

2023

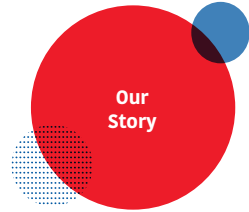
# Bizim Toptan

Sustainability  
Report

**Bizim**  
Toptan Market



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# About the Report

As Bizim Toptan Satış Mağazaları A.Ş., we adopt Yıldız Holding's "This World is Ours" sustainability approach and share our environmental, social and governance performance, projects and targets through our sustainability reports every year. With this report, we aim to inform all our stakeholders about our sustainability journey in the most transparent manner.

## REPORTING SCOPE

The information in our report covers the operations of Bizim Toptan Satış Mağazaları A.Ş. for the period 1 January-31 December 2023<sup>1</sup>. We have prepared our report in accordance with the GRI Standards 2021 version. You can easily find the sections that contain information on the standards by following the relevant tables in the GRI Content Index section in the "Annexes" section at the end of our report. At the same time, in the "Appendices" section, you can review the detailed version of the performance indicators related to our material issues, which we have included in our report, going back three years. Throughout our report, we include a mapping of our contribution to the Sustainable Development Goals (SDGs) published by the United Nations in 2015. This year, we have also taken SASB Sector Standards - Food Retailers and Distributors as a guide in our report.

We care that our sustainability report is accessible to all our stakeholders and that we receive feedback and ideas from our stakeholders about our report. You can access our report at <https://www.bizimtoptan.com.tr/s/surdurulebilirlik> and you can send your questions and comments about the report to the e-mail address "[surdurulebilirlik@bizimtoptan.com.tr](mailto:surdurulebilirlik@bizimtoptan.com.tr)".

## INDEPENDENT ASSURANCE

Within the scope of our report, we receive independent assurance services for environmental performance indicators such as energy and water consumption, greenhouse gas emissions and waste amount, number of employees by gender, category and working hours, number of employees leaving the job by gender and age, distribution of employees in senior management bodies by age, number of unionised and disabled employees, OHS performance and OHS trainings social performance indicators. In this way, we ensure the accuracy of our data and work to make reliable trend analyses. You can find our Independent Assurance statement in the [Annexes](#) section of our report.

<sup>1</sup> Operational data of g2mEksper Satış ve Dağıtım Hizmetleri A.Ş. is not included.



# Message from Chairman



## How would you summarize 2023 for Bizim Toptan from a sustainability perspective?

The earthquake disaster we experienced in February 2023 deeply affected our entire country.

Efforts we have undertaken since 2017 in the areas of occupational safety and health, employee well-being, crisis preparedness, and business continuity had prepared Bizim Toptan for such a disaster.

We had our stores analyzed for seismic risk, took necessary precautions, and updated our insurance policies with additional coverage. Additionally, we prepared a crisis management plan, established a 33-member earthquake committee, and conducted annual drills. Furthermore, we positioned emergency containers, 40 tents, and 36 emergency kits in 11 provinces within earthquake-prone

areas across Türkiye. As a result, the support stores we established under our Disaster Crisis Management Business Model were able to initiate the crisis plan without waiting for central approval and arrived at the scene 1 hour and 33 minutes after the earthquake. They promptly began protection and rescue operations across the entire region.

In 2023, we expanded our existing risk categorization to evaluate both traditional business risks, financial and non-financial risks with an integrated approach. To provide sustainable benefits and uninterrupted service to all our stakeholders, we prioritize the development and monitoring of our risk categorization and mapping efforts, coordinated with the risk departments of our main partner Yıldız Holding, and under the supervision of the Early Detection of Risk Committee.

## Could you tell us about the highlights and performance in 2023 under the three main focus areas of your sustainability journey, considering the "This World is Ours" sustainability approach?

At Bizim Toptan, under the "This World is Ours" sustainability approach of our main shareholder, Yıldız Holding, we adopt the zero-waste company model; we shape our sustainability approach in line with the sustainability strategy designed around Working for the Future of the Environment, Growing Stronger with Stakeholders, and

Inspiring the Future with Purpose Driven Products and Business Models.

As part of our focus on Working for the Future of Nature, the solar power plant (SPP) we installed on the roof of our store in Gebze in 2022 became operational at the beginning of 2023. With a capacity of 264 kWp, it covered 83% of the store's total electricity consumption.

To reduce carbon emissions and raise awareness within our company and among our customers, we began testing our electric BizON vehicles for short-distance deliveries towards the end of the year. With the vehicles we tested at our Kadıköy and Zeytinburnu stores, we covered 1,939 km in a short period, preventing over 6,700 kd of carbon emissions. In line with this goal, we also installed electric vehicle charging stations at 12 of our stores.

At Bizim Toptan, our commitment to investing in people is evident in both the training of our employees and business partners, as well as in our attention to the health of all our stakeholders. While continuing the training of our employees in both professional and personal development areas, we are also working to support female employees and provide opportunities for young people. In 2023, we increased the ratio of women employees in both white-collar and blue-collar positions from 14% to 17%. Within this ratio, the rate of women employees in white-collar positions was 32%, while in blue-

collar positions, it was 15.4%. Considering the conditions of our industry, we exceeded our internal target of maintaining a minimum ratio of 14% of women employees in the field.

We work to ensure business continuity regarding one of our sustainability focus areas "Inspiring the Future with Purpose-Driven Products and Business Models". As a result of audits and inspections related to our Business Continuity Management System, we became the first in the retail sector to achieve ISO 22301 Business Continuity Management System certification in 2022.

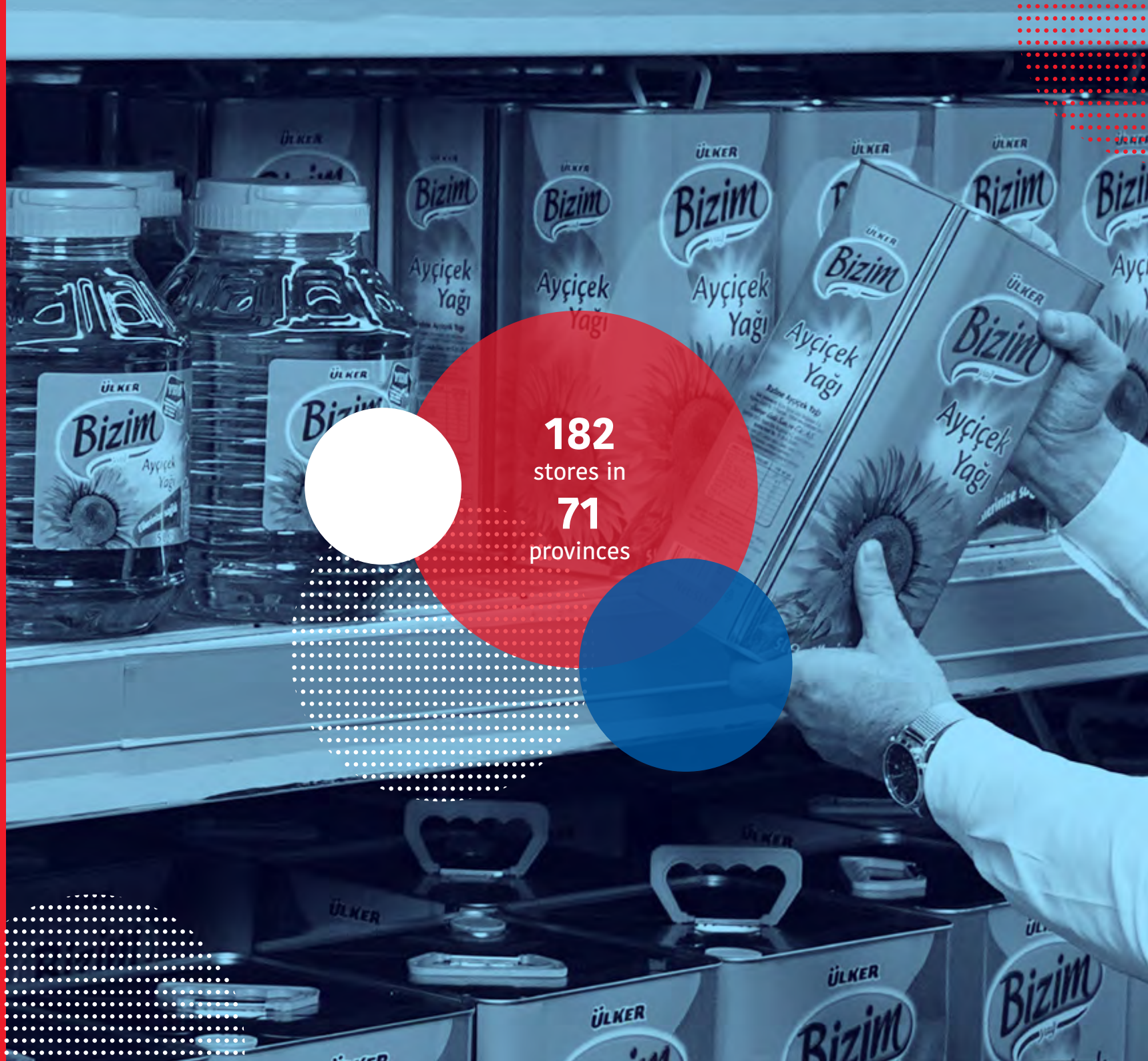
## Can we hear the message you want to convey to the readers of your report on your sustainability journey?

Sustainability is like a tree with many branches, each of which develops new shoots as it grows, and it needs to be managed with an interdisciplinary model. As Bizim Toptan, we focus on conducting multiple studies covering all branches without focusing on just one. As part of one of Türkiye's leading large groups and a publicly traded company, we are aware of our responsibilities. We work with the awareness that we are still at the very beginning of our journey and that we have a long way to go.

**Cengiz Solakoğlu**  
Chairman of the Board

## OUR STORY

Our Story, which started in 2002 with 14 stores, continues today as Türkiye's largest company in terms of number of stores in the Cash & Carry sector with 182 stores in 71 provinces. We are one of the leading trading platforms in the sector with our strong partnership structure, financial performance, innovative and agile business structure. In 2014, we started our journey with Seç Markets and this year we are reaching every part of our country with 2,747 stores in 81 provinces.



**182**  
stores in  
**71**  
provinces

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# About Us

## OUR VISION

To be the number one wholesaler of Türkiye with its widespread, modern and reliable concept in the fast moving consumer goods industry.

## OUR MISSION

To be a strategic business partner that reduces the cost and risks of its customers and suppliers and provides them with a competitive advantage.

As Bizim Toptan Satış Mağazaları A.Ş., we continue our successful journey, which started with 14 stores in 2002, with the vision of **to be the number one wholesaler of Türkiye with its widespread, modern and reliable concept in the fast moving consumer goods industry**. With our wide customer portfolio consisting of wholesalers, grocery stores, supermarkets, specialised retailers, Seç Market business partners, hotels, restaurants, cafes, fuel station markets and school canteens, **we serve all over Türkiye as the largest in terms of number of stores, the most widespread in terms of accessibility and the most innovative company in the Cash&Carry sector**. In addition to our stores, we sell to both commercial taxpayers and individual customers through our diversified sales methods and multi-channel trade platform.

With our rich product portfolio consisting of main product categories such as food, non-alcoholic beverages, cleaning, personal care, paper products and tobacco products, we offer approximately 8,000 different products to our customers through our 182 stores in 71 provinces. In 2023, we opened five new stores in Kayseri, Bolu, Denizli, Ankara and Edirne. In addition to the highly recognised brands of national and international companies

operating in Türkiye, we also carry out wholesale and retail sales with 28 different private label products<sup>2</sup> in Bizim Toptan, and we constantly update our product portfolio by taking into account changing consumer trends and customer demands.

With the mission of **to be strategic business partner that reduces the cost and risks of customers and suppliers and provides them with a competitive advantage**, we respond to the needs of all our customers from a single point with an average of 3500 stock items per store. Launched in 2017, **PROSAF**, a professional sales force, strengthens our role as a professional solution partner by offering special products and customer-type-specific campaigns tailored to the needs of corporate customers and fuel station markets. At the same time, we offer **Bizim Toptan Digital sales platform** to our customers in the field of digital trade, where customer consumption habits are becoming more and more oriented day by day.

In 2023, we further strengthened our strong position in the sector with the acquisition of g2m, which carries out distribution and logistics activities for professional kitchens and businesses across Türkiye.

## HIGHLIGHTS IN 2023

**71** PROVINCES

**182** STORES

**8.000** DIFFERENT PRODUCTS

**28** BRAND

**244 MWh**  
ELECTRICITY PRODUCTION

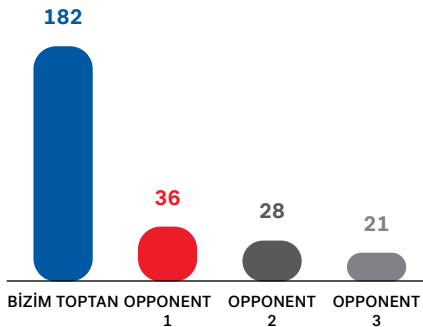
**138** STORES  
ZERO WASTE CERTIFICATE

ELECTRIC VEHICLE CHARGING  
STATION IN  
**12** STORES

**2.712** EMPLOYEE

**17,069** HOURS  
EMPLOYEE TRAINING

**100%** LOCAL  
SUPPLIER



<sup>2</sup> In addition, there are 8 different self-branded product groups within g2m.

# About Us

## G2M

g2m stands out with more than 40 years of experience in the Out-of-Home Consumption sector and its extensive sales-distributorship network. g2m, which develops professional solutions for all needs as a bridge between manufacturers and businesses in the supply, distribution and logistics services of food, consumables and cleaning supplies to more than 10,000 hotels, restaurants, cafes, catering companies, offices, public institutions and organisations and many businesses, also provides consultancy services to Horeca, Pastry and Catering customers. The company serves as the right business partner by undertaking the supply chain management of the business in order for its customers to manage their businesses in the most effective and professional way. With this channel called TEDAFIX, it goes beyond a classical sales distribution service. With 10 warehouses and a distribution fleet of nearly 120 distribution vehicles, most of which are 4-8 tonne trucks, including large trucks, it serves customers in the out-of-home consumption sector in 81 provinces of Türkiye.

As Bizim Toptan, we expanded and strengthened our multi-channel sales network by acquiring a 90 percent stake in g2m from Yıldız Holding A.Ş. at the end of 2023. We took our product portfolio, customer access,

storage capacity, procurement processes and logistics operations to a more comprehensive level and became the clear leader in the out-of-home consumption sector.

## SEÇ MARKETS

In 2014, we acquired the supply contracts and all associated rights from Seç Market, a business partnership, and we have since continued our operations by combining the traditional culture of local tradespeople with a modern retail approach, thereby supporting neighborhood businesses. In a world where we blend our corporate experience with a modern retail mindset, we adopt a win-win approach, supporting many neighborhood shops in various areas such as shelf arrangement, product supply, digital infrastructure, social media communication, marketing, and purchasing. As a result, the increased competitiveness and growth benefit our company as well. As of this year, Seç Markets constitute 20% of Bizim Toptan's total consolidated revenue. In 2023, we increased the number of Seç Market stores by 14% compared to the previous year, reaching 2,747 stores across Turkey. In line with our vision and growth strategy, we will continue to develop the Seç Market model in the coming years.

You can find more information about our Seç Markets business model from [here](#).

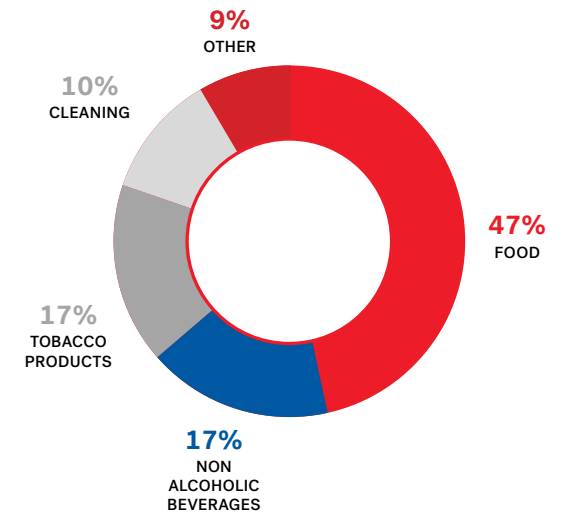
## FINANCIAL PERFORMANCE

As Bizim Toptan, we define ourselves as a trading platform. We create value for all our stakeholders and continue to add value to the Turkish economy with our cash-generating growth strategy, quality and reliable products, wide range of products and services, affordable and uninterrupted service approach.

In this journey that we continue with all our stakeholders, we achieved a 50% growth rate in sales excluding cigarettes and sugar in 2023\*. In our sales distribution by category, our food category accounts for 47%, soft drinks for 17%, tobacco products for 17%, cleaning products for 10% and other categories for 9%.

In addition, our total net sales area reached 196,300 m2 in 2023. Among our main financial indicators, our total sales were over TL 32 billion, while our net profit for the period was TL 74.8 million.

## SALES DISTRIBUTION BY CATEGORY



Financial Indicators (TL)**	2022	2023
Total Assets	10.200.729.927	9.265.471.479
Sales	31.937.713.710	32.222.253.505
Gross Profit	3.109.126.290	3.156.405.347
Net Profit for the Year	736.508.801	74.820.063

\*\* g2m is included; the consolidated figures are adjusted for inflation accounting according to TMS29.

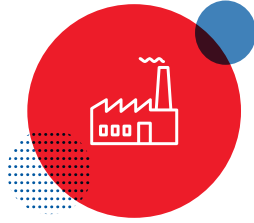
\* g2m and TMS29 are excluded.

# Our Value Chain



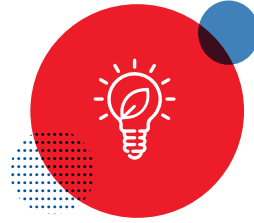
## PROCUREMENT AND SUPPLY

While some of the 8,000 product range we offer to our customers consists of our own branded products, some of them consist of brands with high consumer recognition. We work with suppliers that comply with our product quality and safety standards in the purchasing process of all products within the main product categories such as food, soft drinks, cleaning, personal care, paper products and tobacco products. We attach importance to ensuring the continuity and increasing the durability of our supply chain.



## PRODUCTION OF PRIVATE LABEL PRODUCTS

We provide services to our customers with Bizim Toptan's own-branded products consisting of 28 brands and 475 products and g2m's own-branded product portfolio consisting of 8 brands and 144 products. Within the scope of the production of our own branded products, we work with 86 suppliers and have production in 104 different facilities. In order not to compromise on quality and food safety in our own branded products, we follow the audit and quality approval processes regarding the production processes.



## PACKAGING

We work by prioritising our own branded products in order to switch to sustainable packaging practices without losing food safety and quality in our products. In this context, we aim to develop projects within the scope of packaging reduction, thinning or recyclable packaging in line with our Packaging Inventory Study and Packaging Reduction Action Plan.



## WAREHOUSING AND DISTRIBUTION

Bizim Toptan is investing in its main warehouse network in order to provide uninterrupted service to our expanding sales channels and customer network. With the two main distribution centers and six new cold distribution centers have realised this year, we provide service with a total of 5 main distribution centers and 14 cold distribution centers. Thanks to our warehouses spread across Türkiye, we deliver the products that meet the needs of our customers to our stores. In our distribution operations, we aim to reduce our carbon footprint through route optimisation.



## SALES AND MARKETING

Established in 2017, PROSAF, a professional sales force, serves our customers as a professional solution partner offering products specific to the needs of corporate customers and fuel station markets, especially out-of-home consumption points, with campaigns tailored to the customer type. In 2023, as an indicator of our agile growth strategy, we continue our PROSAF operations in 118 stores. In order to increase the efficiency of our sales network, we also launched the digital sales channel after face-to-face and tele-sales methods.



## CONSUMPTION

We work to keep customer satisfaction at the highest level. In order to ensure sustainable quality, reputation and sectoral leadership, we attach importance to communication with our customers; we aim to provide our customers with the same quality product under all conditions. In 2023, we reached over 2.4 million unique customers.



# Our Corporate Governance Approach

At Bizim Toptan, we manage all our activities with a transparent, accountable and responsible approach. We consider establishing trust-based relationships with our stakeholders as one of our most fundamental duties, and we believe that our corporate governance approach has a significant impact on increasing our company's financial performance and improving our business model. In this context, we carry out our activities in an ethical and transparent manner through the policies and procedures we have published.

You can access the policies and details within our company [from our website](#).

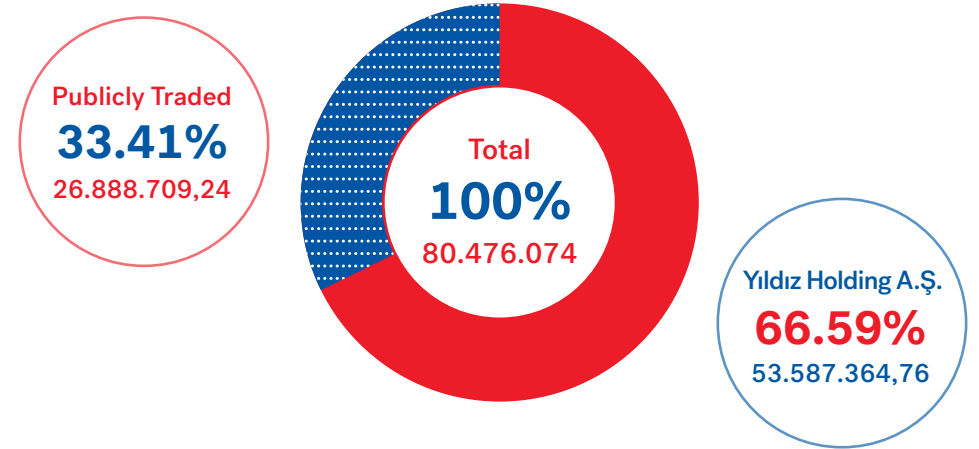
[In line with our ethical and transparent management approach, we have been adopting and actively implementing the Corporate Governance Principles determined by the Capital Markets Board since the day we were founded. We explain our compliance process with Corporate Governance Principles in detail in our annual report every year.](#)

You can find our Corporate Governance Principles Compliance Report [on pages 80-97 of our 2023 Annual Report](#).

## Our Partnership Structure

As the largest Cash&Carry company in Türkiye in terms of number of stores and geographical spread, we continue to grow and strengthen with our strong and reliable partnership structure.

In 2023, our paid-in capital increased from TL 60,000,000 to TL 80,476,074 with the acquisition of all of the shares of g2mEKSPER Satış ve Dağıtım A.Ş., in which Yıldız Holding A.Ş. holds a 90 percent stake, from Yıldız Holding in exchange for shares.



Name of the Shareholders	Share Amount (TL)	Share (%)
Yıldız Holding A.Ş.	53.587.364,76	66.59%
Publicly Traded	26.888.709,24	33.41%
<b>Total</b>	<b>80.476.074</b>	<b>100%</b>

# Our Corporate Governance Approach

## Our Board of Directors and Committees

Our Board of Directors guides the success of our company and is at the highest level of our corporate governance structure. Shaped in line with the Corporate Governance Principles, our Board of Directors consists of 8 members, one of whom is a woman and three of whom are independent. In addition, the majority of our board members are non-executive managers. Our Chairman of the Board of Directors and our executive senior manager are different individuals.

Among our non-executive members of the Board of Directors, there are independent members who fully comply with the criteria set out by the Capital Markets Board regulations, who have the ability to fulfil their duties independently from external influences, and at the same time, who can regularly monitor the functioning of the company's activities and devote sufficient time to fully fulfil the requirements of the duties they undertake.

In line with the transparency principle of our corporate governance approach, the authorities and responsibilities of the members of the Board of Directors and executives are clearly stated in the Company's Articles of Association, which is available at [www.bizimtoptan.com.tr](http://www.bizimtoptan.com.tr) and on the Public Disclosure Platform.

You can find details about the members of our Board of Directors and their CV's [on pages 22-25 of our 2023 Annual Report](#).

### BOARD DEMOGRAPHICS

INDEPENDENT MEMBER RATIO  
**38%**

FEMALE MEMBER RATE  
**13%**

AVERAGE YEARS OF WORK  
EXPERIENCE  
**32.8**

### EDUCATION

MASTER'S DEGREE  
**50%**

UNDERGRADUATE  
**50%**

Name, Last Name	Position	Additional Duties
<b>Cengiz Solakoğlu</b>	Chairman of the Board	Corporate Governance Committee Member Early Detection of Risk Committee Member
<b>Mehmet Tütüncü</b>	Deputy Chairman of the Board	
<b>Ali Ülker</b>	Board Member	
<b>Yahya Ülker*</b>	Board Member	
<b>Uğur Demirel **</b>	Board Member	
<b>Berrin Akarsu</b>	Independent Member of the Board	Chairman of the Corporate Governance Committee Audit Committee Member
<b>Ahmet Bal</b>	Independent Member of the Board	Chairman of Audit Committee
<b>Ömer Faruk Sevgili</b>	Independent Member of the Board	Chairman of the Early Detection of Risk Committee

\*Mr Erman Kalkandelen has been elected as a member of the Board of Directors to complete the remaining term and to be submitted for approval at the first General Assembly in accordance with the provisions of Article 363 of the Turkish Commercial Code. The said development was announced with the disclosure made by our Company to the Public Disclosure Platform on 03/01/2024.

