

Quality, Freshness and Hygiene

GRI 102-11, 103-1, 103-2, 103-3, 416-1, 416-2, 417-1, 417-2

We are committed to furthering our leadership in retail to promote healthy lifestyles and conscious consumption habits. We raise awareness among our stakeholders in the entire value chain on healthy living and conscious consumption and encourage our business partners to adopt this approach.

As part of promoting healthy lifestyles, we have **focused on making quality, fresh, hygienic products accessible, and on contributing positively to our customers' nutritional habits with products and services that support a healthy lifestyle.** Moreover, we prioritize encouraging the society we are a part of to embrace conscious consumption habits, providing access to accurate and reliable product information, and, of course, creating a healthy working environment for our employees.

We develop projects focusing on many areas ranging from production to access

in order to deliver healthy products to our customers and help them curate their shopping preferences with an awareness on healthy lifestyle. We determined our main area of responsibility as delivering fresh, high-quality, hygienic and healthy products to our customers, created our policies accordingly and published them on our corporate website. [Our Health and Nutrition Policy](#) includes detailed approaches and rules regarding product range, product safety, certified product practices, quality standards in the fresh product group, and packaging and labeling information on products' nutrients and energy. Our [Own Brand Products Quality Policy](#) includes guidelines for ensuring ethical, social and environmentally friendly production conditions for our private label products and our product safety standards. We implement our policies by integrating international management systems into our production and service processes. In this context, we are the food retailer with the most quality

management system certificates issued by the Turkish Standards Institute. Our quality certificates are as follows:

- TS EN ISO 9001 Quality Management System
- TS EN ISO 14001 Environmental Management System
- TS ISO 45001 Occupational Health and Safety Management System
- TS EN ISO 22000 Food Safety Management System
- FSSC 22000 Food Safety Management System
- TS ISO 10002 Customer Satisfaction System
- TS OIC SMIIC 1 Halal Certificate
- TS ISO 14064-3 Verification Statement of Greenhouse Gas Emissions
- Independent Assurance Statement in Supply Chain and in Human Rights (Selected Criteria)



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

PRODUCT QUALITY CONTROL PROCESSES AND AUDITS

We are highly sensitive with regards to the quality standards of the **more than 60,000 food and non-food** products we offered to our customers in 2019 and **are committed to ensuring that every product is safe for human health.** In order to offer the highest quality products to our customers, we carry out a thorough auditing and control operation. Regarding product safety, we aim to ensure the required hygienic conditions for our products by complying with the highest international standards. By applying Integrated Quality Management Systems, we make sure that our entire product journey is under control from the initial purchase until our products reach the end consumer. In this context, a total of 191,814 trainings have been provided to 38,163 employees on ISO 22000 Food Safety Management Systems, ISO 9001

Quality Management System, ISO 45001 OHS Management System, ISO 10002 Customer Satisfaction Management System and ISO 14001-Environmental Management System. Moreover, 1,849 employees have completed their food allergen training and 1,784 employees have completed their pest control training. In 2019, a total of 9,026 new products were audited, including 3,115 food and 5,911 non-food products, and 2,926,852 products were checked for quality control at our distribution centers. And more than 20.000 hygiene control visits were made to the stores. [Detailed information on the number of product and store inspections carried out in 2019 can be found in the Product Quality Controls table in the Annexes.](#)

We check to make sure that the label information of each product we sell complies with the legal regulations:

- The name, ingredients and allergen information of the food item, food establishment name and address, origin, net amount, Expiration Date and Best-By Date, batch number, special storing conditions, business registration/ certification number, instructions for consumption, the degree of actual alcohol by volume in beverages with an alcoholic content of more than 1.2% vol., and nutrition facts, which are legally required to be displayed on food labels under the Turkish Food Codex Labeling and Consumer Information Regulation, are checked.
- If the food label contains any claims made by the producer in line with the Turkish Food Codex Nutrition and Health Claim Regulation (energy-reduced, fat-free, source of omega-3, no trans-fat, high fiber, high protein, contributes to the normal function of the immune system, contributes to the normal function of the heart, etc.), accredited analysis reports

of these claims are checked prior to approving any product for sales.

- The label information of products in the detergent, paper, cosmetics, stationery, glassware, toy, electronics, textile groups is checked according to the respective legislation of each product group and only the products with suitable label information are approved for sales. In addition, if there are any commitments made the consumer on the labels of the products in these product groups, their sales are approved after their accredited analysis reports are checked.

In 2019, 13 cases of administrative fines were identified in our stores that did not comply with regulations on product and service information and labeling. In product health and safety audits carried out in stores and warehouses, 16 noncompliance cases were identified, and administrative fines were paid.

in 2019



9,026

In 2019, auditing for a total of 9,026 new products, including 3,115 food and 5,911 non-food products



2,926,852

Quality control for 2,926,852 products at our distribution centers



20,000+

More than 20,000 hygiene control visits to stores