

Quality, Freshness, Hygiene

GRI 3-1, GRI 3-2, GRI 3-3, GRI 416-1, GRI 417-1



WE ARE THE FOOD RETAILER THAT HAS **THE MOST QUALITY MANAGEMENT SYSTEM** CERTIFICATES ISSUED BY THE TURKISH STANDARDS INSTITUTE (TSI).

We strive to be a retailer whose pioneering and innovative practices create a difference in the sector, who provides exceptional customer service that enhances customer awareness, and who ensures continuous development by adhering to legal regulations and corporate governance principles.

We take the utmost care to ensure the freshness, quality, health, and hygiene of everything we offer to customers, whether we make it ourselves or source it from others. **Our Integrated Quality Management Systems Policy** 🌐 requires that all product-related processes, from initial sourcing to end-user delivery, comply with national registration and international standards.

The Migros Health and Nutrition Policy 🌐 outlines the company's rules and approaches to product line, product safety, certified-product practices, perishable product quality standards, and the inclusion of nutritional and caloric information on packages and labels.

Our Integrated Quality Management System

We are the food retailer that has the most **quality management system certificates** issued by the Turkish Standards Institute (TSI). It leads the Turkish retail industry with **60 TSI quality certifications** covering its food safety, quality management, environmental management, customer satisfaction, occupational health & safety, Covid 19-safe production & service, fresh meat production facility & laboratory accreditation, good agricultural practices, greenhouse gas emissions verification, sustainability report assurance, and similar processes.

We use the **Migros Quality Management Systems Portal** to carry out all of our auditing processes. This includes audit planning and reporting, nonconformity detection, and follow-up action. We monitor these processes through the portal to ensure their continuous improvement. The Migros Quality Management Systems Portal makes it easier for more employees to access the quality management system. In 2022, employees entered 2.75 million data points into the portal, which represents a 54% year-on improvement in workforce productivity.

We are also working with our subcontractors to harmonize their digital systems with our own. This will allow us to systematically record all of their business processes in compliance with applicable laws and standards and to robustly, effectively, and flexibly monitor and report on them in real time.

Within the scope of our integrated management systems and in line with the Quality, Food Safety, Environment, Occupational Health and Safety, Customer Satisfaction and Social Responsibility standards, we completed our internal audits in 2,277 locations with 407,583 questions and 615 internal auditors in 2022, reaching our **performance success score to 98%**.

MIGROS
QUALITY
MANAGEMENT
SYSTEMS
PORTAL



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Migros' integrated management system certifications and their scope are presented in the accompanying chart.

Our Quality Certificates	Scope
TS EN ISO 9001 Quality Management System	Entire company
TS EN ISO 9001 Quality Management System	Internal Audit Department
TS EN ISO 14001 Environmental Management System	Entire company
TS ISO 45001 Occupational Health & Safety Management System	Entire company
TS ISO EN 22000 Food Safety Management System	Entire company
FSSC 22000 Food Safety Management System	MİGET and Gebze Meat Processing Plants
TS ISO 10002 Customer Satisfaction Management System	Entire company
TS OIC SMIIC 1 Halal certificates	MİGET and Gebze meat-processing plants, Tazedirekt (specified products)
Good Agricultural Practices certificates	Antalya, Bursa, İzmir operations
TS EN ISO 17025 General requirements for testing & calibration laboratory competence	MİGET Meat Processing Plant
TS ISO 14064-3 Greenhouse gas emissions verification statement	Entire company
TS Covid 19-safe production & service certificate	Distribution Centers 100%, Vegetable and Fruit Plants 100%, Production Plants 100%; Head Office -Branch Directorates 100% (Selected Stores)
Statement of Independent Assurance in Human Rights and Supply Chain (selected criteria)	Entire company
Sustainability Report Verification Assurance Statement	All business units
Perishable goods transportation certificate	Logistical services providers (selected vehicles)
Reliable Supplier certification	Migros Ticaret A.Ş.
Migros Organic Fresh Fruit & Vegetable Enterprise certificate	Mersin, Bursa, İzmir, Gebze fresh-produce warehouses
Certificates based on Aquaculture in the system of Global Agricultural Practices (GAP)	Selected suppliers

Our Quality Management Systems in our company; It is followed by our employees and managers who are affiliated with our Quality and Environmental Management departments. Employees' year-end bonuses are based on their product safety performance, with 10-20% of the bonus reflecting that performance.

Integrated Management System Training

We believe that establishing and maintaining integrated management systems and constantly improving their performance is a core value that will help Migros succeed in the future. We provide our employees with training resources to help them become more proficient and productive in their interactions with management systems. In 2022, we enhanced our Integrated Management System training by adding role-playing and gamification to make it simpler, more straightforward, and more understandable.

Employee training programs	2022
ISO 22000 Food Safety Management System	6,012
ISO 9001 Quality Management System	5,788
ISO 45001 OHS Management System	6,167
ISO 10002 Customer Satisfaction Management System	6,450
ISO 14001 Environmental Management System	5,630
Food allergens	596
Pest control	649

INTEGRATED MANAGEMENT SYSTEMS

WE BELIEVE THAT ESTABLISHING AND MAINTAINING INTEGRATED MANAGEMENT SYSTEMS AND CONSTANTLY IMPROVING THEIR PERFORMANCE IS A CORE VALUE THAT WILL HELP MİGROS SUCCEED IN THE FUTURE.