\*\* Mr Uğur Demirel has been elected as a member of the Board of Directors to complete the remaining term and to be submitted for approval at the first General Assembly in accordance with the provisions of Article 363 of the Turkish Commercial Code. The said development was announced with the disclosure made by our Company to the Public Disclosure Platform on 29/07/2024.

# Our Corporate Governance Approach

Our Board of Directors held 4 meetings in 2023. During the meetings, a total of 39 new decisions were taken by taking the opinions of our members on the agenda items. As a result of the meetings, we announced the important decisions regarding the issues that need to be shared with the public to the public via the Public Disclosure Platform immediately after the meetings.

In 2023, you can find the new decisions taken by the Board of Directors and public disclosures from [here](#).

Within the framework of the duties and responsibilities of our Board of Directors, we have committees reporting to the Board of Directors to guide corporate governance. Our Audit Committee, Early Detection of Risk Committee and Corporate Governance Committee continue their activities in this context.

In accordance with the Capital Markets Board's Serial: II N17.1 numbered Corporate Governance Communiqué of the Capital Markets Board;

- Ahmet Bal was elected as the Chairman and Berin Akarsu was elected as the Member of the Audit Committee.
- Berin Akarsu was elected as the Chairman of the Corporate Governance Committee and Cengiz Solakoğlu and Işıl Bük were elected as Committee Members.
- Ömer Faruk Sevgili was elected as the Chairman of the Early Detection of Risk Committee and Cengiz Solakoğlu was elected as the Committee Member.

Committees of the Board of Directors		Frequency of Meetings	Working Principles
<b>Corporate Governance Committee<sup>3</sup></b>	It is responsible for monitoring the Company's compliance with corporate governance principles, and in particular, to investigate the extent to which corporate governance principles are implemented in the Company, to determine the reasons for non-implementation, and to identify the negative effects of non-implementation and to recommend remedial measures to be taken.	At least four times a year	You can access the Working Principles of our Corporate Governance Committee <a href="#">here</a> .
<b>Audit Committee</b>	The Audit Committee is responsible for taking all necessary measures to ensure that all kinds of internal and independent audits are conducted in an adequate and transparent manner and for overseeing the functioning and effectiveness of the independent audit and the Company's internal control system.	At least four times a year	You can access the Working Principles of our Audit Committee <a href="#">here</a> .
<b>Early Detection of Risk Committee<sup>4</sup></b>	It is responsible for carrying out, coordinating and reporting to the Board of Directors in order to identify all kinds of risks that may jeopardise the existence, development and continuity of the company and affect the decisions to be taken or already taken within the scope of the company's activities, to implement the necessary measures and actions, and to manage and review the risks within a management system.	At least four times a year	You can access the Working Principles of our Early Detection of Risk Committee <a href="#">here</a> .

<sup>3</sup> In addition to Board Members Berrin Akarsu and Cengiz Solakoğlu, Investor Relations Senior Manager Işıl Bük is also a member of the Corporate Governance Committee.

<sup>4</sup> The Early Detection of Risk Committee, which is expected to meet at least four times a year according to the Code of Conduct, convened six times in 2023

# Our Corporate Governance Approach

## Senior Management

From strategy to human resources, from supply chain to digital transformation, we have a holistic, transparent and participatory management model in a wide range of key areas of responsibility for our company and our industry.

Our senior management coordinates our efforts to realise our company targets and ensures that all our employees work in line with our goals. Our senior management, consisting of 20 managers who are experts in their fields, takes all strategic and operational decisions on our value chain under the leadership of our CEO\*\* and manages our processes with the relevant teams.

Thanks to the OKR (Objectives and Key Results) strategic business management system that we started to implement in the previous year, we continue to communicate our company's main objectives first to senior management and then to all our employees in a systematic and efficient manner. Through this system, our senior management team is able to more clearly identify the actions to be taken towards the operational and financial targets of our company and endeavour to make strategic decisions in the most accurate way.

You can find details about our OKR (Objectives and Key Results) strategic business management system at [Performance Management](#).

Name, Last Name	Position
Hüseyin Balcı*	CEO
Altan Sekmen	General Manager of Seç Marketçilik A.Ş.
Gökay Aydın	Head of Information Technologies
Emir Yılmazoğlu	CFO
Veysel Hasanhocaoğlu	General Manager of Group Trade and Merchandising Operations
Tarık Duvan	Seç Marketçilik A.Ş. Assistant General Manager
Uğur Yılmaz	Group Director of Supply Chain
Serhat Altıncılıç	Director of Commerce
Önder Arıkan	Finance Director
Hasan Bakırcı	OHC & Corporate Sales Director
Serhan Çakıcıoğlu	Director of Strategy, Growth and Data Management
Raşit Çebi	Marketing and Customer Relations Director
Necip Cem Gülaç	Logistics Operation Director
Taner Subaşı	Business and Digital Transformation Director
Hamide Güven Şen	Human Resources Director
Özer Şimdi	Sales Operation Director
M. Murat Yanık	Channel Development, OHS and Quality Director
Işıl Bük	Investor Relations Senior Manager
Ferdi Özgül	Digital Sales Channels Manager
Ece Özsanag	Project Manager

\* Uğur Demirel has been appointed to the Retail Group Presidency established within Yıldız Holding. Following the resignation of our CEO, Hüseyin Balcı, on June 10, 2024, our company's General Directorate responsible for Group Trade and Operations was affiliated with the Retail Group Presidency of Yıldız Holding.

\*\* In 2024, our company's General Directorate responsible for Group Trade and Operations was affiliated with the Retail Group Presidency of Yıldız Holding.

# Our Corporate Governance Approach

## OUR BUSINESS ETHICS APPROACH

At Bizim Toptan, we see all our stakeholders as our business partners. [Our Code of Ethics](#), which forms the basis of our business conduct, includes basic principles such as anti-bribery and corruption, discrimination and compliance with the law, and helps us manage our relations with our stakeholders within the framework of ethical rules by focusing on issues such as human rights, customer satisfaction, supplier relations and relations with competitors. We see our Code of Ethics not only as our perspective on business ethics while conducting our own operations, but also as a set of rules that our stakeholders and employees must comply with.

In order to avoid any incidents of non-compliance, we attach importance to the communication and promotion of our Code of Ethics; we periodically share our principles with our internal and external stakeholders through internal communication, e-mail and media. We regularly inform all our employees about our principles and present our set of rules on business ethics to our newly recruited employees. We also introduce these principles to our suppliers and expect them to comply with them. In 2023, we provided a total of 153.25 hours of Code of Ethics training to 613 employees through OnCampus, our online training platform.

In addition to our communication and promotion activities, we also attach great importance to the notifications of our stakeholders. Our stakeholders can report any violations of our Code of Ethics to **Yıldız Holding's Ethics Hotline (0216 524 34 24)** or [etik.bildirim@yildizholding.com.tr](mailto:etik.bildirim@yildizholding.com.tr) e-mail address and Bizim Toptan's [bildirimhatti@bizimtoptan.com.tr](mailto:bildirimhatti@bizimtoptan.com.tr) e-mail address. They can also notify **Bizim Toptan's Customer Relations Centre at 444 42 96** and Yıldız Holding's Customer Relations Centre (CRC) e-mail address: [mim@yildizholding.com.tr](mailto:mim@yildizholding.com.tr).

We examine the notifications made in detail in systems that are kept confidential. If we detect any violations, we take the necessary actions in cooperation with the Executive Board and the Disciplinary Board.

In 2023, we resolved all 13 notifications made to our ethics hotline. Within the scope of corruption and bribery, we identified 7 cases. We took action on these cases and imposed the necessary sanctions. At the same time, public litigation processes within the scope of these cases are ongoing.

## RISK MANAGEMENT

At Bizim Toptan, we take into account the risks that may hinder the achievement of our financial and operational targets and damage our company's reputation and the trust relationship with our stakeholders. In order to improve our risk management processes, we carry out detailed analyses, updates, root cause and probability, consequence and probability studies of our strategic goals and possible risks in achieving these goals. We continuously monitor the risk map we have created and regularly share it with the Early Detection of Risk Committee.

Activities related to risk management in our Company are carried out by the Early Detection of Risk Committee, which reports to the Board of Directors. The Committee comprehensively evaluates risk factors and then formulates precautionary plans against possible risks. The Strategy, Growth and Data Governance Directorate within our company and the Risk Management and Internal Audit

units of Yıldız Holding support each other in our risk management processes.

While in previous years we categorised our potential risks under five groups: strategic, operational, financial, compliance and reputation, this year, with the guidance of Yıldız Holding, we carried out a study to identify the risks that could pose a threat to our company's existence and to our operations and value chain in the future. Thus, by expanding our existing risk categorisation, we have taken a step towards a more comprehensive and systematic assessment of all financial and non-financial risks in addition to traditional business risks.

In the study we conducted, we identified and defined our potential risks, then assessed the probability of realisation of the risks we identified and their financial and sectoral impact as low, medium and high. At the same time, we examined the effects and opportunities of the risks on the one hand, and formulated our strategies to be implemented against these risks on the other.

# Our Corporate Governance Approach

## Sustainability Focused Risk - Opportunity Analysis

	Risks	Impacts	Opportunities	Risk Mitigation Strategies
<p><b>Raw Material and Supply Problems</b></p> <p>Low Centre High</p> <p>Probability </p> <p>Financial </p> <p>Sectoral </p>	<p>The risk of raw material and supply shortages refers to any situation that arises at any stage of our supply chain and makes the supply of materials difficult, delayed or impossible. As Bizim Toptan, we endeavour to respond to the needs of our consumers by offering a wide range of products. Any interruption in the raw material and supply chain may cause problems in terms of stock and product supply. Disruptions in products from our national and international suppliers may cause fluctuations in our inventory costs and product prices. In particular, global fluctuations or international trade wars may increase this risk. The risk of raw material and supply problems may arise from external factors such as operational problems experienced by our suppliers, logistics problems, natural disasters, political tensions or global epidemics.</p>	<ul style="list-style-type: none"> <li>Supply shortages may lead to stock shortages or empty shelves in our stores.</li> <li>Turning to alternative suppliers or having to use emergency supply methods may increase our costs.</li> <li>Failure to continuously supply our products may reduce customer satisfaction and damage our brand image.</li> <li>Our efforts to ensure that the supply chain is not disrupted may cause us to spend additional resources and time.</li> </ul>	<ul style="list-style-type: none"> <li>Supply disruptions may bring the opportunity to establish relationships with potential new suppliers that will positively impact our business processes.</li> <li>Supply disruptions may lead us to make innovative and technological investments to make our supply chain more flexible and resilient.</li> <li>It may provide opportunities to expand our own-branded product portfolio.</li> </ul>	<p>By establishing effective communication with our suppliers, we aim to identify potential problems in advance. Furthermore, by collaborating with suppliers from different regions and countries, we diversify our supplier network and aim to reduce our dependence on a single supplier. In addition to these efforts, we plan to minimise the impact of short-term supply chain issues by building sufficient safety stocks.</p>
<p><b>Talent Gap</b></p> <p>Low Centre High</p> <p>Probability </p> <p>Financial </p> <p>Sectoral </p>	<p>A talent gap is the difficulty in finding staff with the skills and knowledge required for certain positions, especially in a rapidly changing business world. Technological changes, digital transformation and changes in consumer behaviour require our employees to acquire new skills or improve their existing skills. Talent Gap risk is one of our potential risks in terms of the difficulty in finding the right candidates, both in retail and in management.</p>	<ul style="list-style-type: none"> <li>Difficulties we may face in finding suitable candidates due to the skills gap may adversely affect our operational efficiency and the service we provide to our customers.</li> <li>It may cause us to fall behind the competition by missing innovation and growth opportunities.</li> <li>Outsourcing until we find the right candidate may increase our costs and create an additional workload on our existing employees.</li> <li>Our ability to adapt to the rapidly changing retail sector may decrease.</li> <li>It may cause disruptions in our operational processes.</li> <li>It may create difficulties in terms of achieving our strategic goals in the long term.</li> </ul>	<ul style="list-style-type: none"> <li>Approaching the talent gap proactively can give us an advantage in terms of competition.</li> <li>Establishing continuous training and development programmes for our employees can both improve the skills of our existing employees and increase employee loyalty.</li> <li>Developing new talent hunting strategies and modern recruitment techniques can contribute to the recruitment of young talents.</li> <li>Accelerating digital transformation can provide us with the opportunity to acquire new generation talents who are prone to digitalisation and new technologies.</li> </ul>	<p>We plan to organise training programmes to improve the skills and competencies of our employees and to establish mentoring programmes to ensure the transfer of knowledge and skills. We also aim to provide access to local and international talent pools by adopting talent management and flexible recruitment strategies suitable for different positions. We aim to create internship and training programmes in cooperation with universities and to increase the interest of young talents in our company by investing in digital transformation and technology.</p>



















# Our Corporate Governance Approach

## Sustainability Focused Risk - Opportunity Analysis

	Risks	Impacts	Opportunities	Risk Mitigation Strategies
<p><b>Water Shortage</b></p> <p>Low Centre High</p> <p>Probability <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/></p> <p>Financial <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/></p> <p>Sectoral <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/></p>	<p>Water shortage risk is a reduction in water resources or difficulties in accessing water that could affect our operations, supply chain or products. It can result from physical scarcity of water or other factors, such as declining water quality, changes in water rights or the increasing cost of water.</p>	<ul style="list-style-type: none"> <li>Water shortages may affect the quality and supply of water-intensive products in particular, which may lead to product availability issues.</li> <li>The need to invest more in access to water resources may increase our costs.</li> <li>Consumer demands and expectations may require us to take more responsibility for sustainable water use.</li> <li>Since water is a critical resource for cleaning, hygiene and sometimes cooling in retailing, problems in access to water may disrupt our operations.</li> <li>Increasing the cost of water or switching to alternative water sources may increase our operating costs.</li> <li>In the context of sustainability and environmental responsibility, failure to deal effectively with water shortages could damage our brand reputation.</li> </ul>	<ul style="list-style-type: none"> <li>Successfully implementing sustainable water management practices can increase our customer loyalty and strengthen our brand image by reinforcing our leadership in sustainability.</li> <li>Investing in water-saving technologies can reduce our operational costs.</li> <li>Partnering with our suppliers to manage the risk of water shortages can improve the sustainability of our supply chain.</li> </ul>	<p>We aim to save water in areas of excessive consumption by accurately measuring our water consumption and to create strategies for water reuse and recycling to use water resources effectively. At the same time, we aim to raise awareness of water use by educating our employees and suppliers. While analysing the water use of our suppliers and working on strategies to find alternative suppliers in regions at risk of water shortage, we aim to strengthen our company image by effectively communicating our sustainable water management perspective and practices to our customers.</p>

# Our Corporate Governance Approach

## Sustainability Focused Risk - Opportunity Analysis

	Risks	Impacts	Opportunities	Risk Mitigation Strategies
<p><b>Waste and Plastic Pollution</b></p> <p>Low Centre High</p> <p>Probability   </p> <p>Financial   </p> <p>Sectoral   </p>	<p>Failure to manage waste and plastic products properly can lead to environmental pollution and damage ecosystems. Waste and plastic pollution are among our potential risks, as our sector may lead to an increase in plastic and other waste, especially due to the sale of packaged products.</p>	<ul style="list-style-type: none"> <li>■ Damage to natural habitats may lead to a decrease in biodiversity.</li> <li>■ Being seen as one of the companies that cause plastic pollution in the eyes of the society may negatively affect our brand value.</li> <li>■ With the increase in consumer awareness, our operational costs may increase due to the orientation towards sustainable packaging options, waste management and recycling of plastic materials.</li> <li>■ Possible environmental regulations may limit the use of plastic packaging.</li> <li>■ It may cause us to face criminal sanctions in the face of possible legal regulations regarding plastic restrictions and waste management.</li> </ul>	<ul style="list-style-type: none"> <li>■ Turning towards sustainable packaging solutions can strengthen our brand image and increase our rate of preference by consumers.</li> <li>■ Switching to waste reduction programmes and recycling systems can help us save on operational costs.</li> <li>■ Taking a proactive approach to plastic and waste management can reinforce our leadership in sustainability.</li> <li>■ Carrying out training and awareness-raising activities can increase the awareness of social responsibility within our company.</li> </ul>	<p>While we aim to improve our waste management systems and create recycling models to reduce the waste generated by our operations, we aim to reduce the use of single-use plastic packaging materials and switch to sustainable packaging materials in cooperation with our suppliers. We also plan to increase our brand value by accurately and effectively communicating our efforts on recycling and sustainable packaging to our customers.</p>
<p><b>Climate Risks</b></p> <p>Low Centre High</p> <p>Probability   </p> <p>Financial   </p> <p>Sectoral   </p>	<p>Climate change-induced problems such as extreme weather events, sea level rises and temperature changes are among our potential risks, as they can cause disruptions in our supply chain and business operations, as well as damage to our physical assets.</p>	<ul style="list-style-type: none"> <li>■ Climate change-related problems and natural disasters may cause disruptions in our supply chain and interruptions in our operations, resulting in loss of revenue.</li> <li>■ The effects of climate change may affect the quality and quantity of agricultural products in our portfolio in the long term.</li> <li>■ New legal regulations may require us to make changes in our operations and may cause us to face additional costs.</li> <li>■ Fluctuations in energy prices and supply may increase our operational costs.</li> <li>■ Our stores and warehouses may be affected by natural disasters such as floods and droughts.</li> </ul>	<ul style="list-style-type: none"> <li>■ Investing in renewable energy sources and energy efficiency can reduce our carbon footprint and energy costs.</li> <li>■ Offering sustainable and environmentally friendly products can increase the loyalty of our customers and enable us to access new market segments.</li> <li>■ Communicating the strategy and activities we implement to combat climate change to our customers can increase our brand value.</li> </ul>	<p>We believe that we need a long-term strategic plan to effectively manage climate change risks. In this context, we aim to reduce our carbon footprint and energy costs by making new investments in renewable energy and energy efficiency. We are also planning infrastructure investments to increase the resilience of our stores and warehouses to natural disasters. We aim to increase the preparedness of our company by raising awareness of our employees on climate risks. In order to diversify our supply chain, we aim to reduce our supplier dependency in regions that may be affected by climate change risks.</p>



# Our Corporate Governance Approach

## Sustainability Focused Risk - Opportunity Analysis

	Risks	Impacts	Opportunities	Risk Mitigation Strategies
<p><b>Changing Consumer Behaviour</b></p> <p>Low Centre High</p> <p>Probability <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/></p> <p>Financial <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>Sectoral <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/></p>	<p>Changing consumer behaviour due to technological innovations, environmental awareness, socio-cultural trends and socio-economic factors are among our potential risks in terms of affecting our product and service portfolio, marketing strategies and business model.</p>	<ul style="list-style-type: none"> <li>■ Lack of demand for our existing products and services may cause us to fall behind in the competition by losing the market.</li> <li>■ Failure to meet the expectations and demands of consumers may damage our brand value and reliability.</li> <li>■ Research and development of new products in order to respond to changing consumer demands, as well as changing our marketing strategies may increase our costs.</li> <li>■ Increasing interest in online shopping may adversely affect our physical store sales.</li> </ul>	<ul style="list-style-type: none"> <li>■ Changing consumer behaviour, especially based on technology, may allow us to grow in areas such as digital transformation and e-commerce.</li> <li>■ Repositioning our brand in line with consumer expectations may give us the chance to appeal to a wider customer base.</li> <li>■ Strengthening online sales channels through digital transformation and technology investments may enable us to reach new customer segments.</li> <li>■ Developing innovative products and services by responding faster to consumer needs and expectations can increase our market share by gaining competitive advantage.</li> </ul>	<p>We plan to conduct market research to identify changes in consumer behaviour in advance. In addition to these researches, we aim to continuously interact with consumers, receive feedback from them and update our business model and products in line with the feedback we receive. We also aim to closely follow digitalisation trends, make technological investments and offer consumers a better shopping experience.</p>
<p><b>Human Rights</b></p> <p>Low Centre High</p> <p>Probability <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>Financial <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/></p> <p>Sectoral <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/></p>	<p>Human rights risk is one of our potential risks in terms of directly or indirectly causing or contributing to human rights violations that may arise in working conditions, supplier relations, customer rights, shareholder rights or interactions with local communities during our company's supply chain, operations or business relations.</p>	<ul style="list-style-type: none"> <li>■ Human rights violations may harm our company's brand image and damage the trust of consumers, investors or other stakeholders in our company.</li> <li>■ Violations may cause us to face financial and legal sanctions at national or international level.</li> <li>■ Financial and legal sanctions, loss of brand image and disruptions in the supply chain as a result of violations may cause us to experience financial losses.</li> </ul>	<ul style="list-style-type: none"> <li>■ Adopting an understanding that respects human rights can enable us to establish more effective and healthy relationships with suppliers, customers and all other stakeholders.</li> <li>■ Being recognised as a brand that respects human rights may encourage consumers to prefer our brands.</li> <li>■ Having transparent and ethical business practices can increase our brand value.</li> </ul>	<p>We aim to develop our ethics hotline where our employees, suppliers and all other stakeholders can report human rights violations. At the same time, we plan to create a clear policy that reflects our respect for human rights and we aim to organise trainings on human rights for all our stakeholders. We carry out regular audits to early detect possible human rights violations in our suppliers.</p>

# Our Corporate Governance Approach

## Sustainability Focused Risk - Opportunity Analysis

	Risks	Impacts	Opportunities	Risk Mitigation Strategies
<p><b>Information Security</b></p> <p>Information security and cyber risk includes hackers, malicious software, data leaks and other cyber threats that can target our company's information assets and customer information and affect our IT infrastructure, data security and digital operations.</p>	<ul style="list-style-type: none"> <li>■ Failure to protect trade secrets or customer information may lead to serious financial and legal consequences.</li> <li>■ Cyber attacks or system failures may disrupt our business continuity and cause service interruptions.</li> <li>■ Information security violations may adversely affect the reputation of our company and cause loss of trust in our customers.</li> </ul>	<ul style="list-style-type: none"> <li>■ Investments we will make to ensure information security can enable us to adapt to new technologies faster and more securely.</li> <li>■ Having a secure and effective digital infrastructure can increase data security and help us optimise our business processes.</li> <li>■ A cyber security strategy and a strong infrastructure for information security can make our company more resilient against cyber threats and increase the trust of our customers and stakeholders.</li> </ul>	<p>We plan to make investments to create a secure digital infrastructure and to respond to threats faster. In this context, we aim to create internal and external information security policies and organise trainings to ensure that our employees adopt these policies and gain cyber security awareness. We also aim to prepare data backup plans to ensure business continuity.</p>	
<p><b>Restrictive Regulatory Decisions</b></p> <p>Our potential risks include the risk of restrictive regulatory decisions, as the introduction of new or tightening of existing laws, regulations or ordinances by governments or regulatory authorities could adversely affect our business continuity, financial performance and operations.</p>	<ul style="list-style-type: none"> <li>■ Facing additional costs to comply with new regulations may reduce our profitability.</li> <li>■ Harmonising our existing business processes with new regulations may cause operational disruptions.</li> <li>■ Regulatory changes may reduce investors' confidence in our company and affect their investment decisions.</li> <li>■ Changes to be made by the Ministry of Environment and Urbanisation in product packaging deposits, pallet and separator usage instructions, stretching management may cause us to face extra costs.</li> <li>■ Restrictions that may come within the scope of retail law (Sunday restrictions) may cause a contraction in our business volume.</li> <li>■ Decisions taken regarding the content and content of the product may lead to customer dissatisfaction and loss of sales due to delays in the collection and removal of the product from the shelf and delays in the supply of equivalent products.</li> <li>■ Sanction decisions to be taken on carbon emissions may interrupt our current operation in this process.</li> <li>■ Changes to be made in the label and bag regulation and the actions we need to take to comply with it may lead to a decrease in profitability as it will cause an increase in costs.</li> </ul>	<ul style="list-style-type: none"> <li>■ Adapting to regulations quickly and effectively can provide us with an advantageous position in terms of competition. It can also turn the weakness of other players in the industry into an opportunity.</li> <li>■ Complying with regulations can positively affect our image regarding social responsibility and be appreciated by our customers.</li> </ul>	<p>We plan to closely follow the developments in the sector in which the regulatory authorities operate and to receive consultancy in cooperation with legal experts on compliance with existing and potential regulations. We aim to create business continuity plans and perform the necessary tests to quickly adapt to regulatory changes. We also aim to maintain a relationship of trust with our customers, investors and other stakeholders by communicating our process of compliance with regulations and legal regulations through accurate communication.</p>	

## OUR SUSTAINABILITY STORY

Sustainability, which plays an important role in our business conduct, constitutes one of the cornerstones of Our Story. In 2022, in line with the outputs of the materiality analysis we updated, we prioritise the priorities of our stakeholders and strive to create value in every step we take.

We address sustainability issues with a perspective in line with global and sectoral trends and manage these issues effectively under the leadership of our senior management.

