergents, stationery, textiles, and electronics** comply with applicable governing regulations; the company only allows those that do comply to be sold. If any non-food item's label contains a manufacturer's promise to the consumer, Migros will not allow it to be sold in its stores unless the statement is verified by an accredited analysis report.

The product specifications of Migros' **private-label** offerings are spelled out in contractual agreements between Migros and the goods' suppliers. All Migros private-label products are analyzed and verified by an accredited laboratory before they go on sale. All private-label food products are taste-tested against their equivalent branded products by a panel of independent consumers. All these quality control processes must be carried out and complied with again if a private-label product's formulation changes in any way. Private-label product suppliers are regularly audited for compliance with Migros' product safety, ethical, environmental, and social standards. These standards are set forth in detail in the **Migros Own Brand Products Quality Policy**.

Products sold by **Migros Sanal Market** are displayed along with their registration number, recommended use, country of origin, ingredients, allergy warnings, and similar details. To aid shoppers, special symbols are used indicate organic, gluten-free, lactose-free, vegan, vegetarian, caffeine-free, collagen-containing, probiotic, and superfood products.