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Operational and Product Quality Audits

Migros ensures the continuity and effectiveness of its quality management system processes in stores, the last step in its supply chain before products reach consumers. This is done through unannounced audits performed by Migros' quality management system team and by accredited independent external auditors. In 2022, Migros Quality Management Teams conducted 2,455 and accredited independent external auditors performed **2,526 unannounced audits**.

In 2022, Migros conducted quality control on approximately 3.2 million food and non-food products across 212 different parameters. In 2022, 11 distribution centers, 5 fresh-produce facilities, 2 red meat processing plants, 11 wholesale warehouses, and all Tazedirekt and Macrocenter Homemade production operations were independently audited to assess their compliance with IFS Product Safety GM Logistics and IFS Product Safety GM Food standards.

In addition, the sale of **GMO** (Genetically Modified Organism) products is prohibited in our country due to legal regulations, and in this context, there is no sale of products containing GMOs on our shelves.

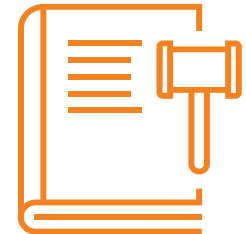
Our Product Quality Control Process

In 2022, we took steps to make certain that all the nearly 52,000* food and non-food products we offer our customers meet quality standards and are produced in a way that is safe for human health. We also take the compliance of label information with mandatory regulations seriously and we perform all necessary controls to ensure that our products are labeled accurately.

- The Turkish Food Codex Regulation on Nutrition and Health Claims sets forth the rules for nutrition and health claims made about food in Türkiye. According to Turkish Food Codex Regulation on Nutrition and Health Claims, applies to any claim that a product is low-calorie, nutritious, or has physiological benefits. It also applies to claims that a product contains non-nutrients, is non-fat, is an omega-3 source, contains no trans fats, is high-fiber or high-protein, helps protect the immune system, helps protect heart functions, etc. Such products cannot be sold in Türkiye without their regulatory compliance being proven.
- The information that a product label is legally required to contain according to the Turkish Food Codex Regulation on Labeling and Provision of Food Information to Consumers is the name of the food, its ingredients and potential allergens, the food business operator's name and address, its country of origin, its net quantity, its Expiry Date, its Best-Before Date, its lot number, special storage conditions if any, the food business operator's registration or certification number, directions for use, actual alcoholic content if any and above 1.2% by volume, and nutritional details. We ensure that our products comply with Turkish Food Codex Regulation on Labeling and Provision of Food Information to Consumers.
- We ensure that all non-food items we sell comply with applicable governing regulations. This includes cosmetics, glassware, toys, detergents, paper, stationery, electronics, and textiles. Only products with appropriate and sufficient labeling information are allowed 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 is approved only after their accredited analysis report is checked.

2,526 UNANNOUNCED AUDITS

WE ENSURE THAT ALL FOOD AND NON-FOOD PRODUCTS WE OFFER TO OUR CUSTOMERS COMPLY WITH QUALITY STANDARDS.



*With sales of TL 1000 and above

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- The product specifications of our private-label offerings are created in agreement with the suppliers within the framework of the agreed commercial conditions. These products are analyzed by an accredited external laboratory before they are sold in our stores. The laboratory tests the products to ensure that they meet the contractual specifications, regulatory requirements, and our own risk criteria. All new private-label food products and existing ones whose formulations have changed are taste-tested against their equivalent branded products. Our private-label products on the shelf are tried and tested by consumers in an independent consumer panel. Migros' marketing unit designs the visual appearance of private-label products' packaging and labels. The company's quality unit approves the design and verifies the accuracy of label information. After the products are defined in the system, the distribution center is controlled by the quality control. Whenever private-label food product formulations are changed, the products' specifications are updated. The products are then reanalyzed, followed by new rounds of independent taste-testing and consumer trials. Compliance with the legislation is constantly checked for product contents or packaging images. In addition, our suppliers are audited on product safety, ethical, environmental and social issues.
- We provide our customers with essential information about products through Migros Sanal Market, such as registration number, recommended use, country of origin, ingredients, allergy warnings, storage requirements, and manufacturer/producer. Also, on **Migros Sanal Market**, we offer our customers by marking products with organic, gluten-free, lactose-free, vegan, vegetarian, caffeine-free, collagen-containing, probiotic and superfood (protein, fiber, and mineral-rich content that does not contain any ingredients, including additives, flavors).

Detailed information about our 2022 operational quality audits is provided by the “**Product Safety & Quality Auditing Table**” in the “Annexes” section of this report.

Our Quality Practices with in Migros Toptan

We updated our Migros Toptan (Wholesale) mobile app in 2022 with various improvements that included providing bigger, more detailed images for 2,040 products.

We participated in a Confidence in the Supply Chain Project jointly conducted by The Association of Non-Household Consumption Suppliers (ETÜDER) and the Turkish Food Safety Association (GGD) to ensure the quality and safety of food sold at away-from-home consumption points such as restaurants.

As a result of that collaboration, we became the first company in Türkiye to be awarded supply-chain safety certification.

Thus, by raising awareness among consumers, a step has been taken to access safe food transparently. Migros Wholesale's “**Reliable Supplier**” certification was renewed in 2022.

In 2022, Migros Wholesale's logistics partner became the first company in Türkiye to be certified as a “**Perishable Foods Transporter**” under the country's regulation on the use of special equipment in the transport of perishable foodstuffs.



“FIRST IN TÜRKİYE”

MİGROS TOPTAN (WHOLESALE) BECAME THE FIRST COMPANY IN TÜRKİYE TO BE CERTIFIED AS A “PERISHABLE FOODS TRANSPORTER”.