- 20** Our Sustainability Strategy
- 21** Our Outlook on Global and Sectoral Trends
- 22** Prioritisation Analysis
- 24** Contact Our Stakeholders
- 25** Our Sustainability Governance Model



We adopt the "Waste-Free Company" model by following Yıldız Holding's "This World is Ours" approach.



# Our Sustainability Strategy

At Bizim Toptan, we adopt the "Waste-Free Company" model by following Yildiz Holding's **"This World is Ours"** approach with the aim of creating long-term and sustainable value for all our stakeholders. Accordingly, we shape our sustainability-oriented priorities, which we have added as a definition of success alongside our economic performance, under three focus areas.

We are **Working for the Future of the Environment** by minimising our negative impact in the areas that stand out for our industry within the scope of combating the climate crisis. With a business model that supports social and economic development, **we are Growing Stronger with Our Stakeholders** that we come into contact with in our value chain and beyond. At the same time, we integrate our innovative and innovative perspective into every step of our operations, and we are **Inspiring the Future** by enabling positive impact with our business conduct.

As we move forward in our sustainability story, our materiality analysis, which we renewed in 2022, continues to guide us. In addition, we actively follow global and sectoral sustainability trends and conduct analyses in this context, keeping ourselves up-to-date in a rapidly changing world. We also contribute directly and indirectly to the United Nations Sustainable Development Goals (SDGs) with the activities we carry out for sustainability under our strategic focus areas and our business conduct.



## WE ARE WORKING FOR THE FUTURE OF NATURE

We are minimizing the environmental impact caused by our company operations to fight against the climate crisis, and enabling the renewal of natural resources throughout the entire value chain.



## WE ARE STRENGTHENING OURSELVES WITH OUR STAKEHOLDERS

We provide supportive, transformative and empowering contributions for companies to invest in stakeholder welfare-oriented, future-oriented and healthy-lifestyle prioritizing business models throughout their value chains.



## WE ARE INSPIRING THE FUTURE

We provide supportive, transformative and empowering contributions for companies to invest in stakeholder welfare-oriented, future-oriented and healthy-lifestyle prioritizing business models throughout their value chains.

# Our Sustainability Strategy

## OUR PERSPECTIVE ON GLOBAL AND SECTORAL TRENDS

While creating our sustainability perspective, we are inspired by Yıldız Holding's sustainability approach and focus, and we examine global and sectoral developments that will affect our business conduct by making use of international sustainability initiatives, index reports and sectoral analyses.

We have evaluated our global and sectoral trend assessment, the risk-opportunity study we conducted this year, and our material issues as a whole. Thus, we are more accurately addressing our strategies and opportunities that we can benefit from in the face of factors that we may encounter in the coming periods and that may adversely affect our business conduct with an integrated structure.

The details of the sustainability-focused risk-opportunity study we conducted this year can be found [here](#)

	Trend	Related Risks	Relevant Priority Issues
<b>Combatting Climate Change</b>	According to the 2024 WEF Global Risk Report, the top four 10-year long-term risks are extreme weather events, biodiversity loss and ecosystem collapse, natural resource scarcity and critical changes in earth systems, while research emphasises the interdependencies between companies' value chains and the importance of adaptation, revealing that the financial impacts of physical climate risks on companies can affect almost all stakeholders to some extent. Considering that supply chains and distribution activities will be affected by changing weather conditions and increasing extreme weather events, it is stated that if adaptation to climate change is not achieved, up to 4.4% of world GDP could be lost on an annual basis, with developing economies disproportionately affected <sup>5</sup> .	<ul style="list-style-type: none"> <li>*Raw Material and Supply Shortages</li> <li>*Climate Risks</li> <li>*Water Shortages</li> <li>*Wastes and Plastic Pollution</li> <li>*Restrictive Regulatory Decisions</li> </ul>	<ul style="list-style-type: none"> <li>*Energy Efficiency and Carbon Emission Reduction</li> <li>*Circular Economy</li> <li>*Waste Management and Reduction of Plastic Use</li> <li>*Food Waste Reduction</li> <li>*Sustainable Packaging and Packaging Reduction Activities</li> <li>*Sustainable Agriculture</li> <li>*Water Consumption and Efficient Use</li> </ul>
<b>Managing Changing Consumer Perception</b>	Consumer behaviour, which always has the potential to change, has changed at an unprecedented pace, especially after the events of recent years, such as the pandemic redefining cultural norms. With this change, consumers in today's world have started to make more informed shopping decisions by expanding their information acquisition processes. While more and more consumers are focusing on healthy lifestyles and turning to brands that reflect their own values, are transparent, ethical and respectful of nature, according to market research, consumers in Türkiye are also becoming more aware of sustainability <sup>6</sup> .	<ul style="list-style-type: none"> <li>*Changing Consumer Behaviour</li> </ul>	<ul style="list-style-type: none"> <li>* Customer Experience and Transparency</li> <li>* Health and Nutrition</li> <li>* Food and Product Safety</li> <li>* Innovation and Digitalisation</li> </ul>
<b>Increasing the Importance of Workforce Management</b>	The adaptation of employees to the changing business world with the expectations created by continuous communication and the impact of the digital age, the fact that ever-developing technology and artificial intelligence require new skills, and the constant interaction of customers directly with employees, especially in the retail sector, highlight the effectiveness of companies in workforce management as an indispensable element for their long-term success.	<ul style="list-style-type: none"> <li>* Talent Gap</li> <li>* Human Rights</li> </ul>	<ul style="list-style-type: none"> <li>* Employee Health, Safety and Welfare</li> <li>* Employee Satisfaction, Talent Management and Development</li> <li>* Protection of Human Rights</li> <li>* Diversity, Inclusion and Equality</li> </ul>
<b>Adapting to Innovative Approaches in line with Technological Developments</b>	The digitalisation process and the effective use of e-commerce platforms, along with changing consumer behaviour in recent years, play a major role in the competitive advantage of companies in the retail sector; companies that offer various advantages such as effective social media strategies, advanced mobile applications and digital marketing strategies, customised recommendations and promotions to customers stand out in the competition.	<ul style="list-style-type: none"> <li>*Changing Consumer Behaviour</li> <li>*Information Security</li> </ul>	<ul style="list-style-type: none"> <li>* Innovation and Digitalisation</li> <li>* Customer Experience and Transparency</li> <li>* Data Security and Privacy</li> </ul>

<sup>5</sup> Key 2024 sustainability trends driving the year ahead, S&P Global

<sup>6</sup> Sustainability Perception Survey, Cargill

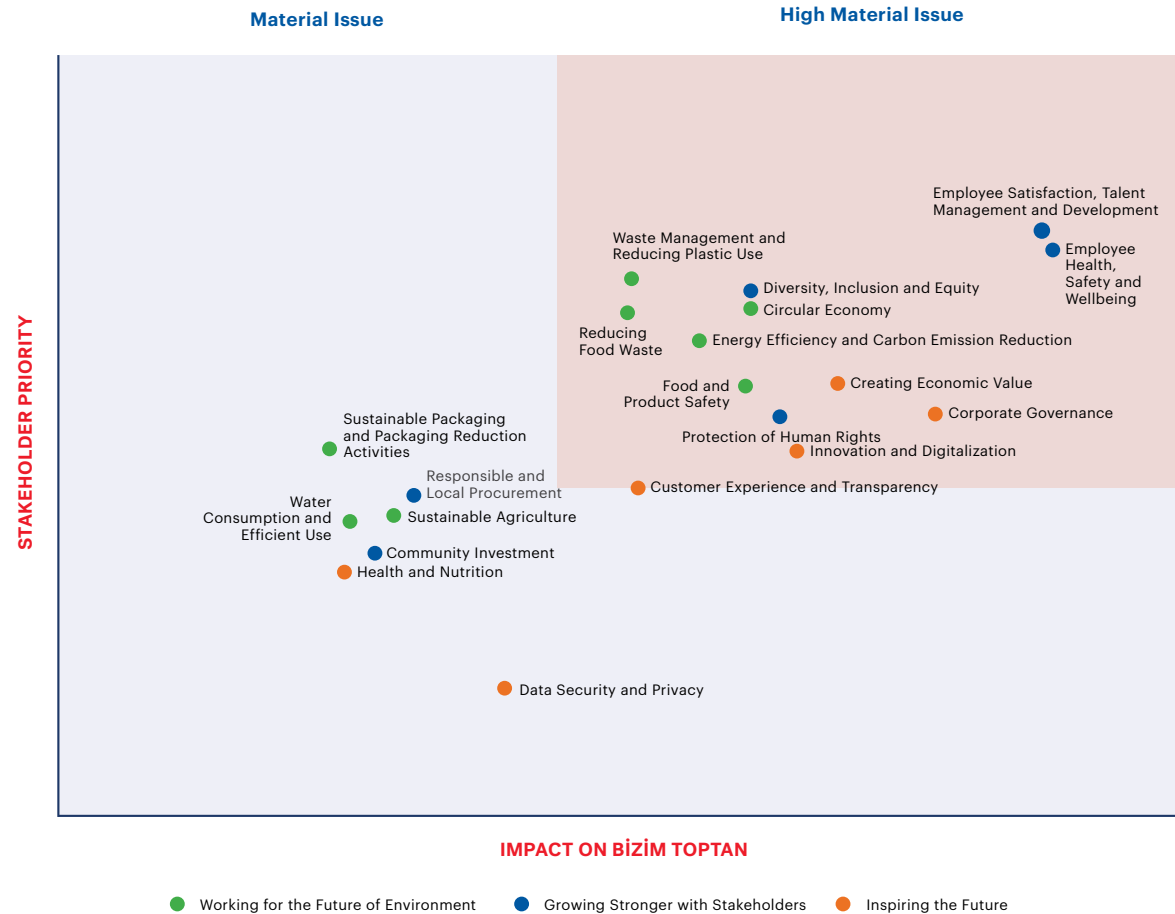
# Our Sustainability Strategy

## MATERIALITY ANALYSIS


























In 2022, we conducted our materiality analysis with the **participation of 234 internal stakeholders, including our employees, senior management and shareholders, as well as 30 external stakeholders, with a total of more than 260 stakeholders responding.** In our detailed study, we aimed to reflect the perspective of our senior management and the views of our stakeholders in our study, as well as evaluating global and sectoral trends.

According to the results of this study, we identified material areas for our company and our stakeholders and mapped them under the three focus of our sustainability approach, which we have created under the guidance of Yıldız Holding. We had the opportunity to plan our future actions with the outputs we obtained, and we identified **a total of 20 issues, 12 of which are high priority.**

The matrix below contains the results of the materiality analysis we have conducted. You can find the details of the work we have carried out at [2022 Sustainability Report](#).



# Our Sustainability Strategy

Our Focus	Scope and Purpose	Relevant Material Issues	Related Value Chain Our Steps	Contributed SDGs
<b>Working for the Future of the Environment</b>	<p>While working for the future of nature, we aim to develop energy-efficient projects that reduce our carbon emissions in order to combat climate change. We carry out important projects on waste and plastics, which is the area where the environmental impact of our sector is felt the most, within the scope of all products sold in our stores.</p>	<ul style="list-style-type: none"> <li>*Energy Efficiency and Carbon Emission Reduction</li> <li>*Circular Economy</li> <li>*Waste Management and Reduction of Plastic Use</li> <li>*Reducing Food Waste</li> <li>*Water Consumption and Efficient Use</li> <li>*Sustainable Packaging and Packaging Reduction Activities</li> <li>*Sustainable Agriculture</li> </ul>	<ul style="list-style-type: none"> <li> *Packaging</li> <li> *Warehousing and Distribution</li> <li> *Sales and Marketing</li> </ul>	    
<b>Growing Stronger with Stakeholders</b>	<p>We aim to provide a safe, egalitarian and transparent work environment where our employees, one of our most important stakeholders, can always improve themselves. On behalf of all our stakeholders in our value chain, we cooperate for the protection of human rights in our supply chain and sustainable supply chain.</p>	<ul style="list-style-type: none"> <li>* Employee Satisfaction, Talent Management and Development</li> <li>* Diversity, Inclusion and Equity</li> <li>* Employee Health, Safety and Wellbeing</li> <li>* Protection of Human Rights</li> <li>* Responsible and Local Procurement</li> <li>* Community Investment</li> </ul>	<ul style="list-style-type: none"> <li> *Purchasing and Supply</li> <li> *Sales and Marketing</li> </ul>	    
<b>Inspiring the Future with Purpose Driven Products and Business Models</b>	<p>We are preparing for the future with our way of doing business and offer new experiences to both our customers and business partners by utilising the power of digital. In the light of our corporate governance principles, we manage our business processes in the most transparent manner and crown our achievements by creating economic value for our country.</p>	<ul style="list-style-type: none"> <li>*Food and Product Safety</li> <li>*Economic Value Creation</li> <li>*Corporate Governance</li> <li>*Innovation and Digitalisation</li> <li>*Customer Experience and Transparency</li> <li>*Data Security and Privacy</li> <li>*Health and Nutrition</li> </ul>	<ul style="list-style-type: none"> <li> *Purchasing and Supply</li> <li> *Production of Own Branded Products</li> <li> *Packaging</li> <li> *Sales and Marketing</li> <li> *Consumption</li> </ul>	    

# Our Sustainability Strategy

## COMMUNICATION WITH OUR STAKEHOLDERS

At Bizim Toptan, we attach importance to the exchange of ideas between our stakeholders and our company in our sustainability story. We regularly communicate with our stakeholders through many platforms such as the decisions we take, new products we launch, supplier audits, and surveys where we collect the opinions of our employees. In addition to explaining our activities, projects and targets to our stakeholders, we are inspired by their opinions. We reach the opinions of our internal and external stakeholders through interactive tools and work diligently on issues that need solutions.

We conduct our communication with our stakeholders in a continuous and transparent manner.

### EMPLOYEES

We listen to our employees, who have a high contribution to our success, and endeavour to create a happy working environment for them. At the same time, we come up with new ideas inspired by them and endeavour to carry Bizim Toptan to the top together.

### CUSTOMERS

We strive to ensure that our customers, one of our most prioritised stakeholder groups, communicate healthy, high quality and safe products. By staying in contact with them through many platforms, we get their opinions about our products and ensure that they consume our products safely with transparent information.

### SUPPLIERS

For the continuity of our business, we see our suppliers, who have an impact on every aspect of our value chain, as a part of Bizim Toptan. We attach importance to transparent communication in order to increase our supplier resilience and ensure management.



### BUSINESS PARTNERS

We listen to our business partners who are guiding Bizim Toptan's success, such as our consultants, auditors, the institutions we receive training from, and the R&D laboratories we work with, and we take their ideas as guidance.

### CIVIL SOCIETY ORGANISATIONS AND ASSOCIATIONS

We cooperate with many different NGOs with a focus on the retail sector; we develop sustainable solutions and create value through good practices and joint projects.

### INVESTORS AND ANALYSTS

Within the scope of our corporate perspective and sustainability priorities, we attach great importance to explaining our performance and the value we create to our investors and analysts. We endeavour to present Bizim Toptan in the most transparent manner through financial and non-financial indicators.



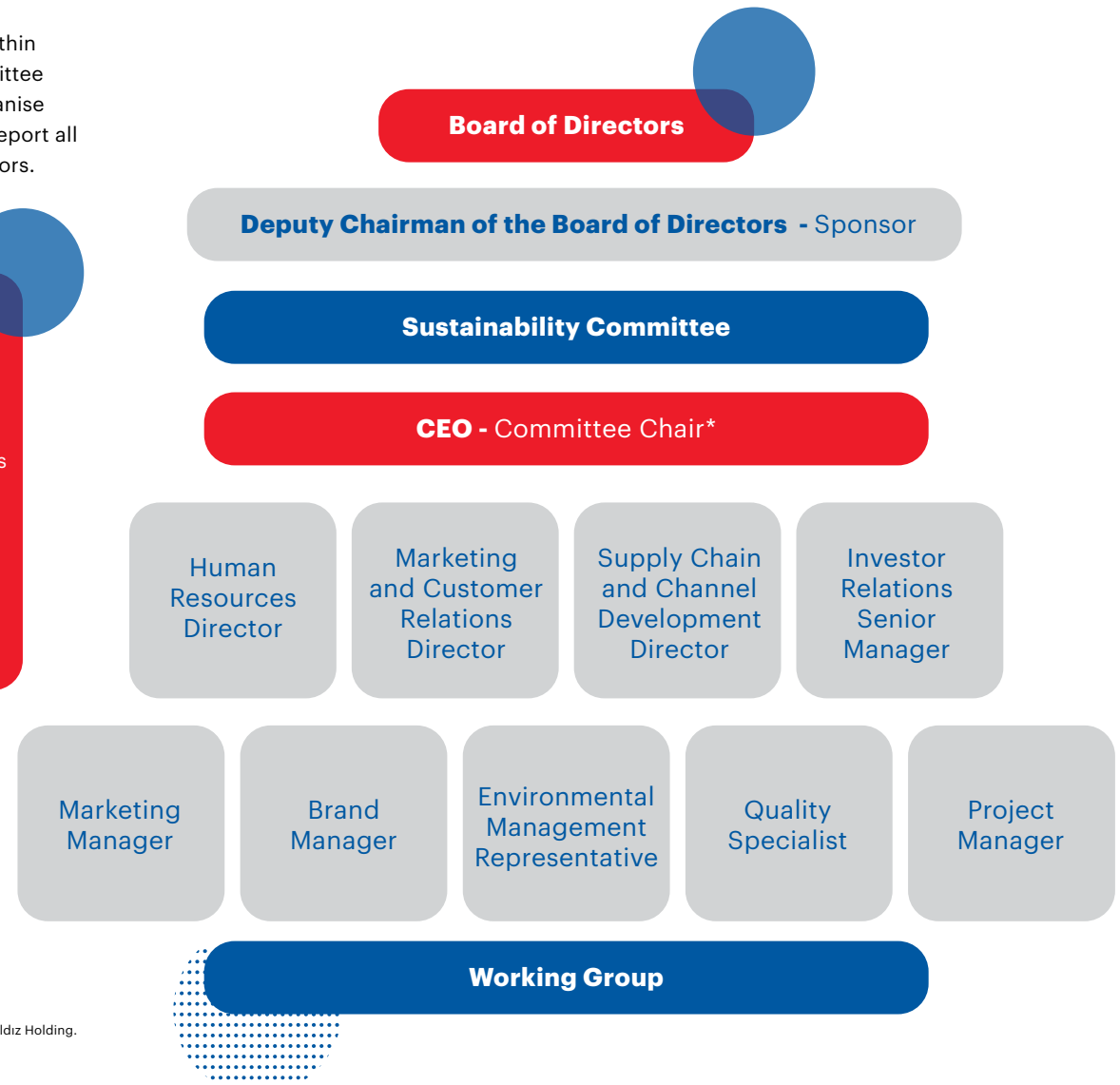
# Our Sustainability Governance Model

We manage all sustainability-oriented processes such as following national and international developments in sustainability issues, identifying sustainability-oriented risks and opportunities and integrating them into Bizim Toptan's risk management, formulating strategies, targets and policies according to current situations, and our performance against the set targets through our Sustainability Committee. Our Sustainability Committee, chaired by our CEO\*, includes a team of 10 managers from various departments.

Another important part of our sustainability governance structure is the Working Group established in 2019. The Working Group, which is responsible for making sustainability-related decisions throughout Bizim Toptan and monitoring its activities, carries out the task of implementing the decisions taken by our Sustainability Committee in order to embed sustainability throughout the company. The Working Group consists of a team of 9 members, including representatives from the Special Channels Department, Channel Development Department, Supply Chain Department, Human Resources Department, Finance Directorate, Trade Department, IT Department, Sales Directorate and Project Department.

We are in constant communication within the scope of our Sustainability Committee and sub-working groups. We also organise regular subject-based meetings and report all decisions taken to the Board of Directors.

The Yıldız Holding Sustainability Steering Committee, established in 2021, also has an impact on our Sustainability Management. We follow the decisions and processes taken through the Committee, which is responsible for guiding the strategies and targets within the Holding, and as a Yıldız Holding subsidiary, we decide on and implement our duties.

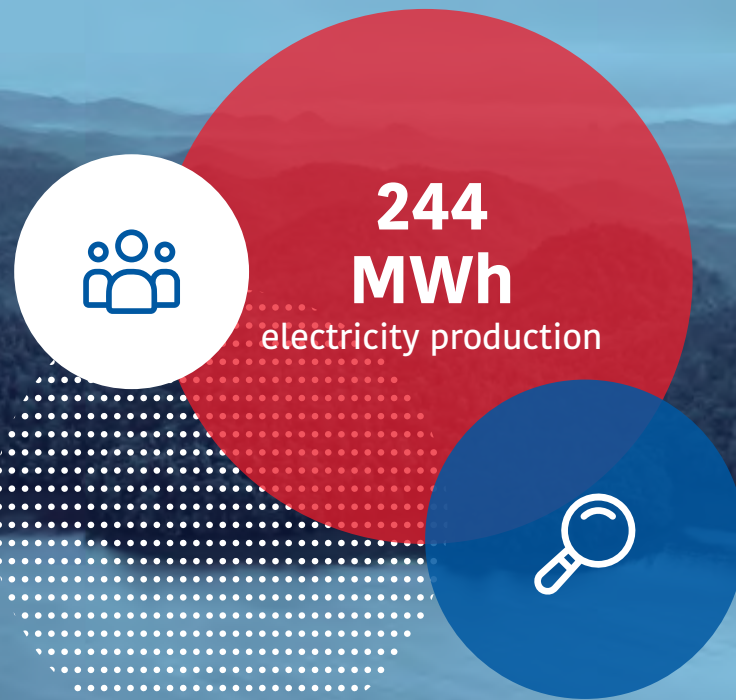


\* In 2024, our company's General Directorate responsible for Group Trade and Operations was affiliated with the Retail Group Presidency of Yıldız Holding.

## WORKING FOR THE FUTURE OF ENVIRONMENT

To combat the climate crisis, we strive to minimise the environmental impact of our operations. We know that by ensuring energy efficiency, accelerating the transition to renewable energy, protecting the health of the soil, which is our most basic resource, adopting circular models and reducing the use of plastic and other packaging materials through sustainable packaging efforts; we can reinforce our leading role in our industry in combating the climate crisis.

- 28** Carbon Emissions Reduction and Energy Efficiency
- 29** Transition to Renewable Energy
- 30** Water Consumption and Efficient Use
- 31** Waste Management and Plastics
- 32** Sustainable Packaging and Packaging Reduction Studies
- 32** Plastic Reduction
- 33** Prevention of Food Waste and Waste



# Working for the Future of Environment

As a subsidiary of Yıldız Holding, we consider the protection of natural resources that future generations will need as one of our most important responsibilities, and we act with the awareness of our responsibility towards the environment and the world in all our activities.

While continuing our operations, we manage our environmental impact, which covers all Bizim Toptan stores and our headquarters, in accordance with the ISO 14001:2015 Environmental Management System Certificate standards and comply with all legal obligations and liabilities. In addition, with an understanding based on continuous improvement, our [Environmental Policy](#) and [Basic Principles of Environmental Management System](#) continue to guide us in environmental issues. We take these policies and procedures into consideration not only in our own operations but also in the processes related to our suppliers and we care that all our stakeholders adopt a responsible environmental management approach.

While working to meet the needs of future generations, to ensure the continuity of our industry and for the future of environment, we prioritise many issues with a focus on environmental sustainability. In order to

reduce our carbon footprint and combat climate change, we carry out many energy efficiency projects and implement practices for a gradual transition to renewable energy. We evaluate waste management, another area we prioritise under this focus, from two different perspectives; on the one hand, we work for the sustainable transformation of the packaging of our products, and on the other hand, we aim to reduce the waste arising from our operations.

As a company that indirectly works hand in hand with the food sector, reducing food waste is among the issues we prioritise in our environmental sustainability focus. We believe that this issue has significant social as well as environmental impacts.

We believe that one of the most important steps within the scope of the issues we focus on to minimise our environmental impact is to measure our impact. In this context, we measure our performance in energy, water and waste in accordance with international standards and share our performance with the public and all our stakeholders through our sustainability reports. In addition, by supporting our environmental management system with technological developments, we identify the areas where our environmental

impact is the most intense. As a company in the retail sector, we observe that our main environmental impacts consist of carbon

emissions from logistics, energy consumption in warehouses and markets, and packaging waste.

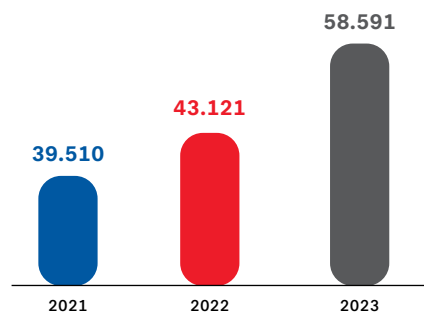


# Carbon Emissions Reduction and Energy Efficiency

We see combating climate change as an important part of our business conduct in order to cope with the problems that affect our lives day by day, such as extreme weather events, damage to ecosystems and depletion of natural resources with the increasing effects of climate change. In this context, we are working to minimise our environmental impact by using energy efficiently against climate change and accelerating our transition to renewable energy, as stated in our Basic Principles Regarding the Environmental Management System.

