
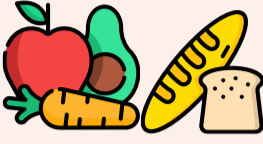








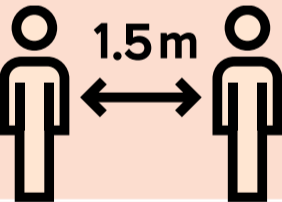
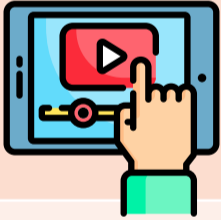
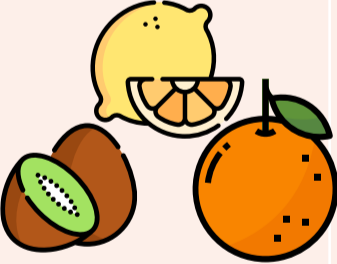
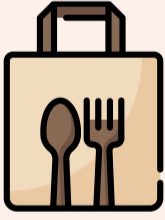





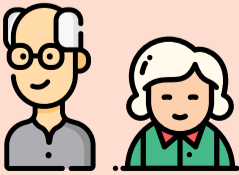


## STORES & ONLINE SERVICE

	<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>