

Quality and Product Safety

2025 was a year in which Migros made important progress in integrated management systems and food safety while further strengthening its leading 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. The Company documents all related processes for the purposes of supporting its sustainability commitments, ensuring consumer access to safe food, gaining competitive advantages, enhancing its financial value, and facilitating its imports and exports. Migros embraces an integrated management system approach across the entire organization, encompassing quality management, food safety, customer satisfaction, occupational health and safety (OHS), and environmental management. This framework covers five core categories and 49 specific sub-categories within them for an overall total of 54 certifications.

Migros holds more quality management system certifications issued by the Turkish Standards Institute (TSE) than any other food retailer in Türkiye. Each year, Migros' sustainability performance in the areas of carbon emissions, water consumption, waste management, and human rights compliance are independently audited and verified.

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 both to comply with and to have itself certified in accordance with newly-introduced standards.

Every stage of the food supply chain is systematically managed to safeguard products at production and packaging facilities, ensuring continuous improvement and robust food security. Migros complies both with Global Food Safety Initiative (GFSI) recognized FSSC 22000 Food Safety Management System standards and with the Halal Certification standards

published by HAK (Türkiye's national Halal Accreditation Agency). The precision and impartiality of MİGET laboratory analyses was confirmed after undergoing an ISO 17025 standards compliance audit by TÜRKAK (Türkiye's national Accreditation Agency). Migros' Gönen Fruit and Vegetable Production and Packaging Facility successfully passed Sedex SMETA, SQMS, and GMP audits, demonstrating the Company's firm commitment to ethical production and operational discipline.

All integrated management system planning, reporting, nonconformity-detection, and follow-up processes are managed comprehensively through the Migros Quality Management Systems Portal. These processes are made even more accessible and effective by the deployment of mobile solutions. Operational efficiency is further enhanced by using such solutions to collect approximately 60 million quality logs every year. During 2025, a team of about 1,000 internal auditors conducted inspections across 3,464 locations. These inspections involved a comprehensive evaluation of 404,930 individual criteria and revealed an overall compliance score of 95.28%.

2025 Integrated Management System Certificates and Scope

Certificate	Scope
ISO 9001 Quality Management Systems	Entire Company, Internal Audit Department
ISO 10002 Customer Satisfaction Management System	Entire Company
ISO 14001 Environmental Management System	Entire Company
ISO 14046 Water Footprint Statement Verification	Entire Company
ISO 14064 Greenhouse Gas Statement Verification	Entire Company
ISO 22000 Food Safety Management System	Entire Company
ISO 45001 Occupational Health and Safety Management System	Entire Company
TSRS 1 and TSRS 2 Compliant Reports	Entire Company
Trusted Supplier Certification	Entire Company
Limited Assurance Declaration (selected criteria)	Entire Company
TS ISO 50001 Energy Management System	25 locations Headquarters / Europe - Gebze - Torbalı - Gölbaşı - Kemalpaşa - Erzurum - Bursa - Serik - Diyarbakır - Adana - Muğla - Tarsus - Doğu Marmara Yakın Mağazacılık - Büyükkarşıran Distribution Centers / Kuşadası Kipa Mall / Balçova Kipa Mall / Edremit Kipa Mall/ Derince Kipa Mall / Beylikdüzü Migros Mall / Antalya Migros Mall/ 365 Shopping Mall / MİGET (Migros Fresh Meat Production Plant) / Gönen Fruit and Vegetable Production and Packaging Facility / MİGBAK Dried Pulses Production and Packaging Facility
ISO 17025 Laboratory Accreditation Certificate for Migros Fresh Meat Production Plant	MİGET (Migros Fresh Meat Production Plant)
FSSC 22000 Food Safety Management System Certificate	MİGET (Migros Fresh Meat Production Plant), Macrocenter Homemade Production Facility
Halal Certificates	MİGET (Migros Fresh Meat Production Plant), Uzman Kasap, Tazedirekt
Good Agricultural Practices (GAP)	Gebze / Bursa / Torbalı / Antalya / Mersin Fruit and Vegetable Facility
Organic Fresh Produce Enterprise Certification	Mersin / Bursa / İzmir / Gebze Fruit and Vegetable Facility
Sedex	Gönen Fresh Produce Production and Packaging Facility

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Operational and Product Quality Control Processes

Migros gives the utmost importance to ensuring that the approximately 70,000* food and non-food items that it sells are safe and suitable for human consumption and use. The compliance of all products with quality standards is rigorously audited. Labelling information is regularly checked to ensure that all regulatory requirements are satisfied.

During the year, quality controls checking for compliance with 223 different parameters were conducted on about 3.8 million food and non-food items.



To maintain quality standards, Migros quality teams conducted 3,262 inspections in 2025; an additional 4,302 unannounced inspections were also performed by independent third-party agencies. During 2025, four distribution centers, three wholesale warehouses, two fruit and vegetable production facilities, the MIGET Fresh Meat Production Plant, the Macrocenter Homemade Production Facility, and the Tazedirekt Production Facility were all audited according to IFS Product Safety GM-Logistics and IFS Product Safety GM-Food standards. Quality controls checking for compliance with 223 different parameters were conducted on about 3.8 million food and non-food items. The results of all internal and external audits confirmed Migros' compliance with national and international product safety and hygiene standards. Detailed information about the product safety and quality audits conducted during 2025 is presented in the **Appendices** to this report.

During 2025, Migros again continued to rigorously manage its product labelling and quality management processes both to ensure regulatory compliance and to enhance consumer satisfaction:

- Manufacturers' "Reduced energy", "No-fat", "High-fiber", and "Omega-3 source" product label claims were verified by obtaining accredited analysis reports conforming to Turkish Food Codex regulations. Only demonstrably compliant products are ever approved for sale at Migros.

- All mandatory product information such as name, ingredients, allergens, origin, quantity, shelf life (best-before/expiry dates), and storage conditions required by Turkish Food Codex regulations is regularly audited. A total of 14,096 products were checked for compliance. Labels on beverages containing more than 1.2% alcohol by volume were also checked for compliance with alcohol content (ABV) and nutritional information requirements.
- The regulatory compliance of cosmetics, glassware, toys, detergents, stationery, textiles, and electronic goods was verified. For products making consumer-related performance claims, sales authorization was granted only after accredited analysis reports verifying the claims were obtained.
- As required by laws and regulations prohibiting their sale, Migros does not sell any food or non-food product containing or made from genetically modified organisms (GMO).
- Migros works with suppliers to set the exact specifications for its private-label products. The Company verifies their compliance by means of obtaining accredited laboratory analyses, taste tests, and having independent consumer trials conducted. Quality processes are re-initiated whenever existing product formulations or specifications are modified. Migros' suppliers undergo regular audits covering compliance with the Company's safety, ethics, environmental, and social criteria. All such issues are addressed in detail in Migros' **Own Brand Products Quality Policy**.
- All product information such as manufacturer registration, ingredients, allergens, origin, and instructions for use is provided for items sold on Migros Sanal Market. Visual cues are used to inform customers about products claiming to be "Organic", "Gluten-free", "Lactose-free", "Vegan", "Vegetarian", "Decaffeinated", "Collagen-infused", "Probiotic", or "Superfood".

* Items that generate at least TL 1,000 TL in total sales during the reporting period.