We systematically measure our energy consumption as part of our environmental management system. In 2023, our total energy consumption increased slightly to 58,591 MWh. Along with the increase in our total energy consumption, our total energy intensity also increased compared to the previous year to 21.60 MWh/employee.

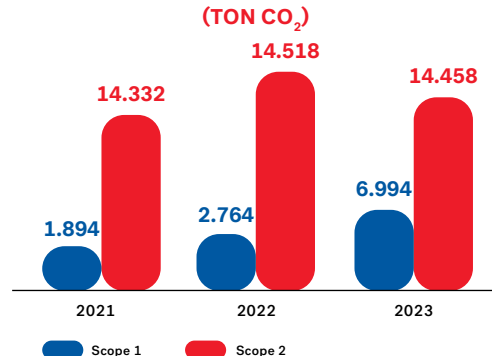
## TOTAL ENERGY CONSUMPTION (MWH)



Due to the increase in our total energy consumption, we also observed an increase in our total carbon emissions. In 2023, we caused 21,452 tonnes of CO<sub>2</sub> e greenhouse gas emissions in Scope 1 and Scope 2 in total.

Electricity consumption constitutes our largest energy consumption item with a share of 55% in our total energy consumption. We endeavour to keep our electricity consumption, which causes all of our Scope 2 emissions within our total carbon emissions, under control. To achieve this, we systematically monitor the electricity consumption data of our stores and carry out studies to reduce our consumption and use energy efficiently. In this context, we replace the luminaires used in the lighting systems in our stores with electricity-saving luminaires that have reached the end of their life according to the failure status.

## SCOPE 1 - 2 GREENHOUSE GAS EMISSIONS (TON CO<sub>2</sub>)



The new generation of electricity-saving luminaires that we prefer instead of luminaires that have completed their operational life, save electricity by automatically reducing the amount of light in the non-moving parts of our stores. In this context, **we achieved approximately 30% savings on our electricity bills related to lighting by changing luminaires in 11 stores.**

In addition, we carry out route optimisation with the aim of minimising carbon emissions arising from distribution processes within our value chain. We have also started a project to calculate our carbon emissions in scope 3 detail and reduce our carbon emissions.

## ROUTE OPTIMISATION AND BIZON

In our distribution processes, we calculate load capacities based on truck and trailer capacities during the planning stage of orders between our main distribution centers, stores, and final delivery points. Additionally, we create route optimization plans to ensure efficiency, and we aim to reach the maximum occupancy rate with one vehicle; by travelling less than normal, we save energy and emissions and reduce our costs.

We believe that efficiency is very important in our micro distribution operations. This year, we added 24 more vehicles to our vehicle fleet. With our fleet of 166 vehicles

**We achieved approximately 30% savings on our electricity bills related to lighting by changing luminaires in 11 stores.**

in 81 provinces of Türkiye, we continue to work on route optimisation by digitalising our processes end-to-end . **In 2023, while carrying out our distribution processes with a 67% vehicle occupancy rate, we saved 600,000 km thanks to our route optimisation efforts.**

In addition, within the scope of BizOn, our micro-distribution operation, we started to conduct trials on the use of electric vehicles for the distribution process while delivering our products to our customers. In the test process that we started in 2023 in cooperation with beemobs , we carried out distribution with electric vehicles in Kadıköy and Zeytinburnu regions in Istanbul. This year, we travelled a total of 1,939 km and prevented carbon emissions of over 6,700 kd in both regions due to the lack of carbon emissions of our electric vehicles and achieved fuel savings of approximately 14,000 TL.

# Carbon Emissions Reduction and Energy Efficiency

## TRANSITION TO RENEWABLE ENERGY

Today, it is of great importance to turn to renewable energy sources in order to protect the future of nature, combat climate change and leave a more livable world for future generations. In this direction, our solar energy system (SPP) with an installed power capacity of 264 kwp at our Gebze store, the construction of which was completed at the end of 2022, started operating in February 2023 in order to reduce our carbon emissions and to create a sustainable and environmentally friendly solution by creating added value from the roofs of our stores and warehouses.

As a result of the mathematical modelling and simulations we carried out last year, our solar energy system, which we predicted to meet 107% of the annual electricity demand of our Gebze store, produced less than our expectations due to various factors such as weather changes, module and inverter efficiency and solar radiation. **Our solar energy system generated a total of 244 MWh of electricity, corresponding to approximately 83% of the total electricity consumption of our Gebze store in 2023. Thus, we prevented the emission of approximately 107 tonnes of CO<sub>2</sub>e greenhouse gas for this year.**

As Bizim Toptan, we aim to gradually expand the installation of solar energy systems, which we call the first step in the transition to renewable energy, and to accelerate our transition to renewable energy by providing solar energy generation in our stores.

## Electric Charging Stations in Our Stores

The use of electric vehicles is becoming an important preference in recent years with increasing environmental concerns and sustainability concerns. Both individual users and corporate sectors are turning to electric vehicles in search of an environmentally friendly and cost-effective alternative. In 2023, the number of electric cars registered to traffic in Türkiye reached 80,043, approximately 5.5 times more than in 2022<sup>7</sup>. The increase in the use of electric vehicles increases the importance of charging station infrastructure and brings with it the demand for more charging points.

At Bizim Toptan, we have taken an important step to support our customers, one of the most important stakeholders in our value chain, in their efforts to combat climate change, in addition to reducing our carbon emissions from our operations. In this context, we installed charging stations for electric vehicles in 12 of our stores in 2023,

and we aim to increase this number further. Thus, we continue to work to respond to the needs of our customers in every field.



<sup>7</sup> Turkish Statistical Institute, TUIK

# Water Consumption and Efficient Use

Factors such as irregular precipitation caused by climate change and increasing consumption adversely affect water resources, which are indispensable for the sustainability of life. This situation leads to an increase in water scarcity problems and poses serious risks in both environmental and socio-economic terms.

As Bizim Toptan, we act with the awareness that we are located in a risky geography in terms of water scarcity. In this context, we pay attention to our water consumption and carry out activities to reduce water consumption and use water efficiently.

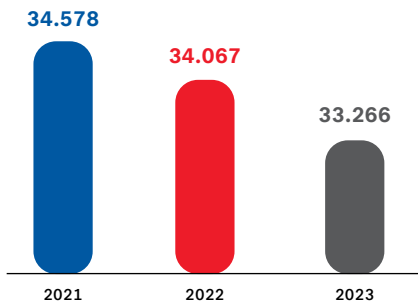
**In 2023, we reduced our water consumption by 2% compared to the previous year to 33,266 m<sup>3</sup>.**

Our water consumption is generated by the general use of our employees in our stores and headquarters. For this reason, we attach importance to raising awareness of our employees about using water efficiently and preventing unnecessary water use, and we include warnings, information and guidance on this subject in our head office and stores. Thus, we endeavour to use water more efficiently by raising the awareness of our employees on water consumption.

In 2023, we reduced our water consumption by 2% compared to the previous year to 33,266 m<sup>3</sup>. Our water intensity per employee was 12.27 m<sup>3</sup>.



## WATER CONSUMPTION (m<sup>3</sup>)



# Waste Management and Plastics

Within the scope of our goal of leaving a more livable world to future generations, having an effective waste management, preferring sustainable packaging solutions and reducing the use of plastic are among the main issues we focus on in our strategy to work for environmental sustainability and the future of nature.

We act with the goal of zero waste in order to minimise the impact of our operations on the environment. Within this framework, we attach great importance to waste management, classify and separate our wastes at source and recycle them in cooperation with licensed companies. We also ensure that the packaging wastes in our stores are collected through municipalities and contracted institutions and recycled into the economy. In this way, we contribute to protecting natural resources and leaving a more livable environment for future generations. **As a result of the activities we carried out in 2023, we were entitled to receive Zero Waste Certificate for two more stores. As of this year, we have Zero Waste Certificate in 138 stores.**

In addition to the recycling of waste from our operations, we also carry out communication

activities to raise awareness about recycling among our customers who visit our stores. In the coming periods, we aim to add phrases encouraging recycling and guiding consumers on the product packaging of some of our self-branded products. With these steps, we aim to both reduce the waste arising from our own activities and to make our customers more aware of recycling.

In 2023, our total waste amount was 1,003 tonnes, all of which was non-hazardous waste, and we recycled 783 of these wastes and reintroduced them into the economy. All of our waste is packaging waste from our stores.



There are waste battery boxes in all our stores within the scope of sending the batteries generated in our stores and brought by our customers to the Association of Portable Battery Manufacturers and Importers authorised by the Ministry of Environment and Urbanisation.



In all our locations, we collect paper, plastic, metal, glass, electronic and battery waste from offices, kitchens and warehouses in defined bins located in common areas and send them for recycling.



# Waste Management and Plastics

## SUSTAINABLE PACKAGING AND PACKAGING REDUCTION STUDIES

At Bizim Toptan, we are working with our business partners on sustainable packaging solutions to reduce the packaging waste generated by our private own-branded products, and we are carrying out initiatives to standardize our product packaging and boxes. In addition, we continue our efforts to reduce our environmental impact by prioritising the recycling of our packaging waste in all our processes.

### Product Based Packaging Inventory Study

We carried out a detailed and comprehensive study in order to reduce the impact of our packaging, which is one of the areas where our environmental impact is felt most intensely. We carried out an inventory study to understand the characteristics of the packaging of all our own-branded products. With this study, we tried to understand how we can find sustainable solutions in which products and packaging. We aimed to determine which products are applicable to different solutions such as packaging thinning, use of recycled materials or recycling of packaging.

In the coming period, we aim to support the transformation of our suppliers by focusing on the outputs of this inventory. We aim to

make our suppliers a part of this movement by focusing primarily on the transformation of products that use plastic. We started with items that have high sales volume and significant packaging use for recycling. For our private label products, we started with items that have high sales volume and significant packaging use for recycling. As part of our plan to transition to single packaging for these products, we undertook related efforts in 2023.

### Packaging Recycling in E-Commerce

In our stores where we carry out e-commerce activities, we transform used or worn cardboard boxes into high quality new packaging material by processing them in special packaging processing machines. We use the new packaging material obtained through special processes to prevent damage to the products sent by cargo.

With this project, we not only utilise cardboard waste, but also reduce the use of new packaging materials in e-commerce. Thus, on the one hand, we contribute to the circular economy by recycling packaging waste, and on the other hand, we optimise our waste management by reducing the generation of new waste. In addition, we achieve financial savings by not using new packaging material.

## PLASTIC REDUCTION

As Bizim Toptan, we continue to contribute to the fulfilment of Yıldız Holding's commitments in the IPG initiative, of which it became a signatory in 2019. In this context, we take part in the Plastics Working Group, which was established under the umbrella of Yıldız Holding and includes mostly managers from the quality, purchasing and environment departments of companies. In addition, we continue our plastic reduction efforts by making use of [Yıldız Holding Plastic Guide](#) published last year.

### FUTURE PLANS

We plan to take important steps in waste management, minimisation and sustainable packaging in 2024. Within the scope of reducing and recycling our office waste, we aim to reduce single-use plastics in our Head Office building. With the treatment systems to be installed in our floor kitchens, we aim to prevent the use of plastic bottled water in our offices. At the same time, we will accelerate the recycling processes of our office wastes by collecting them according to waste types instead of the waste sorting units we will create on the floors.





# Waste Management and Plastics

## Stretch Film Machine

In 2023, we continued to use stretch film wrapping machines, which we started in our main distribution center in Gebze in 2022 in order to reduce the stretch film consumption we use to wrap the products on the pallet. In addition to our main distribution center in Gebze, we started to use our wrapping machines, which eliminate the need for manual wrapping and provide efficient results in terms of safety and consumption compared to manual wrapping, in our main distribution center in Denizli.

In 2023, with the stretch film machine we used in our Gebze and Denizli main distribution centers, we saved 21.6% in material by using approximately 1.4 tonnes less stretch film compared to manual wrapping, and in return, we achieved a financial saving of 429,000 TL.

In addition to the wrapping machine that we started in our warehouses in order to reduce the total stretch wrap consumption, we started to conduct trials on rubberising pallets in our stores. We aim to expand the application, which is currently in the test phase, in the coming periods.

## PREVENTION OF FOOD WASTE AND WASTE

Approximately one third of the food produced worldwide every year is wasted<sup>8</sup>, while in Türkiye, 93 kg of food is thrown away per person per year<sup>9</sup>. As Bizim Toptan, although we are not a direct food producer, as a company that includes food products in our product portfolio, we adopt Yıldız Holding's "Waste-Free Company" model and prioritise our efforts to reduce food waste in this context.

We are aware that food waste not only creates waste, but also causes waste of energy resources used in labour, logistics, water use, cooking and storage, and greenhouse gas emissions in the process from production to the table, and we cooperate to prevent food waste.

In this context, we separate the products that have lost their sales qualifications in our stores within the scope of our cooperation with Rapid Recycling and ensure that they are transformed into animal feed raw materials. In 2023, by sending 10,160 kg of product through the relevant channels to Rapid Recycling, we ensured that 60% of this amount was recycled into animal feed, and prevented these products from creating food waste.



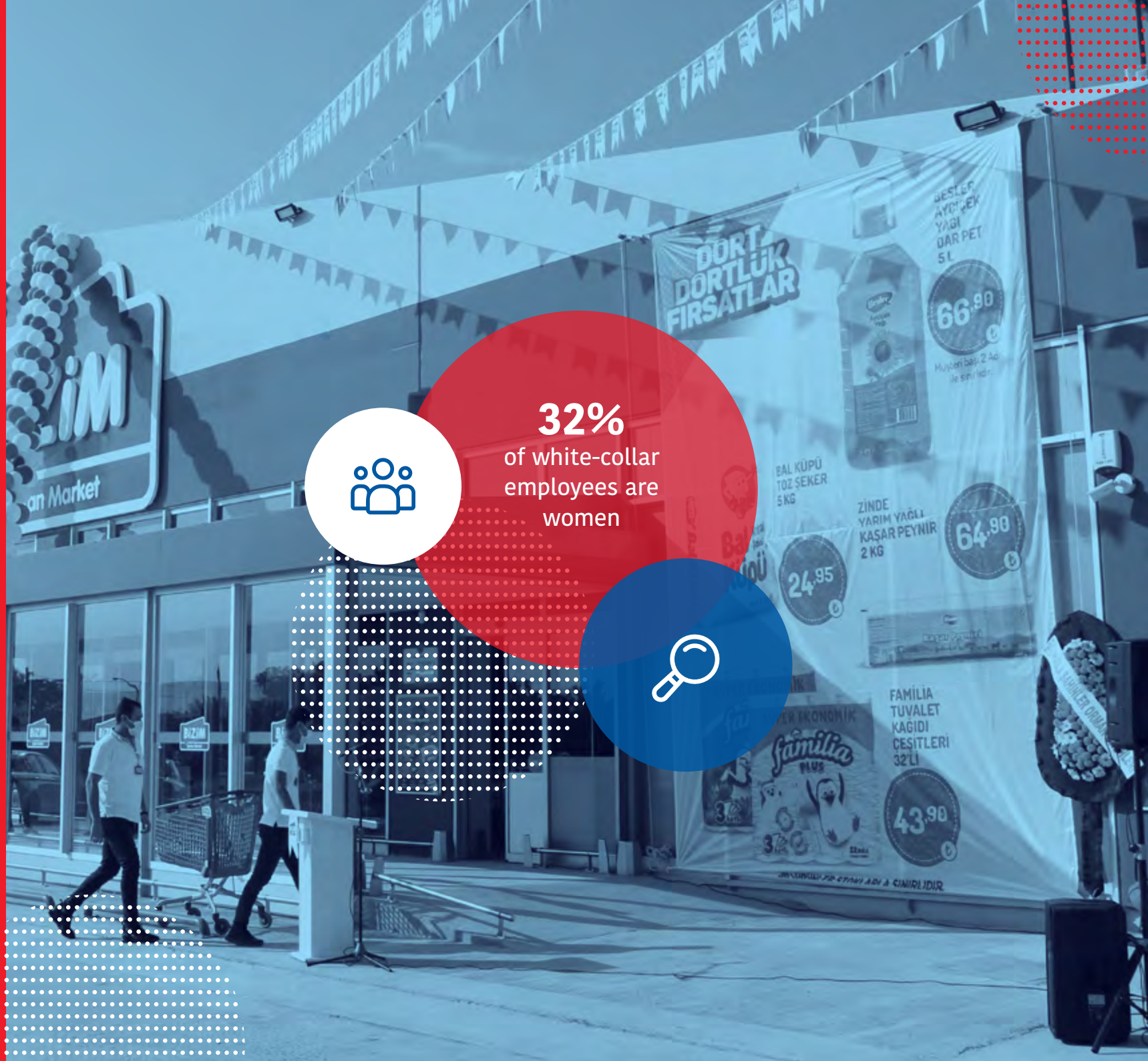
<sup>8</sup> Food Waste Index Report 2021, UNEP

<sup>9</sup> Republic of Turkey Ministry of Agriculture and Forestry

## GROWING STRONGER WITH STAKEHOLDERS

As the most widespread organised wholesale trade company in Türkiye, we work in interaction with many stakeholder groups. We aim to grow and strengthen together with all our stakeholders, especially our customers, suppliers and employees. We adopt a business model that supports social and economic development throughout our entire value chain.

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**32%**  
of white-collar  
employees are  
women

# Employees

At Bizim Toptan, with the awareness that our employees play an important role in the success story of our company, we act with a people-centred approach that aims to create long-term value for our employees in all our processes.

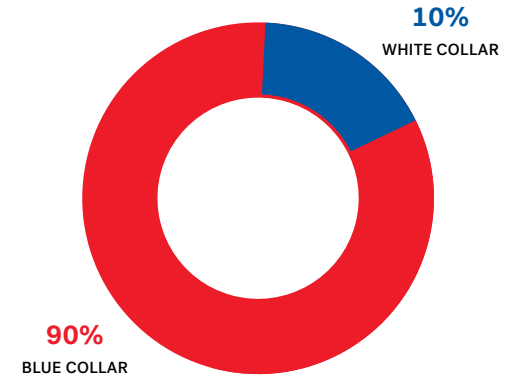
While managing all our processes related to our business environment with our Human Resources Policy, which is based on the understanding of "Happy Employee Happy Customer", we prioritise creating an egalitarian, inclusive, healthy and safe work environment where our employees can continuously improve themselves, feel valued and express their ideas openly. We aim to increase the satisfaction and motivation levels of our employees by supporting their career journeys, to increase their loyalty to our company and to carry our competitive power forward by continuously improving the culture of cooperation.

**With our 2,712 qualified, happy and highly motivated<sup>10</sup> employees, we continue to grow and make a difference in our sector in 2023.** With our vision for our human resources, we prioritise diversity, inclusion and equality; talent management and development; employee health, safety and welfare while managing all our processes.

Our Human Resources Policy based on;

- To contribute to the strategies of our company by analysing environmental opportunities and development areas,
- To analyse the current and future needs of our company in order to achieve our strategic goals, to design the most appropriate organisation for these needs and to establish systems to develop human resources,
- To be one of the most desirable companies to work for in our country by structuring our company's strategies to raise the standards in its field of activity, to ensure sustainable quality, prestige and sectoral leadership with an understanding of customer satisfaction,
- To increase the level of satisfaction and motivation of its employees, to carry its competitive power forward by constantly improving the loyalty to the company and the cooperation between employees, acting with the awareness that it is people who make the difference in the competitive environment,
- To improve our human resources and our business with continuous trainings,
- To maintain the understanding of "Happy Employee Happy Customer",

Employees by Category



<sup>10</sup> When g2mEksper Satış ve Dağıtım Hizmetleri A.Ş. personnel are included, the total number of employees is 3,417.

# Employees

## DIVERSITY, INCLUSION AND EQUALITY

We prioritise fairness and equal opportunity in all our human resources processes, from job application and recruitment processes to promotion and remuneration, career development and training to performance management, and strive to create an inclusive and egalitarian work environment. We monitor the distribution of our employees according to age, gender and experience, and monitor our performance in this context in detail. We attach importance to our gender equality performance in our employee demographics in terms of diversity, inclusion and equality.

As a company with operations in 71 provinces of Türkiye, we believe that increasing the number of female employees is important for supporting women's employment in every region of our country. In this context, we endeavour to increase the number of female employees in both blue and white collar positions, while at the same time increasing the ratio of female employees in decision-making and unconventional roles.

**In 2023, we managed to increase the ratio of female employees in our total number of employees by 3 points compared to the previous year, from 14% to 17%. The ratio of female employees was 32% among white-collar employees and 15% among blue-collar employees.**

At the same time, within the scope of diversity, inclusion and equality, we care about young people participating in business life and making a strong career start. In this context, we strive to create areas where young people can assume leadership roles among our employees and to increase the proportion of young people in recruitment.

**In 2023, 65% of our new hires were employees under the age of 30.**

In addition, we aim to keep the ratio of female employees among our field employees at 14% and above, and we specifically monitor our performance in this area. Increasing the ratio of female employees among our field employees is among our OKR targets. In 2023, the ratio of female field employees was 15.4%.

### Lead Network Mentoring Programme

The mentor-mentee programme created through Lead Network Türkiye, which aims to attract and retain the talented female workforce in Türkiye to the retail and consumer goods sector, to provide knowledge, experience and training support, and to increase the number, reputation and impact of women leaders, was completed as of 2023. During the programme, two of our female managers participated in the programme as mentees in order to support women in finding effective and efficient solutions to the challenges they

face in business life and to move them into leadership roles.

## 32%

of white-collar employees are women

## 15%

of blue-collar employees are women

## 11%

female employees in managerial roles with the title of manager

## 28%

female employee ratio among our newly hired employees

## TALENT MANAGEMENT AND DEVELOPMENT

In the Cash & Carry sector, where customer orientation is at the forefront and competition is intense, we believe that the factor that makes the biggest difference is people. In this period when digitalisation gains momentum, customer expectations change and global trends affect our sector, we prioritise managing talents in the most accurate way and investing in human resources in order to adapt to change quickly and appropriately.

We focus on the development of our employees and design our human resources policies accordingly. While trying to improve our employees' loyalty to our company and their cooperation among themselves in order to carry our competitiveness forward, we also carry out fair, transparent and effective performance management processes in order to help our employees explore career opportunities and contribute to their personal and professional development.

### Performance Management

We attach great importance to measuring and improving the current and potential performance of our employees. We believe that performance management and employee development processes interact with each other and that it is possible to identify the

# Employees

aspects of employees open to development through proper performance management. For this reason, **we use performance management outputs not only to evaluate our employees, but also to plan their career development journey in the most efficient way.**

**In 2023, thanks to our effective performance management systems, we included 2,345 employees in the performance evaluation processes.** While conducting our performance evaluations in a fair and transparent manner, we also carry out our promotion processes in order to increase the role of our employees who develop in their fields and have high performance in the success of the company and by considering equal opportunities. **In this context, a total of 449 employees, 11% of whom were women, were promoted to a higher position in 2023.**

In addition, we enable our blue-collar employees to maximise their potential and utilise their talents in different fields. Accordingly, we support the career development of our blue-collar employees and encourage their transition to white-collar positions. **In 2023, 16 blue-collar employees took a new direction in their careers and transitioned to white-collar positions.**

We implement a performance evaluation system for our white-collar employees at our head office and blue-collar employees in the field, based on progress by focusing on business goals and competencies. With the 360-degree evaluation system, we ensure that our white-collar employees are evaluated once a year by different groups of evaluators such as the manager, peers in the employee's team, subordinates and other company employees they work with. Thus, on the one hand, we increase the individual awareness of our employees by providing them with information about their strengths and areas open to improvement, and on the other hand, we develop the feedback culture in our company by supporting multiple feedback environment.

## OKR (Objectives and Key Results)

We manage the performance of our white-collar employees at our head office through the OKR (Objectives and Key Results) system, which was introduced by Yıldız Holding and its subsidiaries and which Bizim Toptan switched to in 2022.

We integrate the goals of all our white-collar employees into the OKR system and continuously monitor them throughout the year and update these goals when necessary.

By using OKR's online system, our employees can both track their progress towards their individually determined goals and observe the goals and progress of other employees. For this reason, we see the OKR methodology as a strategic management tool beyond being a performance management system that improves performance, enables everyone to see their concrete contribution to success, and offers sustainable and improvable success.

We see the OKR methodology as a strategic management tool beyond being a performance management system that improves performance, enables everyone to see their contribution to success in a tangible way, and offers sustainable and improvable success. With each goal realised at every level of our company, we are one step closer to realising the goals of our corporate strategy.



# Employees

## Field Performance System

In addition to our white-collar employees, we evaluate the performance of our blue-collar employees by measuring key performance indicators such as quarterly sales growth, profitability, customer satisfaction, inventory management and audit. During the field performance evaluation process, which we carry out twice a year, we evaluate both the premium performance indicators of our employees and their duties and competences. We use the evaluation results in human resources planning, which we carry out once a year.

We identify the development areas of our employees whose task, target and competency-based performance is below the expected level and share them with them. In the following process, we put our employees into the improvement process and monitor their performance.

