
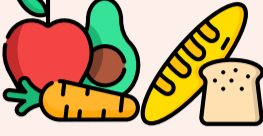




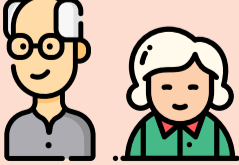


## STORES & ONLINE SERVICE

|                                                                                     |                                                                                                                                                                                |                                                                                       |                                                                                                                                                                                              |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p>Hygiene dispensers are located in the entrance and exit of every store.</p>                                                                                                 |     | <p>To avoid physical contact, we are providing only packaged foods to our employees in cafeterias. All fresh foods such as fruits, vegetables and breads are in single-use plastic bags.</p> |
|    | <p>Our check-outs, shopping carts and baskets, service departments are frequently sanitized and disinfected in detail (minimum for 5 times per day).</p>                       |     | <p>All of the employees' temperature is taken in the entrance of the stores, distribution centers and offices.</p>                                                                           |
|  | <p>All of our employees wash their hands for at least 20 seconds in accordance with our hand washing instructions.</p>                                                         |   | <p>We provide psychological and medical consultancy service to all our employees via phone by health professionals.</p>                                                                      |
|  | <p>Frequency of disinfection processes with relevant chemicals and hygiene controls are increased</p>                                                                          |   | <p>We inform our supplier about our measures against the pandemi and ask them to adapt themselves to the new implementations.</p>                                                            |
|  | <p>Mobile expert sanitizer teams are engaged to the process.</p>                                                                                                               |   | <p>We are showing our hygiene processes and highlighting personal hygiene methods via posters, social media channel and screens located on the store and office walls.</p>                   |
|  | <p>We set up 1.5 meters social distancing measures with yellow tapes around our checkouts.</p>                                                                                 |   | <p>Online trainings and videos are frequently circulated to ensure their personal hygiene and motivation.</p>                                                                                |
|  | <p>We provided box of fruits (orange, grapefruit, kiwi, lemon, green apple) and Vitamin C supplements to all store and warehouse employees to empower their immune system.</p> |  | <p>We extended the time slots for lunch and tea breaks, started to use cross-sitting arrangements in the cafeteria for social distancing.</p>                                                |
|  | <p>Our employees are using plexy personal face shields and face masks. Personal sanitizers and hand creams are delivered to store employees.</p>                               |  | <p>We are inline with the regulations and national rules and keep our employees and suppliers updated about the new implementations. .</p>                                                   |
|  | <p>Hygiene dispensers are located to all vehicles for the use of delivery staff. We have a contactless delivery option. We leave the shopping bags in front of the door.</p>   |   | <p>We are recommending our customers to use contactless credit/ debit cards or mobile payment. We disabled the "paying at the door" option for online operations.</p>                        |
|  | <p>We rearranged the personnel service vehicles to be half full during the transportation. They are disinfected 2 times per day.</p>                                           |   | <p>Store, warehouse and distribution center employees, who have chronic diseases, pregnant or older than 65 are on annual leave or paid excused absence.</p>                                 |