

MIGROS TICARET

PRECAUTIONS 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.

What Migros Ticaret does against the Covid-19 virus:

Hygiene processes in Stores:

- Frequency of disinfection processes with relevant chemicals and hygiene controls are increased.
- Especially, our check-outs, shopping carts and baskets, service departments are frequently sanitized and disinfected in detail.
- Mobile expert sanitizer teams are engaged to the process.
- Hygiene dispensers are located in the entrance of every store.

Precautions for Consumer Health & Wellbeing

- We located posters in our stores, which are showing our hygiene processes and highlighting personal hygiene methods.
- We are using social media to reach more people via posts, videos, infographics about what to do for protection from the virus.
- Capacity of online channels are increased, and service networks is widened.
- We increased stocks of basic commodities without causing any public panic.
- Sales of basic commodities are limited just in case to provide these products much more customers.
- We set up yellow tape at the check-outs to make sure social distancing between our customers in the line and our employees at the check-out.
- We set up yellow tape at the checkouts to make sure social distancing between our customers and our employees at the check-out.
- We published social media and SMS messages recommending our customers to use their credit or debit cards with contactless feature as much as possible.

Precautions for Employees Health & Wellbeing:

- Guidance, videos, infographics and online trainings about precaution methods against the Covid-19 virus are regularly shared with employees via e-mailing, intranet announcements, intracompany social media platform.
- International business travels, collective trainings, conferences and crowded meetings are canceled and virtual meetings, video conferences and online trainings are held instead.

- Employees who have to go abroad for urgent situations, work at home for two weeks as caution and come back to office after getting approval from health institutions.
- Home office working practices are held for Headquarter and Regional Offices. There will be rotate among administrative employees to work in office or out of office. HQ Employees, who have chronic diseases or live with people with chronic diseases will work at home. Store, warehouse and distribution center employees, who have chronic diseases or live with people with chronic diseases will be on annual leave until April 1st.

Hygiene processes in Administrative Units:

- Frequency of disinfection processes with relevant chemicals and hygiene controls are increased.
- Office environment, desks, door handles, and general tools are daily sanitized.
- Hygiene dispensers are located on every floor next to doors. Continuously, awareness infographics are shown through screens located on the office walls.