## Employee Trainings

At Bizim Toptan, we attach great importance to employee development in order to increase the competencies of our employees and customer satisfaction. We are able to deliver our trainings to a wider audience by making use of online training platforms, which are increasing with the impact of digitalisation. At the same time, thanks to online training, we ensure that our employees can access more

comprehensive content more effectively and manage this process more efficiently in terms of time.

With OnCampus, a corporate social communication and learning-development platform, we offer training to all our employees on technical, professional and personal development with internal resources. Thanks to this platform, where our employees can share their best practices and achievements, we also create and develop a culture of learning from each other within our company.

In addition to the mandatory training courses from the Yıldız Holding Training Catalogue, our head office employees can participate in trainings on different topics under the headings of personal development, leadership, technical and vocational training, and foreign language training.

While we organise training programmes for our headquarters and field employees according to the needs that arise throughout the year, we also organise seminar series in order to increase the awareness and knowledge of our employees on specific topics, apart from our specific training programmes. Thanks to the seminars we organise, we ensure that our employees are informed about different topics such as

change management, block chain technology, talent management, sales and marketing dynamics, safe driving, motivation, healthy nutrition and technology in these meetings attended by expert professionals.

In addition to all these, we inform our employees about our environmental, social and governance policies and practices within the scope of the company in order for our employees to prioritise sustainability, which is one of the strategic priorities of our company. We also ensure the participation of our employees in sustainability trainings organised in cooperation with Yıldız Holding in this field.

In addition, we attach importance to being a company that provides opportunities for young talents, offers them both internship and subsequent job opportunities, and supports them during their experiences. In this context, we offer young people the opportunity to do internships as part of the JOB Programme run by Yıldız Holding, as well as the opportunity to be recruited from this talent pool in line with the needs. In 2023, we recruited three new graduates as part of the JOB recruitment programme run by Yıldız Holding. We also provide orientation training to all our newly recruited employees to help them learn the business processes and adapt more easily.

**In 2023, within the scope of the importance we attach to the development of our employees, we provided 17,069 hours of training opportunities in total and 6.29 hours per employee.**

## Reverse Mentoring Process

We initiated the Reverse Mentoring Process in 2023 in order to make our organisation more effective and efficient, as well as to strengthen the bond between generations. Within the scope of this process, we first identified our volunteer mentors by making evaluations. Then, we matched our 20 volunteer mentors with our leaders in director and above roles. With the interviews that started after these matches, we ensured that the participants mutually learn and share experiences. With this practice, we aim to contribute to the success of our leaders in the coming years in line with our vision and goals

# Employees

Bizim Toptan also attaches importance to the development of leadership and managerial qualities of our employees; we continue to offer Store Manager, Customer Representative and Sales Representative Training sub-programmes to our employees under the umbrella of the B-Raise Executive Training Programme.

## B-Raise Manager Training Programme

We continue to provide training to our employees within the scope of the B-Raise Manager Training Programme, which aims to train qualified store managers with different perspectives who will carry Bizim Toptan into the future. Through this programme, we aim to support the competencies and retailing knowledge of our employees who start their careers in retailing and to train the managers of the future from within our own ranks. Within the scope of our comprehensive training programme, we provide our manager candidates with the knowledge and experience required by the sector, ranging from internal audit to customer management, from finance to human resources. At the same time, we ensure that our employees reinforce the importance of customer satisfaction, operational excellence and being a good team by working in different positions in different pilot stores throughout the process. Within the scope of the B-Raise Manager Training Programme, we trained 77 employees this year.



## PROSAF Sales School

The Sales School, which was established in 2018 to adapt to PROSAF, the professional sales team established in 2018 to deliver all the brands in our stores to traditional and out-of-home consumption points on site, includes classroom and field trainings consisting of technical trainings for newly recruited field sales teams. In 2023, 104 employees received training within the scope of PROSAF Sales School.

## Goods Acceptance School

In 2021, we started to implement the Goods Acceptance School, which aims to back up the goods acceptance personnel, a critical position for Bizim Toptan stores. We aim to ensure that the goods acceptance process is carried out in the most efficient

way in all our stores by providing training on goods acceptance issues by internal trainers to employees working in different positions in stores. In 2023, 102 employees received training within the scope of Goods Acceptance School.

## Employee Communication and Satisfaction

In our sector where customer orientation comes to the forefront, we consider ensuring the happiness of our employees, establishing a healthy communication with them and creating a work environment where they are valued as indispensable elements of making a difference in the sector. We care that our employees work happily and with high motivation, and we take steps to increase satisfaction and loyalty in this direction. We receive feedback from our employees through different tools and methods throughout the year and work on the points where they expect improvement.

## Climate Survey

Thanks to the climate survey, which is one of the tools we use for employee communication, we establish a multi-directional communication with our employees; we get their opinions on many issues ranging from loyalty, expectations, working environment and management approach. Within the scope of the climate survey, we ask our employees nearly 40

questions on the topics of Loyalty and Motivation, Manager, Team and Management. We identify our areas open to improvement by analysing the feedback of our employees with the answers to the questions we ask. Afterwards, we form employee groups according to our areas open to improvement and determine our action plans by organising workshops. **In 2023, 203 employees participated in the climate survey we conducted for Bizim Toptan white-collar employees.**



# Employees

## FROM US - Internal Communication Bulletin

As a company that focuses on innovation and change, we publish "FROM US", our internal communication bulletin, in order to inform all our employees about the developments, success stories and awards within our company. With this bulletin, which we publish quarterly, we aim to increase the motivation level of our employees. In addition, by celebrating 12 December - Merchandising Day with all our employees, we contribute to the development of commitment to the sector among our employees.

## Remuneration

At Bizim Toptan, we adopt a fair and competitive approach in the market that supports high performance in our remuneration policies. While determining the wages of our employees, we take into account the economic conditions of our country and the dynamics of the labour market, and we observe equal opportunity in remuneration. In this context, in 2023, our basic salary and allowance ratio between our female and male employees is 98%, and the ratio of our recruitment fees to the minimum wage is 127% on average.

## EMPLOYEE HEALTH, SAFETY AND WELFARE

Ensuring that our employees, who form the basis of our success, work in a healthy and safe work environment is among our biggest responsibilities. Although we are not in a very risky sector in terms of the health and safety of our employees, we take the necessary measures for the occupational health and safety of our employees in all our locations and work with the goal of zero occupational accidents.

We carry out all our processes regarding occupational health and safety in accordance with our [Occupational Health and Safety Policy](#) and the requirements of our ISO 45001 Occupational Health and Safety Management System. We manage critical issues in this regard with the OHS Board of 18 people, consisting of our senior executives at the headquarters. Our OHS Board meets regularly once a month under the chairmanship of our CEO\*, holds meetings on issues related to employee health and safety and takes the necessary decisions. We take the necessary actions regarding occupational health and safety issues in our stores through sub-committees under our OHS Board.

Every year, we review potential risks and potentially dangerous situations within the scope of occupational health and safety

(OHS) in all our stores. We assess the risks by prioritising the safety of our employees and follow the process meticulously by implementing practices to eliminate these risks.

In 2023, in order to observe the health, hygiene and safety conditions in our stores and to identify risks in this context, we evaluated the progress of our stores in terms of occupational health and safety by conducting 1,894 GOYA (field visits) on 60 different topics.

At the same time, we carried out drills in our stores, warehouses and headquarters throughout the year in order to be always prepared for emergencies. Considering the risk of flooding and flooding, we sent mobile water pumps, sandbags, boots, overalls, gloves, picks and shovels to 48 stores and two warehouses where we considered the risk of flooding to be high in order to take quick action in case of danger.

During the year, we also undergo certain OHS-specific audits by Yıldız Holding. Within the scope of these audits, we achieved a high level of performance this year with 953 points out of 1000.

**As in previous years, while there were no fatal occupational accidents or occupational**

**diseases in our operations this year**, we experienced an increase in our total accident rate. In 2023, our total accident rate was 2.55.

**In 2023, we provided 17,069 hours of training opportunities in total and 6.29 hours per employee.**

## OHS Trainings

In addition to taking all necessary measures at Bizim Toptan to improve our performance in occupational health and safety, we believe that raising the awareness of our employees on occupational health and safety will increase our performance in this area. In this context, we organise various trainings for our employees in the field of OHS and conduct awareness-raising activities. **In 2023, we provided a total of 9,763 hours of training to our employees within the scope of occupational health and safety and 3.6 hours of training per employee. In addition, we published 915 posters raising awareness on occupational health and safety in five different topics during the year.**

At the same time, we continued our annual trainings for our employees who want to

\* In 2024, our company's General Directorate responsible for Group Trade and Operations was affiliated with the Retail Group Presidency of Yıldız Holding.



# Employees

become experts in first aid this year. In this context, we ensured that 14 employees received certified first aid training from scratch.

In addition to focusing on the health and safety of our own employees, we attach great importance to the health and safety of our subcontracted employees and the suppliers we cooperate with. In order to support our subcontractors to adapt to safe working conditions, we try to raise awareness of our subcontractor employees by organising OHS trainings.

In addition, we aim to ensure the health and safety of all our stakeholders with whom we cooperate by meticulously monitoring the OHS performance of our subcontractors.

**In 2023, our subcontractors experienced two occupational accidents, while no fatal accidents or occupational diseases were observed.**

**In 2023, we provided 1,768 hours of OHS training to our subcontractors in total and 14.49 hours of OHS training per subcontractor. In addition, we created an OHS scorecard system for 47 different suppliers and subcontractors and rewarded 15 companies that achieved more than 80%.**

## Whatsapp Earthquake Communication Project

In times of natural disasters, proper communication is vital for assessing the extent of damage and guiding emergency services about the situation people are in. In these moments, rescue efforts and relief organisations may experience difficulties if fast and effective communication is not established for safety and emergency coordination.

Bizim Toptan has launched the Whatsapp Earthquake Communication Project in order to ensure the safety of our employees in the event of an earthquake and to manage communication effectively. Within the scope of this project, when an earthquake above 5.0 occurs in integration with the observatory data, we will reach all our employees via an automatic Whatsapp message and receive information about whether they are affected by the earthquake. Then, we aim to provide the necessary information to the authorities in order to provide the necessary assistance to our employees affected by the earthquake, and we aim to ensure that the necessary support reaches our employees in the fastest way possible.

## Earthquake Process

In February 2023, we tried to manage the process effectively and efficiently in the earthquake disaster that occurred in our country and affected 11 provinces. We convened the crisis desk within the first 15 minutes after the earthquake occurred and ensured that our support team set off for Kahramanmaraş within 1 hour after the disaster. With our crisis desk, which started its activities immediately after the earthquake disaster, we continued our functional process for 7 days in a continuous manner.

We evaluated the process after the earthquake according to time intervals by saying "People First" and planned our actions accordingly. In the first 48 hours, we focused on life safety and tried to get news from our employees in our 13 stores in the region. At the end of approximately 38 hours, we received information about all our employees and confirmed that 508 of our employees were in the disaster area.

In the 48 - 72 hour period, we focused on humanitarian needs and the condition of our structures. During this period, we sent 17 containers, 40 tents, 224 sleeping bags and 160 helmets to the earthquake zone to provide accommodation and security support. We also received information about the

current status of our stores and warehouses in the region.

After 72 hours, we focused on continuity of life and business continuity. In order to maintain our service to the people in the region, we quickly built a tent store to replace our Iskenderun store that was destroyed in the earthquake. We also made plans to ensure the uninterrupted continuity of our supply chain to ensure product availability in the region and provided commercial purchasing support and supplier support.

In 2023, we contacted each of our 508 employees affected by the earthquake in our country and received news from all our employees. In addition, we established an Istanbul-based crisis desk and contributed to the work in the earthquake zone with a 24/7 working model. In order to provide accommodation and security support, we sent 17 containers, 49 tents, 224 sleeping bags and 160 helmets to the earthquake zone. In addition, we directed a team of 40 people to the earthquake zone in cooperation with 19 different solution partners.

# Supply Chain

At Bizim Toptan, we act with the awareness that having a responsible supply chain plays a critical role in achieving our sustainable growth targets, and we establish relationships based on trust and prioritising quality with our suppliers that we work with at every step of our value chain.

We manage our processes related to demand, procurement, planning, order management and logistics management under the Supply Chain Directorate. We share the standards we apply to the products we procure from our suppliers with our suppliers, and we only purchase goods or services from suppliers that comply with our standards. We also analyse the risks in our supply chain in order to secure our business continuity and use our resources efficiently. We try to keep the risks we analyse under control by managing them through a central system.

We minimise our turnover losses, increase product availability in our stocks and improve our logistics operations by improving our processes by leveraging the power of digitalisation in our supply chain. We take into account the feedback we receive from our suppliers in all the improvements we make in this context.

In addition, we strategically prioritise local suppliers in our procurement processes to ensure business continuity. By working with local suppliers, we directly support domestic production and local development. **In 2023, all of the suppliers we work with are local suppliers.**

## RESPONSIBLE PROCUREMENT

As Türkiye's largest company in the Cash & Carry sector in terms of the number of stores, we carry out all our procurement processes in accordance with the trust relationship we have established with our stakeholders, without compromising our quality in order to offer reliable, high quality and responsible products to our customers.

We expect our food suppliers that we will start working with to comply with the quality and food safety standards we set. Before signing a contract with suppliers, we check the compliance of their production facilities with the Quality and Food Safety Management Systems (ISO 9001, ISO 22000, BRC, IFS, FSSC 22000).

For our own branded products, we carry out a sensitive and detailed evaluation process regarding production processes, especially food safety and quality. We expect the food



# Supply Chain

suppliers that will produce our own-brand products to have at least one of the Global Food Safety Initiative (GFSI) approved quality certificates. Following the evaluation processes, we start working together by taking our potential supplier to the approved list. **As of 2023, we cooperate with 84 suppliers for private label products and carry out production in 101 facilities.**

In addition to the evaluations we make before starting to work with new suppliers, the evaluation and audit processes of our existing suppliers play a key role in our responsible purchasing approach. In order to check the compliance of our suppliers' production facilities with the quality and food safety standards we have determined, we carry out supplier audits in certain periods, both announced and unannounced. We repeat our audits at different frequencies and details in accordance with the product and risk category. In cases where we detect any non-conformity as a result of our audits, we inform our supplier and take the necessary actions. Thanks to our audit processes, we ensure the quality and safety of the products we offer while supporting our suppliers, whom we see as our business partners, to improve their business processes.

In 2023, we audited a total of 122 suppliers, 75 of which were within the scope of our own branded products. As a result of these audits, we terminated our cooperation with 2 suppliers.

## Distribution Network Support to Our Suppliers

We have a fast, reliable and sustainable product distribution capacity thanks to our strong micro distribution network as well as our 5 main distribution centers and 14 cold distribution centers located in strategic locations across Türkiye. With our advanced logistics network, we support the distribution processes of our suppliers and the local producers we work with. In this context, small local producers send their products to our warehouses or distribution centres close to them instead of sending them to many different sales points. Afterwards, the products reach the sales points they need to reach through our distribution network. Thus, in addition to preventing the carbon emissions caused by many different producers using different distribution networks for logistical reasons, we support local development by transporting local producers and suppliers to points they cannot reach with their own distribution networks.

**As of 2023, we cooperate with 84 suppliers for private label products and carry out production in 101 facilities.**



# Society

Bizim Toptan carries the mission of creating value for society in everything we do. In line with this mission, we work to provide social benefit through practices that respect and support the environment, education and public health. We aim to benefit the society not only through the social responsibility projects we carry out, but also through our business models.

We believe that our Se Markets business partnership model is one of the most important indicators of this perspective. We continue to contribute to the transformation of thousands of tradesmen all over our country, the sustainability of the traditional retail channel and the national economy by supporting tradesmen and entrepreneurs with Türkiye's first purchasing business partnership model that supports small tradesmen in the traditional retail channel.

## SE MARKETS

With the Se Market business partnership model, we bring together the traditional tradesman culture with the modern market approach. With this model, while our tradesmen continue to own their own business, we also aim for our tradesmen to strengthen their position in the sector where competition is intense, increase their turnover and customer satisfaction by benefiting from

the wide product range and affordable price advantages offered by Se Market. Thus, we aim to be a brand that has made a name for itself in the market and to keep many of our tradesmen afloat in difficult market conditions.

We are growing the idea of a business model built with a strong corporate identity, professional techniques and equipment, support and opportunities that will enable them to leave their competitors behind, so that our tradesmen, who serve as the capillary vein of the economy, have a structure based on a solid foundation against "discount markets" with a competitive advantage. In this context, we provide operational, technical and financial consultancy to our tradesmen who are under the roof of Se Marketler.

Within the scope of **operational consultancy**, we assist in many issues such as in-store category placement, shelf arrangement, product supply, use of display areas, store layout, cashier area layout, personnel organisation, social media communication, marketing and purchasing.

Within the scope of **financial consultancy**, we contribute to issues such as managing store operational expenses in the most efficient way, accurately monitoring investments and

profit margins. We also support our business partners in utilising our agreements with banks, meeting their credit needs with more advantageous conditions, and benefiting from the policy services of contracted insurance companies at more advantageous prices compared to the market.

Within the scope of our technical infrastructure support, we support our business partners in managing the order flow, stock control, promotions and general communication through the Se Portal with the installation of digital infrastructure.

**In 2023, we increased the number of stores within our Se Markets service network in 81 provinces of Türkiye by 14% compared to the previous year, reaching a total of 2,747 stores. Thanks to our high growth rate and efficient business model, Se Markets' sales revenues in 2023 exceeded TL 5.1 billion, while Bizim Toptan's share of turnover in consolidated sales revenues was 20%.**

In addition to this, we have implemented efforts to enable Se dealers to place orders by making use of our "Click and Collect" service. In addition, within the scope of our digitalisation focus, we have started to work on the establishment of Se Marketilik A.Ş. corporate resource planning system (ERP).

## Smile with Your Strength Project

In 2023, we expanded the scope of the support we provide to our tradesmen with our Se Markets business model with our Smile with Your Strength project. As part of the special training programs organized for women entrepreneurs, which consist of three modules, Boğaziçi University Lifelong Learning Center (BÜYEM) provided training on "Entrepreneurship and Relationship Management" and "Retail and Management." As Se Market, we delivered the training titled "Smile with Your Strength through the Se Market Model."

Our training program covered various topics related to entrepreneurship in the retail sector, including the importance of entrepreneurship, communication and relationship management, product management in retail, digital transformation, financial awareness, store management, and the Se Market business model. **19 women participants who completed the 8-day training, totaling 24 hours, earned a certificate of participation.** We plan to continue offering these training sessions as part of the project in 2024.

# Society

## We Support Women Entrepreneurs with Seç Markets

With Seç Marketler, we not only bring together the traditional artisan culture with a modern grocery understanding, but also support women's entrepreneurship with our rapidly increasing number of women business partners. More than 100 of Seç Marketler stores, which reached 2,747 as of this year, are managed by women entrepreneurs. In Seç dealers, most of which are family-owned businesses, a significant number of women work in the store with their families, as well as women business partners who directly own the store.

## **SOCIAL RESPONSIBILITY**

As Türkiye's leading organisation in its field, we lead the society by formulating our policies with a sense of social responsibility and respect for the environment, education and public health. Not only do we add value to society with our activities, but we also take care to provide social benefit through the projects we develop.

As one of the group companies of Yıldız Holding A.Ş., we support the social responsibility activities in which our main partner participates. We actively participate in the Happy Meat Be Happy Day event,

which has been ongoing for many years within Yıldız Holding, and we also support social responsibility projects through our collaborations with various non-governmental organisations.

In this context, we celebrated "Make Happy, Be Happy" day in 2023, as we do every year. While making our customers happy with small treats specially for "Make Happy Be Happy" day, we also made a donation to LÖSEV on behalf of all our employees to support the provision of all kinds of needs, especially health and education, of children with leukaemia and blood diseases. In addition, in 2023, we distributed Ülker chocolate wafers to children living in container cities affected by the earthquake disaster in our country and made them smile a little bit.

## **A Beautiful Movement Team Continues Good Works**

In 2023, we continued the good works we started in 2018 with the social responsibility group "A Beautiful Movement" team formed by our female employees under the leadership of our human resources department. In this context, we provided aid to those in need, especially disaster victims in the earthquake region.



### **Make Happy, Be Happy Day**

Yıldız Holding's "Make Happy, Be Happy" day, which is one of the best examples of the corporate culture of solidarity and solidarity, is celebrated every year on the third Thursday of November, based on the principle of Sabri Ülker, the founder of Yıldız Holding: "Everyone has the right to have a happy childhood, no matter where they are in the world". With the kindness movement in which Yıldız Holding employees participate, social responsibility activities and collaborations are carried out within the scope of a different theme every year.

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SEC

## INSPIRING THE FUTURE WITH PURPOSE DRIVEN PRODUCTS AND BUSINESS MODELS

We are preparing for the future with our way of doing business, and we aim to ensure that customer satisfaction is always at the highest level by meeting the needs of our customers with our innovative business models and products.

- 47 Business Continuity
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**2.4**  
million  
active unique  
customers

# Business Continuity

Extraordinary situations and crises are an inevitable reality that organisations often face. The success of companies against crises enables them to protect their reputation, increase environmental awareness and become more financially stable. Crisis management helps companies minimise the effects of crises and ensure business continuity, while enabling them to take the necessary measures.

Under the umbrella of Yıldız Holding's Business Continuity unit, we manage our efforts to ensure that we are prepared for unexpected events, crises and the disruptive effects of rapidly changing global economic conditions that may jeopardise or interrupt the continuity of our products and services. We increase our operational resilience by determining Yıldız Holding-specific standards and practices for our business continuity system.

## DISASTER CRISIS MANAGEMENT BUSINESS MODEL

At Bizim Toptan, we believe that we must maintain our products and services at an acceptable level in the event of a possible interruption or natural disaster. In this context, we have developed the **Disaster Crisis Management Business Model** to ensure

the coordination of emergency response and rescue activities, especially in cases of natural disasters. Our project, which aims to ensure crisis management, covers all our business processes, employees and customers that make up all our transactions, activities and services, including the Business Continuity Management System carried out within this scope.

In line with our understanding of providing uninterrupted service to our employees, customers, suppliers and all our stakeholders, we aim to ensure health and safety conditions in the event of a possible disaster, to meet humanitarian needs, to ensure the uninterrupted continuity of the supply chain network, to reach our employees, customers and suppliers, and to ensure the continuity of life and trade with our Disaster Crisis Management Business Model.

In line with this goal, within the scope of the project we started to implement in 2019, we carried out and recorded earthquake survey analyses, non-structural element analyses, flood risk analyses and fire risk analyses of our 180 stores across Türkiye against unexpected situations such as earthquakes, fires and floods.

In order to be prepared for an earthquake disaster, we established a disaster support coordination by establishing a total of 72 support store concepts, 36 main and 36 backup stores within our 180 stores. In response to potential energy cuts in case of disaster, we have positioned generators with 24-hour fuel capacity in our stores and warehouses.

In case of earthquakes, disaster support coordination was established by establishing 72 support store concepts, 36 main and 36 backup, within 180 stores. Generators with 24-hour fuel capacity have been positioned in case of possible energy cuts that may occur in disaster situations. In addition, we have positioned our emergency containers, 40 tents and 36 emergency bags in earthquake zones in 11 different provinces across Türkiye. We regularly monitor our preparations against possible situations every month through our earthquake committee consisting of 33 people.

Our disaster work plan includes main basic points such as communication, transportation and communication in possible disaster situations. With the awareness that the communication network must be managed effectively in order to receive information

quickly from the first source in times of crisis, we have designed to benefit primarily from technology and manpower within the scope of the project in order to plan crisis management. Technologically, we have created ADIS - SMS notification and whatsapp communication fiction. In case the information technology infrastructure process is disabled, we have created a movement map for the support stores to reach the scene even if the communication is interrupted. Thanks to the scenarios we have created and our support stores, we ensure that our Disaster Crisis Management Business Model is activated. **As a matter of fact, we successfully managed the crisis management of the earthquake disaster that took place in our country on 6 February 2023 as a result of our efforts for 3 years.**

You can access our activities related to the earthquake process [here](#).

Within the scope of our project, which we have been working on since 2019, as a result of the audits and inspections carried out on the Business Continuity Management System in 2022, we were entitled to receive ISO 22301 Business Continuity Management System certification, a first in the retail sector.

# Food and Product Safety

At Bizim Toptan, we consider food and product safety as one of the critical elements of sustainability in all our activities. In line with our mission to be a strategic business partner that reduces the costs and risks of our customers and suppliers and provides them with competitive advantage, we prioritise ensuring the safety of all food and products we provide.

With the awareness that we are obliged to ensure food and product safety in order to protect public health, reduce food waste, build consumer confidence, increase supply chain efficiency and meet regulatory requirements, we meticulously address the issue of safety from our ethical principles to our policies and carry out all our processes through our [Food Safety Policy](#) and [PL Products and Quality Assurance](#) procedures.

Our focus on product quality and assurance consists of two different areas. On the one hand, we carry out studies on the quality and safety of the products we bring together with our customers, and on the other hand, we address quality and assurance issues in the operational processes related to our stores, warehouses and logistics network in detail. In addition to our own private label products, we also work to keep our customer satisfaction

at the highest level through audit and analysis steps in quality and assurance processes for the products we supply.

