









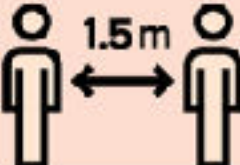










HEALTH IS CRUTIAL FOR ALL OF US

MIGROS  
TİCARET A.Ş.

## STORES &amp; ONLINE SERVICE

	Hygiene dispensers are located in the entrance and exit of every store.		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.
	Our check-outs, shopping carts and baskets, service departments are frequently sanitized and disinfected in detail (minimum for 5 times per day).		All of the employees' temperature is taken in the entrance of the stores, distribution centers and offices.
	All of our employees wash their hands for at least 20 seconds in accordance with our hand washing instructions.		We provide psychological and medical consultancy service to all our employees via phone by health professionals.
	Frequency of disinfection processes with relevant chemicals and hygiene controls are increased		We inform our supplier about our measures against the pandemi and ask them to adapt themselves to the new implementations.
	Mobile expert sanitizer teams are engaged to the process.		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.
	We set up 1.5 meters social distancing measures with yellow tapes around our checkouts.		Online trainings and videos are frequently circulated to ensure their personal hygiene and motivation.
	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.		We extended the time slots for lunch and tea breaks, started to use cross-sitting arrangements in the cafeteria for social distancing.
	Our employees are using plexy personal face shields and face masks. Personal sanitizers and hand creams are delivered to store employees.		We are inline with the regulations and national rules and keep our employees and suppliers updated about the new implementations. .
	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.		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.
	We rearranged the personnel service vehicles to be half full during the transportation. They are disinfected 2 times per day.		Store, warehouse and distribution center employees, who have chronic diseases, pregnant or older than 65 are on annual leave or paid excused absence.

Migros Ticaret has started "Psychological and Medical Counselling Service" for employees can easily solve all their problems with the help of expert psychologists. It can be easily reached out specialist psychologists, doctors and nurses from anywhere by phone. Moreover, not only employees, but also their relatives can benefit.

MIGROS



# M

## Fully Support in Every Moment of Life!

We are a corporate family and will support each other in any time to find a solution together in solidarity.

We have started "**Psychological and Medical Counselling Service**" for our family members can easily solve all their problems with the help of expert psychologists. Our employees can easily reach out psychologists, doctors and nurses from anywhere by phone. Moreover, not only for employees, but also their relatives can benefit.

**This support will be good for all of us.**

İYİ İŞ  
İYİ GELECEK



Psychological and Medical  
Counselling Service

**0212 800 90 19**