

What Migros Ticaret does against the Covid-19 virus:

During these kind of extraordinary periods, retailers play an important role because of their direct touch to consumers via their stores and employees. Therefore, retailers ensure consumers reach their needs by increasing physical capacity, ensuring public health and social confidence.

Updated measures taken against the Covid-19 virus in stores and online channels are below.

- Providing home delivery free of charge to our customers older than 60 through our online channel Migros Sanal Market.
- Set up 1.5 meters social distancing measures with yellow tapes around our checkout. Guiding our customers to use contactless credit / debit cards.
- Employees who have close contact with our employees, like our cashiers, are using face masks. Working on to pilot plexy visors. Personal sanitizers and hand creams are delivered. Online trainings and videos are frequently circulated.
- 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.
- Frequency of disinfection processes with relevant chemicals and hygiene controls are increased.
 - Started using nanotechnology-based disinfectants for stores.
 - Mobile expert sanitizer teams are engaged to the process.
- Hygiene dispensers are located in the entrance of every store and Migros Sanal Market (e-commerce channel) delivery vehicles.
- Closing our stores at 8 PM.
- Capacity of online channels are increased, and service networks is widened.
- Showing our hygiene processes and highlighting personal hygiene methods via posters & screens.
- Using social media to reach more people via posts, videos, infographics about what to do for protection from the virus.
- Through our Migros TV channel, sharing informing, entertaining videos such as recipes, performances of artists and training videos to motivate people at home.