## Quality and Safety in Operational Processes

We work meticulously to ensure quality and safety in all our operational processes, from stores and warehouses to logistics. Under the leadership of our quality team, we ensure quality and safety in our operations and fulfil the requirements of our food safety system.

Periodic audits are carried out in our distribution centres and stores in order to identify situations that pose potential risks in terms of quality and food safety arising from our own operations and to take the necessary actions. **In this context, food safety inspections were carried out in 52 stores and distribution centres in 2023, and no high-risk violations were found.**

## Product Based Quality and Safety

We meticulously manage our product-based quality and safety processes both in our own branded products and in national and international branded products that we bring together with our customers. In this process, we carry out our processes by utilising many international standards, especially FSSC 22000 Food Safety System.

We put the suppliers we will cooperate with and the products we supply through a comprehensive quality and safety process, and we start working together by including only suppliers that meet our quality and safety standards.

In order to ensure quality and safety, we carry out audits and quality approval processes in many different categories such as quality, food safety and Halal food, both on a product range basis and according to product groups; for our own branded products and branded products separately. We do not limit our inspections to a single stage, and we take care to apply our quality and safety standards meticulously with multiple inspection and control points. We also carry out product-based laboratory analyses in order to provide our customers with the same high quality products under all conditions.

At Bizim Toptan, we believe that our employees play an active role in ensuring quality and safety in all our processes. We see the increase in the level of competence of our employees in terms of quality and safety as a critical point to ensure that our products and services remain at the highest standards and are offered to our customers with confidence. **In this context, we ensured that 1,478**

**In this context, food safety inspections were carried out in 52 stores and distribution centres in 2023, and no high-risk violations were found.**

**employees received 12 hours of quality and food safety training in 2023.**

We manage our customer loyalty by providing quality and reliable products, which are essential for building consumer trust, and aim to provide a sustainable service. In this way, we both build trust and contribute to supply chain efficiency. By ensuring food safety and quality, we make our operations more sustainable and profitable and increase supply chain efficiency by reducing the number of product recalls and related costs. **In this context, we did not encounter any recall cases in 2023.**



# Customer Experience and Transparency

## DIVERSE AND WIDE PRODUCT RANGE

At Bizim Toptan, we recognise the importance of access to healthy, safe and affordable food and products. Accordingly, we strive to offer our customers the richest variety and the easiest shopping experience with a customer-oriented approach. In all the products and services we offer, we prioritize our customers' needs and provide them with a rich product portfolio under our private labels.

## Private Label Products

Sales of self-branded products in the Turkish market continue to grow with an increasing trend. The financial effects of the pandemic, especially the rise in food prices, increased consumers' search for "value" and this trend continued to strengthen in 2023.

Price and quality stand out among the motivations for buying grocery branded products. In this context, with the increasing price awareness among consumers, we observe that 37% of conscious consumers compare the prices of supermarket brands with the prices of leading brands in the market. Moreover, the share of private label product sales in FMCG turnover in Türkiye has increased significantly in recent years, exceeding the global average. According to Nielsen IQ data, while the share of private

label products in FMCG products is 21% globally, this rate is 26% in Türkiye.

As Bizim Toptan, we continue to grow by following the changes in the behaviour of consumers while working with all our strength to offer the best quality products to our customers at affordable prices. As the sales of private label products are increasing in Türkiye, we are strengthening our private label products business line in our company by developing it day by day. We manage our own branded product portfolio with the collective responsibilities of the private brands team, quality assurance team, trade teams, supply planning team, all sales and field teams.

**Our private label product portfolio, which reached a total of 28 brands and 475 products with 6 new brands and 40 new products this year, increased its business volume by TL 1.3 billion in terms of turnover in 2023, reaching TL 4.4 billion with 44% growth. With this growth, the share of our private label products in our sales revenues excluding cigarettes and sugar was approximately 27%. At the same time, our private label products reached 1.8 million unique customers in 2023\*.**



With a focus on customer-based portfolio management, we meet customer needs in a channel-oriented manner and produce products that comply with quality assurance procedures and health standards. We support all these products with strong launch plans. We communicate our products in all marketing and commercial channels and aim to increase customer loyalty by raising consumer awareness and brand awareness.

## 28

Brand

## 475

Product

## 4.4 billion TL

in size

## 1.8 million

unique customers

## 44%

Growth

\* These datas exclude g2m and TMS29.

# Customer Experience and Transparency

As Bizim Toptan, in addition to our private label products, we also manage very strong, well-known brands belonging to Yıldız Holding A.Ş., but which have not been marketed for a long time, under the roof of self-brands. We contribute to the economy by determining the marketing communication strategies of these valuable brands without moving away from their brand values, designing them with an innovative perspective and changes that make them stand out in the competition, and bringing them together with our customers all over Türkiye.

## RESPONSIBLE MARKETING AND LABELLING

As Bizim Toptan, we market the products we offer to our customers in 71 provinces of Türkiye with a responsible approach. We aim to help consumers make informed decisions and build trust. Through responsible marketing and labelling practices, we provide our customers with accurate and honest information about the products they purchase from our stores. In addition to communication practices that encourage our customers to consume responsibly, we comply with the sales and marketing restrictions required by legal regulations.

We believe that responsible labelling not only helps differentiate certain products from others, but also plays an important role in helping consumers make healthy purchasing decisions. Accordingly, we aim to increase customer loyalty and build a positive reputation and brand image for long-term success by considering the advantages of responsible labelling products for consumers and continuing our efforts in this area.

We also demonstrate our commitment to social responsibility through responsible marketing and labelling practices. We help promote fair labour practices, social justice and other ethical considerations by providing accurate and honest information about our products.

In addition, to responsibly manage product quality and safety, we set high quality standards for products from all our brands, while rigorously fulfilling product and supplier requirements such as quality specifications, testing protocols, reporting and labelling through regulatory compliance and quality assurance programmes.



# Customer Experience and Transparency

## Recycling Label in Packaging Designs

We are aware of the importance of packaging and labelling processes in terms of environmental and social impact. In this context, we endeavour to reduce our environmental impact by preferring packaging made from recyclable and recycled materials. At the same time, we see the labelling on packaging as a means of communication and try to raise awareness by reflecting our efforts to reduce our environmental impact on our packaging to consumers.

At the same time, we continue our improvement efforts while fulfilling our commitments within the scope of the Packaging Reduction Action Plan, which we have established under the leadership of Yıldız Holding and with the guidance of the Holding's packaging director. In this context, we request packaging specifications from all our suppliers and create a product packaging inventory.

## CUSTOMER RELATIONS AND SATISFACTION

In order to keep the customer experience at the highest level, we serve our customers with our wide product portfolio including nearly 8000 self-branded and various branded products; we continue to be the solution partner of our customers with our

special supply planning system, experienced sales team and extensive logistics services. We increase our accessibility by providing next day delivery on the spot according to the order day with special micro distribution vehicles capable of carrying fresh food, frozen products, food and non-food products +4 and -18 products that our customers need.

**In 2023, we reached more than 2.4 million active unique customers. We continue to grow with our multi-channel customer portfolio, which we increase its diversity day by day.**

While meeting the needs of our customers with our wide product portfolio, we also attach great importance to customer experience. We create special communication channels to manage our customers' expectations in the best way possible. In addition, we offer our customers a multi-channel "digital" retailing experience in all our stores; we ensure that the physical store experience is fully digital by customising the product range, product prices and promotions according to the store and customer type chosen by the customers.

## PROSAF

We continue to meet the needs of our customers with the special supply planning system, expert sales team and extensive

logistics service of PROSAF, Bizim Toptan's professional solution partner for reaching Out-of-Home Consumption (OHC) and corporate sales points. Our PROSAF operation, with its sales and logistics teams located in 114 stores in 70 provinces of Türkiye, differentiates itself from its competitors and as the most widespread OHC solution partner, we are able to serve 87% of Türkiye's population beyond our stores.

We act as the supplier of all products needed by canteen, fuel station markets, corporate customers, hotels, restaurants, fast-food points, cafes and patisseries, catering companies, business kitchens, industrial organisations and public institutions operating in our target customer group. Thus, we continue our efforts to keep their satisfaction at the highest level with a widespread customer network. In addition, with PROSAF, we meet the needs of our customers by providing marine service in regions where the tourism season is intense, as well as OHC points such as fuel stations and canteen customers in the traditional channel.

We make the shopping experience efficient for our customers by offering different ordering platforms, alternative payment methods, customer type-specific activities

and campaigns. We increase our accessibility by providing next-day on-site delivery according to the order day with special micro-distribution vehicles capable of carrying fresh food, frozen products, food and non-food products +4 and -18 products that our customers need, and we keep the customer experience at the highest level by enabling our customers to obtain all the products they need from a single supplier with a portfolio of more than 7,000 branded and self-branded products from more than 450 suppliers, above our store product portfolio.

PROSAF team, which aims to be a solution partner for the needs of our customers with its special supply planning system, expert sales team and extensive logistics service, started its activities in 2017 with 12 provinces, 15 stores and 60 employees; In 2023, it reaches all provinces of Türkiye with 70 provinces, 114 stores and 304 employees and is one step closer to its expansion targets every day.

In parallel with the expansion and growth of PROSAF, the number of customers it reaches and its sales revenues are also increasing. **While serving 44,350 unique customers in 2022, we expanded our service by reaching over 46,000 customers in 2023. In addition, we reached a sales revenue of TL 3.8 billion**

\*These datas exclude g2m.

# Customer Experience and Transparency

**within the scope of PROSAF, showing 110% growth in this area compared to the previous year.**

In 2022, with the innovations and improvements we made with a focus on digitalisation, we started to sell through [www.prosaf.com.tr](http://www.prosaf.com.tr). Within the scope of our operation, **we reached nearly 7,200 customers through our digital channel and realised more than 8% of our total turnover within the scope of PROSAF through this channel.** In addition to our digital channel and face-to-face service, we also serve our customers via tele-sales over the phone.

We deliver all office and provisions needs of our corporate and chain customers, which are an important part of the out-of-home consumption customer group, to every branch in Türkiye with high service quality through a wide product portfolio consisting of branded and private label products, competitive prices and a widespread access network. The customers we touch in this context are Türkiye's leading corporate companies listed in ISO 500, Capital and Fortune 500. Due to the different management style and expectations of the corporate customers group, we continue to allocate special personnel within the field teams to our customers within this scope. **In 2023, we tripled our revenues in this channel**

**with the personnel we allocated specially to our customers and obtained more than 30% of our sales revenues within the scope of PROSAF from our corporate and chain customers.**

In addition, in 2023, we launched a 38-person specialised "Traditional Channel Sales Team" organisation for our fuel stations and canteen customers within 29 of our existing operations. **We generated nearly 10% of our total sales within the scope of PROSAF from this channel.**

## 304

Employees

## 114 stores in 70 provinces

## Over 46.000 unique customers

## 3.8 billion TL sales revenue

## 110% growth

In short, with PROSAF, we continued our high growth-oriented strategy in 2023, as in every year, compared to previous years. With PROSAF, we aim to continue our micro-focus on both corporate and out-of-home consumption customer groups, increase our focus on digitalisation in 2024, especially by taking advantage of the synergy of integration with g2m, increase the number of categories and varieties in our existing customers, deepen and reach new customers.

**While serving 44,350 unique customers in 2022, we expanded our service by reaching over 46,000 customers in 2023. In addition, we reached a sales revenue of TL 3.8 billion within the scope of PROSAF, showing 110% growth in this area compared to the previous year.**



# Customer Experience and Transparency

## Customer Satisfaction

As a trading platform that serves our customers through many online and offline channels, we position customer satisfaction among our high priorities. We receive feedback from our customers about our products and services through various channels and we endeavour to improve our services in line with the feedback of our customers.

We receive and respond to customer feedback via MIM's call centre at 444 42 96, website communication channel, Şikayetvar.com, Whatsapp and social media accounts. We respond to notifications received by Yıldız Holding MIM by the Customer Experience Management Directorate within 48 hours at the latest. We resolve notifications in accordance with the Law on the Protection of Personal Data (KVKK) and Yıldız Holding MIM Policy by ensuring the privacy and information security of customers.

Thanks to the customer experience measurement tools, we conducted surveys with the participation of nearly 170 thousand customers this year. **In this context, our store satisfaction score for 2023 was 4.26 on average, our satisfaction score within the scope of e-commerce was 4.22 on average,**

**and our PROSAF customer satisfaction score was 4.02. Thus, we achieved a customer satisfaction rate of 4.26 in all our services.**

In addition, in 2023, we received the "Diamond" award in the category of Grocery Chain (Wholesale-Discount) in the category of Excellent Customer Experience at the A.C.E Awards organised by Şikayetvar. With our Annual Report for 2022, we received three awards at the international "Vision Awards" organised by the American Association of Communication Professionals (LACP).



# Innovation and Digitalisation

We see innovation and digitalisation as important tools for growth and development, and we aim to increase efficiency and write success stories together with our customers by making use of these tools. At the same time, we believe that having transparent, traceable and data-driven business models provides an advantage in terms of quickly adapting to changing conditions. In this context, we prioritise making innovative investments by digitalising our operational processes in order to effectively manage our environmental and social impact, reduce waste and improve resource utilisation.

By increasing our investments in digitalisation and innovation, we transform innovative ways of doing business from a vision to a routine part of our daily business. We move forward with sustainability-oriented innovation investments and create value by generating innovative ideas.

With the improvements we make in our digital commerce channels, we improve our customers' digital shopping experience and increase our operational efficiency. In 2024, we aim to continue to improve store efficiency by improving the customer experience with the digitalisation and development of alternative sales channels in the digitalisation-oriented multi-channel sales model.

## Digital Trade Channels

The fact that shopping habits are changing day by day and turning towards alternative and digital sales channels, and the acceleration of this trend, especially with the pandemic period, continues to require us to review our business strategies and focus on online sales and digital marketing areas. In this context, Bizim Toptan aims to advance digital transformation by developing it in all sales channels and processes, and to digitalise both our business processes and the services we offer to our customers while maintaining our pioneering position in our sector.

In 2020, we took our first steps towards this goal by renewing our digital trade address by renewing our digital trade address [www.bizimtoptan.com.tr](http://www.bizimtoptan.com.tr), combining our digital sales functions in a multi-channel structure on a single platform, integrating the "click and collect" application with all our stores and digital platforms. Later, in 2022, we accelerated our digitalisation journey by integrating our old resource management system, which we have been using since the day we were founded, with SAP.

In 2023, we continued our digitalisation efforts in line with this goal. In order to provide a faster and easier shopping experience to all customers in digital sales

channels, we carried out development activities for our "**Bizim Toptan Market**" mobile application, which we launched in 2022. In a period when e-commerce customer usage habits are increasing day by day, we continue to offer our customers a better digital experience thanks to our new website and mobile application, which are fast, user-friendly, easy to manage, constantly developing and renewed. **Our mobile market application reached 448,947 downloads in 2023.**

In addition, while the digitalisation process of all our stores continued during the year, we completely renewed the user front-end of [www.bizimtoptan.com.tr](http://www.bizimtoptan.com.tr) in order to make it a user-friendly website and to improve the customer experience of the site. Within the scope of this renewal, we ensure that our customers can shop on a more user-friendly site by highlighting the "Click and Collect" and address delivery functions.

We continue to offer our customers a better digital experience thanks to our new website and mobile application. Our mobile market application reached 448,947 downloads in 2023.



# Innovation and Digitalisation

## CLICK AND COLLECT

We offer uninterrupted service to our customers with the Click and Collect service, which we have designed so that customers can pick up their orders placed through the website or mobile application from the store of their choice at the time they want. With more than 5,000 product types offered to consumers through digital platforms, we continue to create a fast and effective solution to the changing demands of the sector.

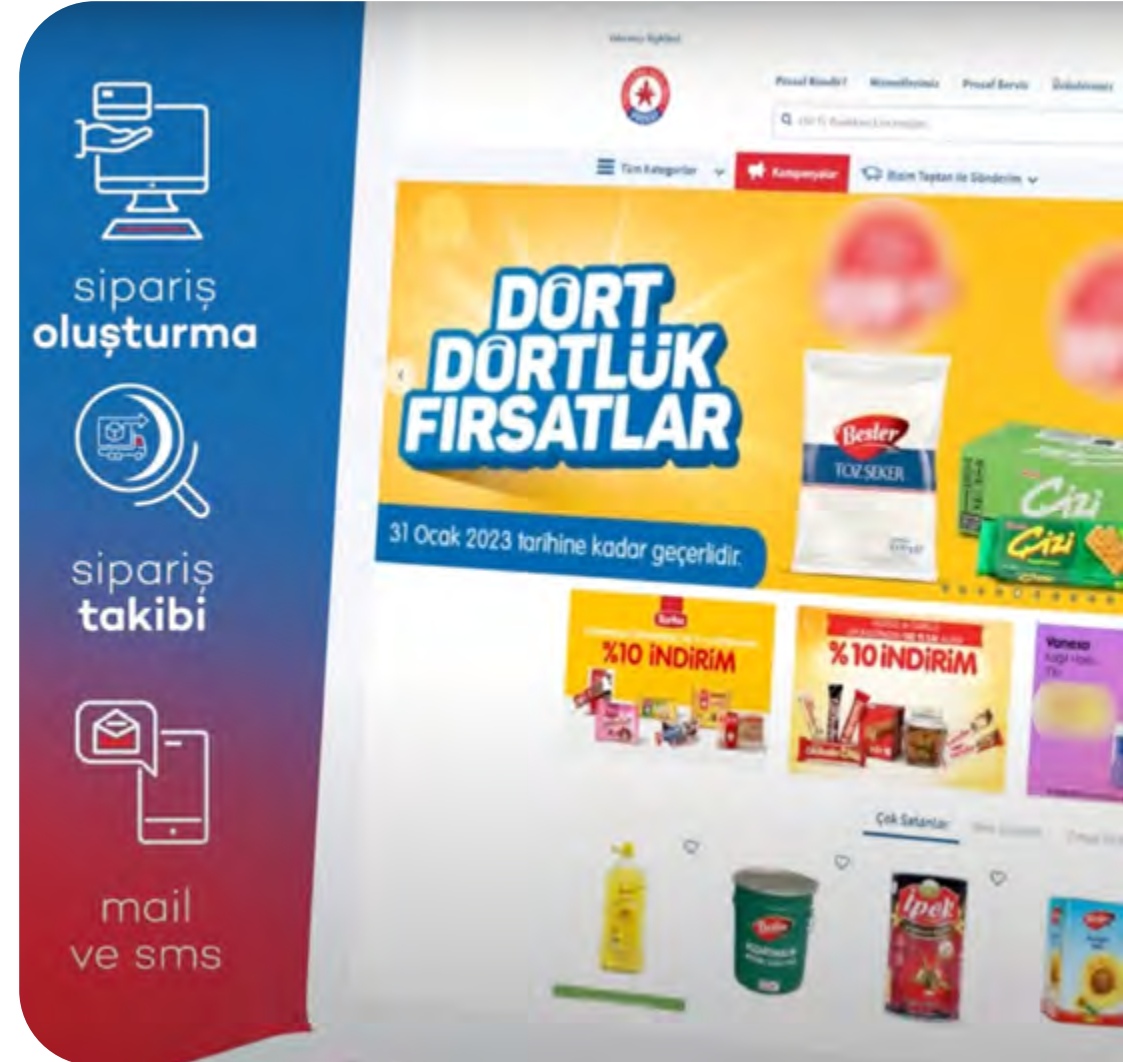
We not only offer our customers an easy and reliable shopping experience, but also contribute to reducing our negative environmental impact. Each order placed through our Click and Collect channel does not undergo an additional packaging process. Thus, we support saving by minimising the amount of waste that will occur after consumption.

In 2023, as part of our strategy to provide the same shopping experience that our customers experience in the store in the digital environment in all our sales channels, we provided access to our Seç dealers for the use of the "Click and Collect" function. With the multi-payment option we offer to our Seç dealers, we transferred the exact same

shopping experience in the store to the digital channel by offering both open account and credit card as well as payment with points. **In this context, we provided 2,000 Seç dealers with the opportunity to shop via "Click and Collect" during the year.**

As with our "Click and Collect" service, we defined payment method diversification for all our customer groups within the scope of transferring the store shopping experience to digital. We developed a function that allows our customers to complete their shopping by using the CRM points they earn in certain periods both at [www.bizimtoptan.com.tr](http://www.bizimtoptan.com.tr) and [www.prosaf.com.tr](http://www.prosaf.com.tr), just like the physical store experience.

As Bizim Toptan, we will continue our digitalisation efforts in 2024 with the aim of creating continuously developing digital platforms with new and unique digital transformation projects from our sector and ensuring higher customer satisfaction in the digitalisation process of our e-commerce and other sales channels.



# Data Security and Privacy

As Bizim Toptan, we ensure the security of all our information assets and processes in line with the principles of integrity, accessibility and confidentiality through our [Information Security Policy](#). Our policy also guides us to take the necessary measures to protect the physical and environmental security of our information systems.

Aware of the responsibilities and obligations of being a publicly traded company, our policy, which we have prepared and implemented in accordance with the Capital Markets Board Communiqué on Information Systems Management No. VII-128.9, has been approved by our Board of Directors. With this policy, we create a standardised management approach for data security and confidentiality in all our operations.

In addition to our Information Security Policy, we carry out internal audit activities in order to protect our information assets in our company and to ensure that the information security management system is implemented correctly, and we take the necessary actions to prevent the recurrence of security violations identified as a result of the audits.

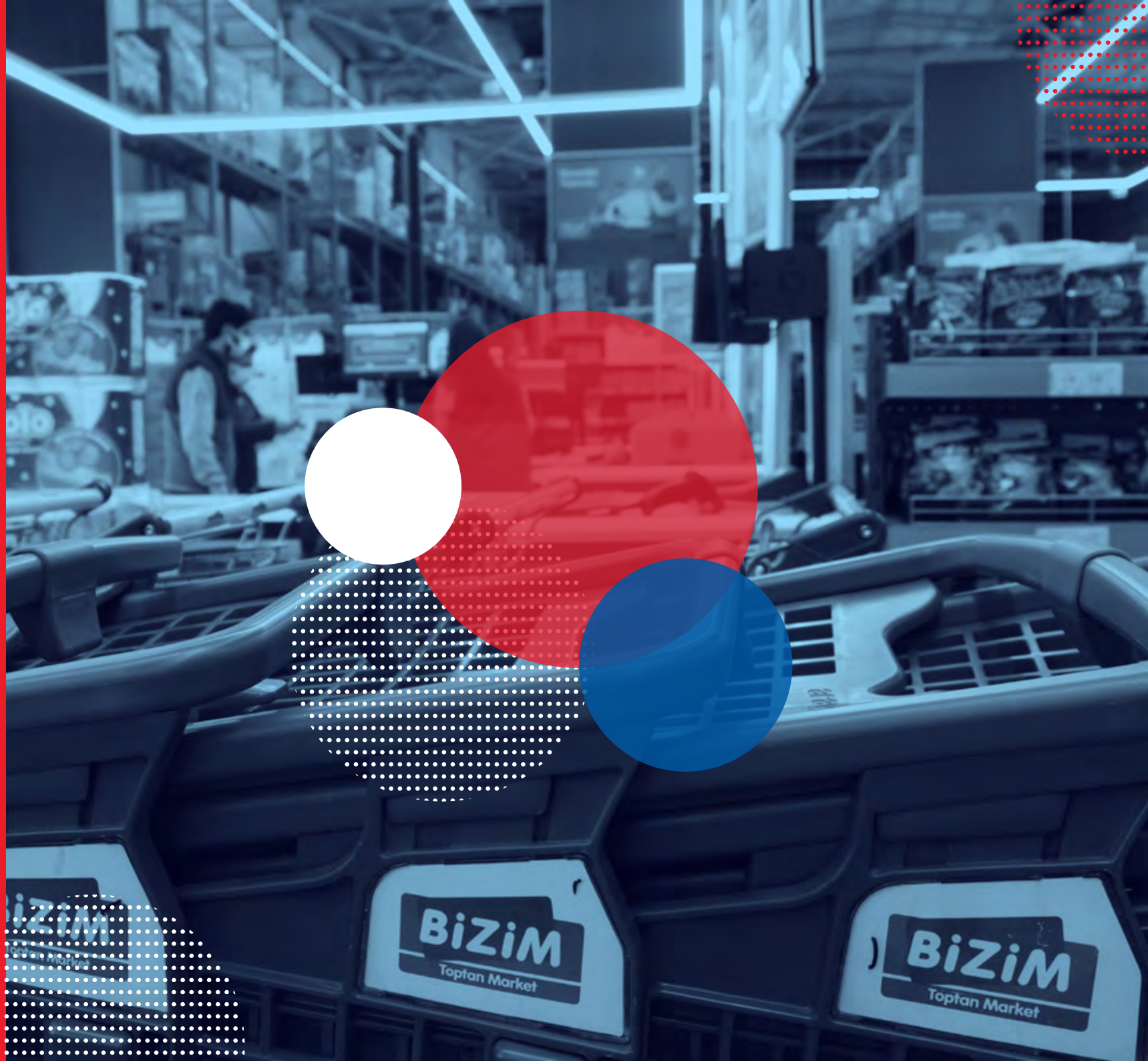
Within the scope of compliance with the Personal Data Protection Legislation, we continue our efforts to process personal data in accordance with the legislation, to prevent possible data breaches, to design processes in line with this purpose and in accordance with the legislation, and to take necessary technical and administrative measures. We call our work in the process of protecting personal data and information as KVKK Compliance Cycle. On this path we set out with the discourse of "Full Compliance with Legislation Zero Risk", we proceed with effective governance, discovery of personal data, determination of standards, creation of documents, uniform practices and audit steps.





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# Annexes

## ANNEX-1: PERFORMANCE INDICATORS

### Environmental Performance Indicators

Energy Consumption (MWh)	2021	2022	2023
<b>Total Energy Consumption</b>	<b>39,510</b>	<b>43,121</b>	<b>58,591</b> ✓
<b>Total Renewable Energy Amount</b>	<b>0</b>	<b>0</b>	<b>244</b> ✓
Natural Gas Consumption	0	26,64	1,093 ✓
Generator - Diesel Consumption	0.89	0.92	256 ✓
Diesel Consumption - On Road Vehicles	6,908	10,094	24,654 ✓
Electricity Consumption	35,572	32,996	32,344 ✓
CO <sub>2</sub> Fire Extinguisher (kg)*	-	-	240 ✓
Total Refrigerant Usage Amount (tons)*	-	-	6 ✓
<b>Energy Consumption Intensity (MWh/Number of Employees)</b>	<b>15.21</b>	<b>15.11</b>	<b>21.60</b> ✓

\*Since data for 2021 and 2022 is not available, there is no retrospective data.

Greenhouse Gas Emission (ton CO <sub>2</sub> e)	2021	2022	2023
Scope 1 - Greenhouse Gas Emission	1,894	2,764	6,994 ✓
Scope 2 - Greenhouse Gas Emission	14,332	14,518	14,458 ✓
Total Greenhouse Gas Emissions (Scope 1+2)	16,225	17,282	21,452 ✓

Water Consumption (m3)	2021	2022	2023
Total Water Consumption	34,578	34,067	33,266 ✓
Total Mains Water	34,578	34,067	33,266 ✓
Water Consumption Intensity (m <sup>3</sup> /Number of Employees)	13.31	11,94	12.27 ✓
Amount of Wastewater	34,578	34,067	33,266 ✓

Waste (tons)	2021	2022	2023
<b>Total Waste Amount</b>	<b>397</b>	<b>639</b>	<b>1,003</b> ✓
Hazardous Waste	217	0	0
Non - Hazardous Waste Amount	180	639	1,003 ✓
Amount of Waste Recycled*	-	-	783
Recycling Waste Rate* (%)	-	-	78% ✓
Packaging Waste*	-	-	1,003 ✓

\*Since it was analysed for the first time in 2023, there is no retrospective data.

# Annexes

## ANNEX-1: PERFORMANCE INDICATORS

### Social Performance Indicators

Number of Employees (by Gender)	2021	2022	2023
Woman	326	410	466 ✓
Man	2,271	2,443	2,246 ✓
<b>Total</b>	<b>2,597</b>	<b>2,853</b>	<b>2,712 ✓</b>

Number of Employees (by Category)	2021	2022	2023
<b>White Collar</b>	<b>243</b>	<b>285</b>	<b>281 ✓</b>
Woman	80	95	91 ✓
Man	163	190	190 ✓
<b>Blue Collar</b>	<b>2,354</b>	<b>2,568</b>	<b>2,431 ✓</b>
Woman	246	315	375 ✓
Man	2,108	2,253	2,056 ✓
<b>Total</b>	<b>2,597</b>	<b>2,853</b>	<b>2,712 ✓</b>

Number of Employees (by Gender and Duration of Employment)	2021	2022	2023
<b>0-5 Years</b>	<b>1,592</b>	<b>1,727</b>	<b>1,704 ✓</b>
Woman	270	336	394 ✓
Man	1,322	1,391	1,310 ✓
<b>5-10 Years</b>	<b>521</b>	<b>516</b>	<b>486 ✓</b>
Woman	48	64	59 ✓
Man	473	452	427 ✓
<b>10 Years and Over</b>	<b>483</b>	<b>610</b>	<b>522 ✓</b>
Woman	8	10	13 ✓
Man	475	600	509 ✓

Number of Managers (by Gender)	2021	2022	2023
Woman	6	9	8 ✓
Man	46	59	67 ✓
<b>Total</b>	<b>52</b>	<b>68</b>	<b>75 ✓</b>

# Annexes

## ANNEX-1: PERFORMANCE INDICATORS

### Social Performance Indicators

Number of Senior Managers (by Gender)	2021	2022	2023
Woman	1	2	1 ✓
Man	8	9	14 ✓
<b>Total</b>	<b>9</b>	<b>11</b>	<b>15 ✓</b>

Total Number of Employees in Senior Management (by Age)	2021	2022	2023
Under 30	0	0	0
Between 30-50 Years	10	12	13 ✓
Over 50	2	2	2 ✓
<b>Total</b>	<b>12</b>	<b>14</b>	<b>15 ✓</b>

Number of Board and Executive Committee Members (by Gender)	2021	2022	2023
Woman	1	1	1 ✓
Man	7	7	7 ✓
<b>Total</b>	<b>8</b>	<b>8</b>	<b>8 ✓</b>

Number of Newly Hired Employees (by Gender and Age)	2021	2022	2023
<b>Under 30</b>	<b>424</b>	<b>600</b>	<b>716</b>
Woman	103	160	223
Man	321	440	493
<b>Between 30-50 Years</b>	<b>193</b>	<b>304</b>	<b>378</b>
Woman	43	57	85
Man	150	247	293
<b>Over 50</b>	<b>3</b>	<b>1</b>	<b>2</b>
Woman	0	0	0
Man	3	1	2
<b>Total</b>	<b>620</b>	<b>905</b>	<b>1,096</b>
Woman	146	217	308
Man	474	688	788

# Annexes

## ANNEX-1: PERFORMANCE INDICATORS

### Social Performance Indicators

Number of Employees Who Resigned (by Gender and Age)	2021	2022	2023
<b>Under 30</b>	<b>432</b>	<b>395</b>	<b>606</b> ✓
Woman	82	92	166 ✓
Man	350	303	440 ✓
<b>Between 30-50 Years</b>	<b>308</b>	<b>271</b>	<b>588</b> ✓
Woman	35	47	84 ✓
Man	273	224	504 ✓
<b>Over 50</b>	<b>6</b>	<b>2</b>	<b>13</b> ✓
Woman	0	0	0
Man	6	2	13 ✓
<b>Total</b>	<b>746</b>	<b>668</b>	<b>1,207</b> ✓
Woman	117	139	250 ✓
Man	629	529	957 ✓

Employee Turnover Rate (%)	2021	2022	2023
Woman	35.89%	33.90%	42.92%
Man	27.70%	21.65%	33.84%
<b>Total</b>	<b>28.73%</b>	<b>23.41%</b>	<b>35.40%</b>

Number of Employees on Parental Leave (by Gender)	2021	2022	2023
Woman	11	12	36 ✓
Man	144	200	93 ✓
<b>Total</b>	<b>155</b>	<b>212</b>	<b>129</b> ✓

Number of Employees Returning to Work After Parental Leave (by Gender)	2021	2022	2023
Woman	7	10	28 ✓
Man	144	187	84 ✓
<b>Total</b>	<b>151</b>	<b>197</b>	<b>112</b> ✓

# Annexes

## ANNEX-1: PERFORMANCE INDICATORS

### Social Performance Indicators

Number of Employees with Disabilities by Gender	2021	2022	2023
Woman	1	5	5 ✓
Man	45	57	46 ✓
<b>Total</b>	46	62	51 ✓

Number of Subcontractor Employees	2021	2022	2023
Woman	12	6	8
Man	43	120	118
<b>Toplam</b>	55	126	126

	2021	2022	2023
<b>Number of Employees Covered by Collective Bargaining Agreement</b>	0	0	0

Employee Training	2021	2022	2023
Total Training Hours Provided to Employees	72,227	40,920	17,069 ✓
Training Hours per Employee	17.9	9.2	6.29

OHS Performance	2021	2022	2023
Number of Accidents	60	45	98 ✓
Number of Lost Days due to Accident	227	127	195 ✓
Total Working Hours	6,234,552	7,541,137	7,686,677 ✓
Total Accident Rate	1.92	1.33	2.55 ✓
Lost Time Accident Rate*	-	0.42	0.94 ✓
Number of Fatalities	0	0	0 ✓
Number of Occupational Diseases	0	0	0 ✓

\*There is no data available for the previous year.

OHS Training	2021	2022	2023
Total OHS Training Hours	25,647	17,395	9,763 ✓
OHS Training Hours per Employee	9.9	6.1	3.6 ✓

# Annexes

## ANNEX-2: MEMBERSHIPS AND ASSOCIATIONS

### Memberships and Associations

Out-of-Home Consumption Suppliers Association / ETÜDER

Electronic Commerce Operators Association / ETID

Istanbul Food and Necessities Retailing Association

Lead Network Turkey

## ANNEX-3: EXPECTATIONS AND PRIORITIES OF OUR STAKEHOLDERS

Stakeholder Group	Expectations and Priorities		
<b>Employees</b>	Energy Efficiency and Carbon Emission Reduction	Sustainable Packaging and Packaging Reduction Activities	Employee Satisfaction, Talent Management and Development
<b>Customers</b>	Employee Satisfaction, Talent Management and Development	Employee Health, Safety and Wellbeing	Circular Economy
<b>Suppliers</b>	Employee Health, Safety and Wellbeing	Employee Satisfaction, Talent Management and Development	Diversity, Inclusion and Equality
<b>Business Partners</b>	Employee Satisfaction, Talent Management and Development	Waste Management and Reduction of Plastic Use	Diversity, Inclusion and Equality
<b>NGOs and Associations</b>	Employee Health, Safety and Wellbeing	Employee Satisfaction, Talent Management and Development	Creating Economic Value
<b>Investors and Analysts</b>	Responsible and Local Procurement	Diversity, Inclusion and Equality	Reducing Food Waste

# Annexes

## APPENDIX - 4: REPORTING PRINCIPLES

### APPENDIX-1: BIZIM TOPTAN SUSTAINABILITY REPORT 2023 – REPORTING PRINCIPLES

#### General Reporting Principles

This reporting principles ("Principles") provides information on the data preparation and reporting methodologies of indicators within the scope of the limited assurance in Bizim Toptan Satış Mağazaları A.Ş.'s (the "Company" or "Bizim Toptan") in the Bizim Toptan Sustainability Report 2023 (Sustainability Report 2023).

The indicators include social indicators and environmental indicators. It is the responsibility of the Company's management to ensure that appropriate procedures are in place to prepare the indicators mentioned above in line with, in all material respects, the principles.

The information included in this principles covers the FY23 fiscal year ending on December 31, 2023 (January 1 - December 31, 2023), and covers the relevant operations of Bizim Toptan in Turkey as detailed in the 'Key Definitions and Reporting Scope' section. The information does not include contractors and subcontractors data of the Company.

In preparing this guidance document, consideration has been given to following principles:

- Information Preparation - to highlight to users of the information the primary principles of relevance and reliability of information; and
- Information Reporting – to highlight the primary principles of comparability / consistency with other data including prior year and understandability / transparency providing clarity to users.

#### Key Definitions and Reporting Scope

For the purposes of this report, the Company makes the following definitions:

Type	Indicator	Scope
Environmental	<b>Total Energy Consumption (MWh)</b>	It refers to the total consumption of renewable and non-renewable energy by the Company in the reporting period. This consists of natural gas, diesel - generators, diesel - vehicles on road, gasoline - vehicles on road and electricity consumption.
	<b>Electricity Consumption (MWh)</b>	It refers to the total amount of purchased electricity consumed in the Company's headquarters, warehouses and stores in the reporting period, which can be tracked from the invoices received by the Company from service providers (12 months) and mapped with financial reporting systems.
	<b>Natural Gas Consumption (m3)</b>	It refers to the total amount of natural gas consumed at the Company's headquarters and stores in the reporting period, which can be tracked from the invoices received by the Company from service providers (12 months) and mapped with financial reporting systems.
	<b>Generator - Diesel Consumption (lt)</b>	It refers to the total diesel consumption used in the generators in the Company's headquarters, warehouses and stores in the reporting period, calculated according to the diesel unit price received from the Progress Payment for a 6-month period.



# Annexes

## APPENDIX - 4: REPORTING PRINCIPLES

Type	Indicator	Scope
Environmental	<b>Diesel Consumption - On Road Vehicles (lt)</b>	It refers to the total diesel consumption consumed in the Company's vehicles and Company's distribution vehicles (Biz-On distribution vehicles) in the reporting period, tracked from the invoices obtained from service provider companies.
	<b>CO<sub>2</sub> Fire Extinguisher (kg)</b>	It refers to the CO <sub>2</sub> consumption of fire extinguishers in the reporting period, which are refilled and tracked with invoices by service providers.
	<b>Total Refrigerant Usage Amount (R12, R23, R32 etc.) (tons)</b>	It refers to the total amount of refrigerant gas filled in the refrigerant cabinets in the Company's stores and warehouses in the reporting period and tracked with filling invoices.
	<b>Total Renewable Energy Amount (MWh)</b>	It refers to the total amount of electricity generated in the solar power plant established at the Company's Gebze store location in the reporting period.
	<b>Energy Consumption Intensity (MWh/Number of Employees)</b>	It refers to the ratio of the Company's total energy consumption in the reporting period to the total number of employees as of 31.12.2023.
	<b>Total Greenhouse Gas Emissions (Scope 1-2) (ton CO<sub>2</sub>e)</b>	It refers to the total of the Company's Scope 1 and Scope 2 Greenhouse Gas Emissions in the reporting period.
	<b>Scope 1 – Greenhouse Gas Emissions (ton CO<sub>2</sub>e)</b>	It refers to the total amount of greenhouse gas emissions considered as Scope 1 caused by the Companies' consumption of stationary and mobile combustion of natural gas, Diesel On Road vehicles, Generator Diesel, CO <sub>2</sub> fire extinguisher, and total amount of refrigerant gas used in the reporting period. The Company calculates the greenhouse gas emissions according to the standard of "TS EN ISO 14064-1:2018 Greenhouse gases - Part 1: Specification with Guidance at the Organization Level for Quantification and Reporting of Greenhouse Gas Emissions and Removals.
<b>Scope 2 – Greenhouse Gas Emissions (ton CO<sub>2</sub>e)</b>	It refers to the greenhouse gas emissions considered as Scope 2 after the Electricity consumption and Renewable Energy production resulting from the Company's indirect energy consumption during the reporting period. The Company calculates the greenhouse gas emissions according to the standard of "TS EN ISO 14064-1:2018 Greenhouse gases - Part 1: Specification with Guidance at the Organization Level for Quantification and Reporting of Greenhouse Gas Emissions and Removals.	

# Annexes

## APPENDIX - 4: REPORTING PRINCIPLES

Type	Indicator	Scope
Environmental	<b>Total Waste Amount (tons)</b>	It refers to the total amount of hazardous and non-hazardous waste generated by the Company in the reporting period.
	<b>Non-Hazardous Waste Amount (tons)</b>	It refers to the amount of non-hazardous waste generated by the Company in the reporting period, which is tracked through the Ministry of Environment portal (Integrated Environmental Information System) and invoices received from licensed waste processing facilities.
	<b>Recycling Waste Rate (%)</b>	It refers to the ratio of the total amount of waste sent for recycling/recovery by the Company to the total waste generated in the reporting period.
	<b>Packaging Waste (tons)</b>	It refers to the total amount of waste evaluated within the scope of packaging waste within the Company's non-hazardous waste amount in the reporting period.
	<b>Total Water Consumption (m<sup>3</sup>)</b>	It refers to the total water consumption during the reporting period, tracked monthly through invoices and mapped with financial reporting systems by the Company.
	<b>Total Mains Water (m<sup>3</sup>)</b>	It refers to the total water consumption mapped with the Company's financial reporting systems in the reporting period and calculated by converting from TL to m <sup>3</sup> . Monthly unit prices obtained from service providers in the locations are used as basis for monthly unit prices during the conversion.
	<b>Water Consumption Intensity (m<sup>3</sup>/Number of Employees)</b>	It refers to the ratio of the total water consumption in the reporting period, which is tracked monthly through meters and invoices and mapped with financial reporting systems to the total number of employees of the Company as of 31.12.2023.
	<b>Amount of Wastewater (m<sup>3</sup>)</b>	It refers to the total amount of water generated assuming that 100% of the water used by the Company is discharged during the reporting period.

# Annexes

## APPENDIX - 4: REPORTING PRINCIPLES

Type	Indicator	Scope
Social	<b>Number of Employees by Gender (#)</b>	It refers to the total number of employees by gender, tracked through the Company's Human Resources data module and reported to the Social Security Institution with the Employment Declaration as of 31.12.2023.
	<b>Number of Employees by Category (#)</b>	It refers to the number of white collar and number of blue-collar employees which is tracked through the Company's Human Resources data module and reported to the Social Security Institution with the Employment Declaration as of 31.12.2023.
	<b>Number of Managers by Gender (#)</b>	It refers to the number of employees classified as Managers which is tracked through the Company's Human Resources data module and reported to the Social Security Institution with the Employment Declaration as of 31.12.2023.
	<b>Number of Senior Managers by Gender (#)</b>	It refers to the number of employees classified as "Director, CEO, General Manager, Deputy General Manager" which is tracked through the Company's Human Resources data module and reported to the Social Security Institution with the Employment Declaration as of 31.12.2023.
	<b>Number of Board and Executive Committee Members by Gender (#)</b>	It refers to the number of employees of the "chairman of the board of directors, members of the board of directors and executive board" who are classified as management and executive board and tracked with the Company's Human Resources data module and reported to the Social Security Institution with the Employment Declaration as of 31.12.2023.
	<b>Total Number of Employees in Senior Management by Age (#)</b>	It refers to the total senior management employees that classified as "Group Director, Director, and CEO" in the categories of under 30 years old, between 30-50 years old, and over 50 years old which is tracked through the Human Resources data module of the Company.
	<b>Number of Employees on Parental Leave by Gender(#)</b>	It refers to the number of female and male employees of the Company who took parental leave within the periods specified in the Regulation on Part-Time Work to be Performed After Maternity Leave, Paternity Leave or Unpaid Leave, in the reporting period.
	<b>Number of Employees Returning to Work After Parental Leave by Gender (#)</b>	It refers to the number of female and male employees of the Company who returned to work after the end of their parental leave within the periods specified in the Regulation on Part-Time Work After Maternity Leave, Paternity Leave or Unpaid Leave, in the reporting period.

# Annexes

## APPENDIX - 4: REPORTING PRINCIPLES

Type	Indicator	Scope
Social	<b>Number of Employees with Disabilities by Gender (#)</b>	It refers to the number of female and male employees who are defined as disabled in the Law No. 5378 on Disabled Persons and who were employed by the Company during the reporting period and declared to the Social Security Institution with the Employment Declaration in the reporting year.
	<b>Number of Employees Who Resigned by Gender and Age (#)</b>	It refers to the number of employees declared to the Company's Social Security Institution with a Declaration of Resignation during the reporting period, by gender and by age groups of under 30 years old, between 30-50 years old, and over 50 years old.
	<b>Number of Employees by Gender and Duration of Employment (#)</b>	It refers to total number of employees which is tracked through the Company's Human Resources data module and reported to the Social Security Institution with the Employment Declaration as of 31.12.12023, categorized by gender and duration of employment: 0-5 years, 5- 10 years, and over 10 years.
	<b>Total Training Hours Provided to Employees (Hours)</b>	It refers to the total hours of internal, external and compulsory training provided by the Company to its employees in the reporting period. It is tracked on the On-Campus platform.
	<b>Number of Accidents (#)</b>	It refers to the total number of accidents which occurred during a work-related activity of the employee and monitored through notifications made to the Social Security Institution in the reporting period.
	<b>Number of Lost Days due to Accident (#)</b>	It refers to the number of days lost due to accidents that occurred to the Company employees during the activities defined by occupational safety laws and regulations and prevented them from coming to the workplace on the next shift or the next working day, and is tracked by notifications made to the Social Security Institution, in the reporting period.
	<b>Total Working Hours (Hour)</b>	It refers to the total of the Company employees' 7.5-hour working hours in a normal working day and their overtime hours in the reporting period.

# Annexes

## APPENDIX - 4: REPORTING PRINCIPLES

Type	Indicator	Scope
Social	<b>Total Accident Rate</b>	It refers to the ratio of the number of accidents that occurred to the Company employees during the activities defined by occupational safety laws and regulations and prevented them from coming to the workplace for 3 working days, tracked by notifications to the Social Security Institution, during the reporting period, multiplied by 200,000, to the total working hours in the reporting period.
	<b>Lost Time Accident Rate</b>	It refers to the ratio of the number of lost days due to accidents that occurred to the Company employees during the activities defined by the occupational safety laws and regulations and prevented them from coming to the workplace the next shift or the next work day, multiplied by 200,000, to the total working hours in the reporting period.
	<b>Number of Fatalities (#)</b>	It refers to the number of fatal cases involving company employees that fall within the definition of "fatal occupational accident" within the scope of the Occupational Health and Safety Law No. 6331 and are tracked by notifications to the Social Security Institution in the reporting period.
	<b>Number of Occupational Diseases (#)</b>	It refers to the number of occupational diseases of the Company's employees that fall within the definition of "occupational disease" within the scope of the Occupational Health and Safety Law No. 6331 and are tracked by notifications to the Social Security Institution in the reporting period.
	<b>Total OHS Training Hours (Hour)</b>	It refers to the total number of internal and external OHS training hours attended by Company employees in the reporting period.
	<b>OHS Training Hours per Employee (Hour)</b>	It refers to the ratio of the total OHS training hours in the reporting period to the number of Company employees.

# Annexes

## APPENDIX - 4: REPORTING PRINCIPLES

### DATA PREPARATION

#### 1. Environmental Indicators

##### Total Energy Consumption (MWh)

The Company's direct energy consumption includes reporting on primary fuel sources such as Natural Gas, Diesel - Generator, Diesel - On-Road Vehicles, and Electricity. Bizim Toptan, has performed energy conversions using the following calculations. The activity data for the consumptions mentioned above have been calculated using conversion values obtained from Defra GHG Conversion Factors\*1. The net calorific values and net activity data have been utilized based on IPCC Guidelines\*2, and the consumption values have been calculated in MWh.

The references used in the calculations are listed in the table below:

Energy Source	The Unit of Activity Data	Net Calorific Value	The unit of net calorific value
Natural Gas	m <sup>3</sup>	44	TJ/Gg
Diesel Generator	lt	43	TJ/Gg
Diesel Vehicles (On-Road)	lt	43	TJ/Gg
Electricity	KWh		MWh
Renewable Energy	MWh		MWh

\*1<https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting>

\*2[https://www.ipcc-nggip.iges.or.jp/public/2006gl/pdf/2\\_Volume2/V2\\_1\\_Ch1\\_Introduction.pdf](https://www.ipcc-nggip.iges.or.jp/public/2006gl/pdf/2_Volume2/V2_1_Ch1_Introduction.pdf)

##### Energy Consumption Intensity (MWh/Number of Employees)

The Company's energy intensity is calculated using the following formula:

$$\text{Total Energy Consumption (MWh)} / \text{Total Number of Employees}$$

The total number of employees of the Company refers to the total number of employees as of 31.12.2023.

##### Scope 1 Greenhouse Gas Emissions (tonCO<sub>2</sub>e)

Bizim Toptan's scope 1 greenhouse gas emissions cover energy consumption resulting from combustion, transportation, and leakage activities in accordance with ISO 14064-1 and the principle of operational control. In the calculation of Scope 1 greenhouse gas emissions, the methodology of the Greenhouse Gas Protocol has been followed, and emission factors from IPCC Guidelines, Global Warming Potential values (100-year) as stated in IPCC Sixth Assessment Report\*1, and Defra GHG Conversion Factors\*2 have been used as references. These calculations include emissions resulting from fuel consumption activities and encompass the management of emissions from CO<sub>2</sub>, CH<sub>4</sub>, and N<sub>2</sub>O gases.

##### Formula:

$$\text{Emission Amount (tonCO}_2\text{e)} = \text{Activity Data (MWh)} * \text{Emission Factor (CO}_2\text{-CH}_4\text{-N}_2\text{O)}(\text{Kg/Tj})$$

Inventory Source	CO <sub>2</sub> Emission Factor (Kg/Tj)	CH <sub>4</sub> Emission Factor (Kg/Tj)	N <sub>2</sub> O Emission Factor (Kg/Tj)	Emission Factor Unit
Natural Gas	56,100	1.0	0.1	tonCO <sub>2</sub> e
Diesel Generator	74,100	3.0	0.6	tonCO <sub>2</sub> e
Diesel Vehicles On Road (Mobile Combustion)	74,100	4.2	28.6	tonCO <sub>2</sub> e
CO <sub>2</sub> Fire Extinguisher	1	0	0	tonCO <sub>2</sub> e
Total Refrigerant Usage (R404)	3,943			tonCO <sub>2</sub> e

\*1<https://www.ipcc-nggip.iges.or.jp/public/2006gl/vol2.html>

\*2<https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2023>

# Annexes

## APPENDIX - 4: REPORTING PRINCIPLES

### Scope 2 Greenhouse Gas Emissions (tonCO<sub>2</sub>e)

Bizim Toptan's scope 2 greenhouse gas emissions encompass energy consumption resulting from indirect combustion activities in accordance with ISO 14064-1 and the principle of operational control. In the calculation of Scope 2 greenhouse gas emissions, the methodology of the Greenhouse Gas Protocol has been followed, and emission factors from the Ministry of Energy and Natural Resources, Turkey Electricity Production and Electricity Consumption Point Emission Factors Information Form: ETKB-EVQED-FRM -042 Rev.001\*1, and Defra GHG Conversion Factors\*2 have been used as references. These calculations include emissions resulting from fuel and electricity consumption activities and encompass the management of emissions from CO<sub>2</sub>, CH<sub>4</sub>, and N<sub>2</sub>O gases.

Inventory Source	Emission Factor	Emission Factor Unit	Emission Data Unit
Electricity	0.447	Tco2/MWh	TCO <sub>2</sub> e/MWh
Renewable Energy	0.447	Tco2/MWh	TCO <sub>2</sub> e/MWh

\*1 : Türkiye Elektrik Üretimi Ve Elektrik Tüketim Noktası Emisyon Faktörleri Bilgi Formu: ETKB-EVÇED-FRM-042 Rev.00 (https://enerji.gov.tr//Media/Dizin/EVCED/tr/%C3%87evreVe%C4%B0klim/%C4%B0klimDe%C4%9F%C5%9Fikli%C4%9Fi/EmisyonFaktorleri/BilgiFormu.pdf)

\*2 : UK Government GHG Conversion Factors for Company Reporting, Conversion factors 2022: full set (https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2022)

### Water Consumption Intensity (m<sup>3</sup>/Number of Employees)

The Company calculates water density using the following formula:

Water Intensity = Total Water Consumption (m<sup>3</sup>) / Total Number of Employees

The total number of employees of the Company refers to the total number of employees as of 31.12.2023.

### Packaging Waste (tons)

The Company tracks all non-hazardous waste as packaging waste.

## 2. Social Indicators

### Number of Managers (#)

It refers to the number of employees classified as Managers in the Company.

### Number of Senior Managers (#)

It refers to the number of employees classified as Senior Management which are "Group Director, Director and CEO" in the Company.

### Number of Board and Executive Committee Members (#)

It refers to number of employees classified as Board and Executive Committee which are "Chairman of the Board and Board Members" in the Company.

### Total Number of Employees in Senior Management by Age (#)

It refers to employees of the Company with the titles of "Director, CEO, General Manager, Deputy General Manager".

### Total Working Hours (Hour)

The company calculates the total working hours by assuming the daily working hours to be 7.5 hours and adding the overtime hours to this total.

### Total Accident Rate

Bizim Toptan's total accident rate is calculated using the following formula:

$Number\ of\ Accidents \times 200,000 / Total\ Working\ Hours$

### Lost Time Accident Rate

Bizim Toptan's lost time accident rate is calculated using the following formula:

$Number\ of\ Lost\ Days \times 200,000 / Total\ Working\ Hours$

### OHS Training Hours per Employee (Hour)

Bizim Toptan's OHS training hours per employee is obtained by dividing the total OHS training hours by the total number of employees:

OHS Training Hours per Employee = Total OHS Training Hours / Total Number of Employees

The total number of employees of the Company refers to the total number of employees as of 31.12.2023.

## RESTATEMENTS

The measuring and reporting of sustainability-related data inevitably involves a degree of estimation. Restatements are considered where there is a change in the data of greater than 5 percent at the Company level.

# Annexes

## ANNEX - 5: INDEPENDENT ASSURANCE REPORT



### Limited Assurance Report to the Board of Directors of Bizim Toptan Satış Mağazaları A.Ş.

We have been engaged by the Board of Directors of Bizim Toptan Satış Mağazaları A.Ş. ("Company" or "Bizim Toptan") to perform a limited assurance engagement in respect of the Selected Sustainability Information (the "Selected Information") stated in the Bizim Toptan Sustainability Report 2023 (the "Sustainability Report 2023") for the year ended 31 December 2023 and listed below.

#### Selected Information

The scope of the Selected Information for the year ended 31 December 2023, which is subject to our limited assurance work, set out in the pages between 58 and 62 of the Bizim Toptan Sustainability Report 2023 with the sign "■" is summarized below:

#### Environmental Performance Indicators

- Total Energy Consumption (MWh)
- Electricity Consumption (MWh)
- Natural Gas Consumption (m<sup>3</sup>)
- Generator - Diesel Consumption (lt)
- Diesel Consumption - On Road Vehicles (lt)
- CO<sub>2</sub> Fire Extinguisher (kg)
- Total Refrigerant Usage Amount (R12, R23, R32 etc.) (tons)
- Total Renewable Energy Amount (MWh)
- Energy Consumption Intensity (MWh/Number of Employees)
- Total Greenhouse Gas Emissions (Scope 1-2) (ton CO<sub>2</sub>e)
- Scope 1 – Greenhouse Gas Emissions (ton CO<sub>2</sub>e)
- Scope 2 – Greenhouse Gas Emissions (ton CO<sub>2</sub>e)
- Total Waste Amount (tons)
- Non-Hazardous Waste Amount (tons)
- Recycling Waste Rate (%)
- Packaging Waste (tons)
- Total Water Consumption (m<sup>3</sup>)
- Total Mains Water (m<sup>3</sup>)
- Water Consumption Intensity (m<sup>3</sup>/Number of Employees)
- Amount of Wastewater (m<sup>3</sup>)



#### Social Performance Indicators

- Number of Employees by Gender (#)
- Number of Employees by Category (#)
- Number of Managers by Gender (#)
- Number of Senior Managers by Gender (#)
- Number of Board and Executive Committee Members by Gender (#)
- Total Number of Employees in Senior Management by Age (#)
- Number of Employees on Parental Leave by Gender (#)
- Number of Employees Returning to Work After Parental Leave by Gender (#)
- Number of Employees with Disabilities by Gender (#)
- Number of Employees Who Resigned by Gender and Age (#)
- Number of Employees by Gender and Duration of Employment (#)
- Total Training Hours Provided to Employees (Hours)
- Number of Accidents (#)
- Number of Lost Days due to Accident (#)
- Total Working Hours (Hour)
- Total Accident Rate
- Lost Time Accident Rate
- Number of Fatalities (#)
- Number of Occupational Diseases (#)
- Total OHS Training Hours (Hour)
- OHS Training Hours per Employee (Hour)

Our assurance was with respect to the Selected Information marked with "■" in the Sustainability Report 2023, and we have not performed any procedures with respect to earlier periods or any information other than Selected Information marked with "■" in the Sustainability Report 2023 and, any other elements included in the Sustainability Report 2023 and, therefore, do not express any conclusion thereon.

#### Criteria

The criteria used by the Company to prepare the Selected Information is set out in section "the Sustainability Report 2023– Reporting Principles" (the "Reporting Principles") on pages between 58 and 62 of the Sustainability Report 2023.



# Annexes

## ANNEX - 5: INDEPENDENT ASSURANCE REPORT



### The Company's Responsibility

The Company is responsible for the content of the Sustainability Report 2023 and the preparation of the Selected Information in accordance with the Reporting Principles. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of Selected Information that is free from material misstatement, whether due to fraud or error.

### Limitations

Non-financial performance information is subject to more inherent limitations than financial information, given the characteristics of the subject matter and the methods used for determining such information.

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities. The precision of different measurement techniques may also vary. Furthermore, the nature and methods used to determine such information, as well as the measurement criteria and the precision thereof, may change over time. It is important to read the Selected Information in the context of the Reporting Principles.

In particular, the conversion of different energy measures to megawatt-hour (MWh) and energy used to carbon emissions is based upon, inter alia, information and factors generated internally and/or derived by independent third parties as explained in the Reporting Principles. Our assurance work did not include examination of the derivation of those factors and other third-party information.

### Our Independence and Quality Management

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our firm applies International Standard on Quality Management 1 and accordingly maintains a comprehensive system of quality management including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.



### Our Responsibility

Our responsibility is to form a limited assurance, based on limited assurance procedures, on whether anything has come to our attention that causes us to believe that the Selected Information has not been properly prepared in all material respects in accordance with the Reporting Principles. We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements 3000 (Revised), *Assurance Engagements other than Audits or Reviews of Historical Financial Information*, and, in respect of greenhouse gas emissions, International Standard on Assurance Engagements 3410, *Assurance Engagements on Greenhouse Gas Statements*, issued by the International Auditing and Assurance Standards Board.

A limited assurance engagement is substantially less in scope than a reasonable assurance engagement under ISAE 3000 and ISAE 3410. Consequently, the nature, timing and extent of procedures for gathering sufficient appropriate evidence are deliberately limited relative to a reasonable assurance engagement.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, analytical procedures, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above we:

- Made inquiries of the persons responsible for the Selected Information;
- Understood the process for collecting and reporting the Selected Information. This included analysing the key processes and controls for managing and reporting the Selected Information;
- Evaluated the source data used to prepare the Selected Information and re-performed selected examples of calculation.
- Performed limited substantive testing on a selective basis of the preparation and collation of the Selected Information prepared by the Company and;
- Undertook analytical procedures over the reported data.

### Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that Company's Selected Information for the year ended 31 December 2023, is not properly prepared, in all material respects, in accordance with the Reporting Principles.

# Annexes

## ANNEX - 5: INDEPENDENT ASSURANCE REPORT



### Restriction of use

This report, including the conclusion, has been prepared for the Board of Directors of the Bizim Toptan Satış Mağazaları A.Ş. as a body, to assist the Board of Directors in reporting Company's performance and activities related to the Selected Information. We permit the disclosure of this report within the Sustainability Report 2023 for the year ended 31 December 2023, to enable the Board of Directors of the Company demonstrate they have discharged their governance responsibilities by commissioning a limited assurance report in connection with the Selected Information. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Board of Directors of Bizim Marketler Satış Mağazaları A.Ş. as a body and Bizim Toptan Satış Mağazaları A.Ş. our work or this report save where terms are expressly agreed and with our prior consent in writing.

PwC Bağımsız Denetim ve  
Serbest Muhasebeci Mali Müşavirlik A.Ş.

Mert Tüten, SMMM  
Independent Auditor

Istanbul, 13 September 2024

# Annexes

## ANNEX 6: GRI INDEX TABLE

<b>Statement of Use</b>	Bizim Toptan Satış Mağazaları A.Ş. has reported in accordance with GRI Standards for the period 1 January - 31 December 2023.
<b>GRI 1 Used</b>	GRI 1: Foundation 2021
<b>Applicable GRI Sector Standard(s)</b>	Since the sector standard for retail structures has not yet been prepared, no sector standard has been used.

GRI Standard	Disclosure	Location	Omission
<b>General Disclosures</b>			
<b>GRI 2: General Disclosures 2021</b>	2-1	Organizational details	About the Report, page 3 About Us, page 6-7
	2-2	Entities included in the organization's reporting	About the Report, page 3
	2-3	Reporting period, frequency and contact point	About the Report, page 3
	2-4	Restatements of information	There is no revised declaration for the previous period report.
	2-5	External assurance	Independent Assurance Report, page 72-73
	2-6	Activities, value chain and other business relationships	About Us, page 6-7 Our Value Chain, page 8
	2-7	Employees	Employees, page 35 Performance Indicators, page 59
	2-8	Workers who are not employees	Performance Indicators, page 62
	2-9	Governance structure and composition	Our Corporate Governance Approach, page 10-12
	2-10	Nomination and selection of the highest governance body	Bizim Toptan 2023 Annual Report, Corporate Governance Principles Compliance Report, page 90-97

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## ANNEX 6: GRI INDEX TABLE

GRI Standard	Disclosure	Location	Omission
<b>General Disclosures</b>			
<b>GRI 2: General Disclosures 2021</b>	2-11	Chair of the highest governance body	Bizim Toptan 2023 Annual Report, Corporate Governance Principles Compliance Report, page 90
	2-12	Role of the highest governance body in overseeing the management of impacts	Bizim Toptan 2023 Annual Report, Corporate Governance Principles Compliance Report, page 90-97
	2-13	Delegation of responsibility for managing impacts	Bizim Toptan 2023 Annual Report, Corporate Governance Principles Compliance Report, page 90-97
	2-14	Role of the highest governance body in sustainability reporting	Our Corporate Governance Approach, page 10-12 Our Sustainability Governance Model, page 25
	2-15	Conflicts of interest	Our Corporate Governance Approach, page 13 Bizim Toptan 2023 Annual Report, Statement of Compliance Declaration of Independence, page 98-99
	2-16	Communication of critical concerns	Our Corporate Governance Approach, page 10-12
	2-17	Collective knowledge of the highest governance body	Bizim Toptan 2023 Annual Report, Corporate Governance Principles Compliance Report, page 90-97
	2-18	Evaluation of the performance of the highest governance body	Bizim Toptan 2023 Annual Report, Corporate Governance Principles Compliance Report, page 90-97
	2-19	Remuneration policies	<a href="#">Remuneration Policy</a> Employees, page 40
	2-20	Process to determine remuneration	<a href="#">Remuneration Policy</a> Employees, page 40
	2-21	Annual total compensation ratio	<a href="#">Remuneration Policy</a> Employees, page 40
	2-22	Statement on sustainable development strategy	CEO Message, page 4
	2-23	Policy commitments	Our Corporate Governance Approach, page 9

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GRI Standard	Disclosure	Location	Omission
<b>General Disclosures</b>			
<b>GRI 2: General Disclosures 2021</b>	2-24	Embedding policy commitments	Our Corporate Governance Approach, page 9
	2-25	Processes to remediate negative impacts	Our Corporate Governance Approach, page 13
	2-26	Mechanisms for seeking advice and raising concerns	Our Corporate Governance Approach, page 13
	2-27	Compliance with laws and regulations	Our Corporate Governance Approach, page 13
	2-28	Membership associations	Annex - 2, Memberships and Associations, page 63
	2-29	Approach to stakeholder engagement	Our Sustainability Strategy, page 24
	2-30	Collective bargaining agreements	Performance Indicators, page 62
<b>Material Topics</b>			
<b>GRI 3: Material Topics 2021</b>	3-1	Process to determine material topics	Our Sustainability Strategy, page 22
	3-2	List of material topics	Our Sustainability Strategy, page 22-23
<b>Economic Performance</b>			
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	About Us, page 7
<b>GRI 201: Economic Performance 2016</b>	201-1	Direct economic value generated and distributed	About Us, page 7
	201-2	Financial implications and other risks and opportunities due to climate change	Our Corporate Governance Approach, page 14-18 Our Sustainability Strategy, page 21
	201-3	Defined benefit plan obligations and other retirement plans	Bizim Toptan 2023 Annual Report, page 151
	201-4	Financial assistance received from government	Bizim Toptan 2023 Annual Report, page 121

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GRI Standard	Disclosure		Location	Omission
<b>Market Presence</b>				
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Our Corporate Governance Approach, page 10-12	
<b>GRI 202: Market Presence 2016</b>	202-1	Ratio of standard entry level wage by gender compared to local minimum wage	<a href="#">Remuneration Policy</a> Employees, page 40	
	202-2	Ratio of senior managers recruited from the local community	Our Corporate Governance Approach, page 10-12	
<b>Indirect Economic Impact</b>				
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Society, page 44-45	
<b>GRI 203: Indirect Economic Impact 2016</b>	203-1	Infrastructure investments and services supported	Society, page 44-45	
	203-2	Significant indirect economic impacts	Society, page 44-45	
<b>Procurement Practices</b>				
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Supply Chain, page 42-43	
<b>GRI 204: Procurement Practices 2016</b>	204-1	Proportion of spending on local suppliers	Supply Chain, page 42-43	
<b>Anti-corruption</b>				
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Our Corporate Governance Approach, page 13	
<b>GRI 205: Anti-corruption 2016</b>	205-1	Operations assessed for risks related to corruption	Our Corporate Governance Approach, page 13	
		Communication and training about anticorruption policies and procedures	Our Corporate Governance Approach, page 13	
	205-3	Confirmed incidents of corruption and actions taken	Our Corporate Governance Approach, page 13	
<b>Anti-competitive Behaviour</b>				
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Our Corporate Governance Approach, page 13	
<b>GRI 206: Anti-competitive Behaviour 2016</b>	206-1	Legal actions for anticompetitive behavior, anti-trust, and monopoly practices	During the reporting period, there were no lawsuits filed regarding anticompetitive behavior, antitrust or monopoly activities.	

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GRI Standard	Disclosure		Location	Omission
<b>Tax</b>				
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	About Us, page 7	
<b>GRI 207: Tax 2019</b>	207-1	Tax approach	Bizim Toptan 2023 Annual Report, page 117	
	207-2	Tax governance, control, and risk management	Our Corporate Governance Approach, page 13	
	207-3	Stakeholder engagement and management of concerns related to tax	Bizim Toptan 2023 Annual Report, page 157-159	
	207-4	Country-based reporting	Bizim Toptan 2023 Annual Report, page 157-159	
<b>Materials</b>				
<b>GRI 3: Material Topics 2021</b>	3-3	Öncelikli Konuların Yönetimi	Waste Management and Plastics, page 32-33	
<b>GRI 301: Materials 2016</b>	301-1	Amount of materials used	Waste Management and Plastics, page 32-33	
	301-2	Recycled input materials used	Waste Management and Plastics, page 32-33 Performance Indicators, page 58	
	301-3	Reclaimed products and related packaging materials	Waste Management and Plastics, page 32-33	
<b>Energy</b>				
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Working for the Future of Environment, page 27	
<b>GRI 302: Energy 2016</b>	302-1	Energy consumption within the organization	Carbon Emissions Reduction and Energy Efficiency, page 28 Performance Indicators, page 58	
	302-2	Energy consumption outside of the organization	Carbon Emissions Reduction and Energy Efficiency, page 28 Performance Indicators, page 58	
	302-3	Energy intensity	Carbon Emissions Reduction and Energy Efficiency, page 28 Performance Indicators, page 58	
	302-4	Reduction of energy consumption	Carbon Emissions Reduction and Energy Efficiency, page 28 Performance Indicators, page 58	

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GRI Standard	Disclosure	Location	Omission
<b>Water and Effluents</b>			
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Water Consumption and Efficient Use, page 30
<b>GRI 303: Water and Effluents 2018</b>	303-1	Interactions with water as a shared resource	Water Consumption and Efficient Use, page 30
	303-2	Management of water discharge-related impacts	Water Consumption and Efficient Use, page 30
	303-3	Water withdrawal	Water Consumption and Efficient Use, page 30 Performance Indicators, page 58
	303-4	Water discharge	Water Consumption and Efficient Use, page 30 Performance Indicators, page 58
	303-5	Water consumption	Water Consumption and Efficient Use, page 30 Performance Indicators, page 58
<b>Emissions</b>			
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Working for the Future of Environment, page 27
<b>GRI 305: Emissions 2016</b>	305-1	Direct (Scope 1) GHG emissions	Carbon Emissions Reduction and Energy Efficiency, page 28 Performance Indicators, page 58
	305-2	Energy indirect (Scope 2) GHG emissions	Carbon Emissions Reduction and Energy Efficiency, page 28 Performance Indicators, page 58
	305-3	Other indirect (Scope 3) GHG emissions	Carbon Emissions Reduction and Energy Efficiency, page 28 Performance Indicators, page 58
	305-4	GHG emissions intensity	Carbon Emissions Reduction and Energy Efficiency, page 28 Performance Indicators, page 58
	305-5	Reduction of GHG emissions	Carbon Emissions Reduction and Energy Efficiency, page 28 Performance Indicators, page 58
<b>Waste</b>			
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Waste Management and Plastics, page 31
<b>GRI 306: Waste 2020</b>	306-1	Waste generation and significant wasterelated impacts	Waste Management and Plastics, page 31
	306-2	Management of significant wasterelated impacts	Waste Management and Plastics, page 31
	306-3	Waste generated	Waste Management and Plastics, page 31 Performance Indicators, page 58
	306-4	Waste Sent to Disposal	Waste Management and Plastics, page 31 Performance Indicators, page 58
	306-5	Waste prevented from being sent to disposal	Waste Management and Plastics, page 31 Performance Indicators, page 58



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GRI Standard	Disclosure	Location	Omission
<b>Supplier Environmental Assessment</b>			
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Supply Chain, page 42-43
<b>GRI 308: Supplier Environmental Assessment 2016</b>	308-1	New suppliers that were audited using environmental criteria	Supply Chain, page 42-43
	308-2	Negative environmental impacts in the supply chain and actions taken	Supply Chain, page 42-43
<b>Employment</b>			
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Employees, page 35
<b>GRI 401: Employment 2016</b>	401-1	New employee hires and employee turnover	Performance Indicators, page 60-61
		Benefits provided to full-time employees that are not provided to temporary or parttime employees	Employees, page 35-40
	401-3	Parental leave	Performance Indicators, page 61
<b>Labor/Management relations</b>			
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Employees, page 35
<b>GRI 402: Labor/Management relations 2016</b>	402-1	Minimum notice periods regarding operational changes	Employees, page 36-38
<b>Occupational Health and Safety</b>			
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Employees, page 40-41
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1	Occupational health and safety management system	Employees, page 40-41
	403-2	Hazard identification, risk assessment, and incident investigation	Employees, page 40-41
	403-3	Occupational health services	Employees, page 40-41

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GRI Standard	Disclosure	Location	Omission
<b>Occupational Health and Safety</b>			
<b>GRI 403: Occupational Health and Safety 2018</b>	403-4	Worker participation, consultation, and communication on occupational health and safety	Employees, page 40-41
	403-5	Worker training on occupational health and safety	Employees, page 40-41
	403-6	Promotion of worker health	Employees, page 40-41
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Employees, page 40-41
	403-8	Workers covered by an occupational health and safety management system	Employees, page 40-41
	403-9	Work-related injuries	Performance Indicators, page 62
	403-10	Work-related illness	Performance Indicators, page 62
<b>Training and Education</b>			
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Employees, page 36-39
<b>GRI 404: Training and Education 2016</b>	404-1	Average hours of training per year per employee	Employees, page 38 Performance Indicators, page 62
	404-2	Programs for upgrading employee skills and transition assistance programs	Employees, page 36-39
	404-3	Percentage of employees receiving regular performance and career development reviews	Employees, page 36-39

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GRI Standard	Disclosure	Location	Omission
<b>Diversity and Equal Opportunity</b>			
GRI 3: Material Topics 2021	3-3 Management of material topics	Employees, page 36	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Our Corporate Governance Approach, page 10-12 Employees, page 36	
	405-2 Ratio of basic salary and remuneration of women to men	Employees, page 40	
<b>Non-Discrimination</b>			
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Corporate Governance Approach, page 13	
GRI 406: Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Our Corporate Governance Approach, page 13	
<b>Freedom of Association and Collective Bargaining</b>			
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Corporate Governance Approach, page 13	
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Performance Indicators, page 62	
<b>Child Labor</b>			
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Corporate Governance Approach, page 13	
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	<a href="#">Code of Ethics</a>	

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GRI Standard	Disclosure		Location	Omission
<b>Forced or Compulsory Labor</b>				
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Our Corporate Governance Approach, page 13	
<b>GRI 409: Forced or Compulsory Labor 2016</b>	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	<a href="#">Code of Ethics</a>	
<b>Local Communities</b>				
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Society, page 44-45	
<b>GRI 413: Local Communities 2016</b>	413-1	Operations with local community engagement, impact assessments, and development programs	Society, page 44-45	
	413-2	Significant Actual and Potential Adverse Impacts on Local Communities	Society, page 44-45	
<b>Supplier Social Assessment</b>				
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Supply Chain, page 42-43	
<b>GRI 414: Supplier Social Assessment 2016</b>	414-1	New suppliers that were audited by using social criteria	Supply Chain, page 42-43	
	414-2	Negative social impacts in the supply chain and actions taken	Supply Chain, page 42-43	
<b>Customer Health and Safety</b>				
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Food and Product Safety, page 48	
<b>GRI 416: Customer Health and Safety</b>	416-1	Assessment of the health and safety impacts of product and service categories	Food and Product Safety, page 48	
	416-2	Incidents of noncompliance concerning the health and safety impacts of products and services	Food and Product Safety, page 48	

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GRI Standard	Disclosure	Location	Omission
<b>Marketing and Labeling</b>			
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Customer Experience and Transparency, page 50-51
<b>GRI 417: Marketing and Labeling</b>	417-1	Product and service information and labeling	Customer Experience and Transparency, page 50-51
	417-2	Incidents of non-compliance concerning product and service information and labeling	Customer Experience and Transparency, page 50-51
	417-3	Incidents of non-compliance concerning marketing communications	Customer Experience and Transparency, page 50-51
<b>Customer Privacy</b>			
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Data Security and Privacy, page 56
<b>GRI 418: Customer Privacy 2016</b>	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data Security and Privacy, page 56

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