

BİZİM TOPTAN

SUSTAINABILITY REPORT 2022



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About the Report

As Bizim Toptan Satış Mağazaları A.Ş., we adopt Yıldız Holding's "This is Our World" sustainability approach and share our environmental, social and governance performance, projects and targets through our sustainability reports every year. With this report, we aim to inform all our stakeholders in the most transparent manner within the scope of our sustainability journey.

The information in our report covers all our operations for the period January 1-December 31, 2022. We have prepared our report in accordance with the GRI Standards 2021 version, which was updated last year. You can easily find the sections that include information on standards by following the relevant tables in the GRI Content Index in the "Annexes" section at the end of our report. At the same time, in the "Annexes" section, you can review the detailed version of the performance indicators related to our material issues, which we have included in our report, going back three years. Throughout our report, we include a mapping of our contribution to the Sustainable Development Goals (SDGs) published by the United Nations in 2015.

We care that our sustainability report is accessible to all our stakeholders and that we receive feedback and ideas from our stakeholders about our report. You can access our report at <https://www.bizimtoptan.com.tr/s/surdurulebilirlik> and send your questions and comments about the report to the e-mail address "surdurulebilirlik@bizimtoptan.com.tr".

Independent Assurance

Within the scope of our report, we receive independent assurance services for environmental performance indicators such as energy and water consumption, greenhouse gas emissions and waste amount, number of employees by gender, category and working hours, number of employees leaving by gender and age, distribution of employees in senior management bodies by age, number of unionized employees, employee turnover rate, OHS performance and OHS trainings social performance indicators. In this way, we ensure the accuracy of our data and work to conduct reliable trend analysis. You can find our Independent Assurance statement in the Annexes section of our report.



CEO Message

We view sustainability as an integral part of our business; we adopt the “Zero Waste Company” model by following the “This World Is Ours” approach of Yıldız Holding, to which we are affiliated.

If you need to summarize the year 2022, what were the issues that you would emphasize with a focus on sustainability? How would you evaluate 2022 for Bizim Toptan in light of these issues?

2022 was a successful year in which we progressed towards our strategic goals. While expanding our operations with our store and warehouse investments and carrying out our activities with the awareness of our responsibilities towards our world, all living creatures and future generations, we focused on our sustainability goals while. We view sustainability as an integral part of our business; we adopt the “Zero Waste Company” model by following the “This World Is Ours” approach of Yıldız Holding, to which we are affiliated.

With our sustainability strategy, we contribute to the ‘Sustainable Development Goals’ targeted to be achieved by the United Nations by 2030. Working with this focus, we will continue to observe society, environment and business ethics responsibilities at the highest level in all our activities.

In 2022, as part of our efforts to switch to renewable energy, we started to meet all the electricity needed by our store with the Solar Energy System installed on the roof of our Gebze store. We have created an action plan to reduce product packaging and are working on this issue. We made a significant contribution to sustainable agriculture with our Ülker Bizim Topraklardan pulses and rice series by producing with local producers and local seeds. As part of the measures we have taken to reduce our carbon footprint, we plan to reduce our energy consumption and waste, and increase recycling.

We adopt a responsible supply chain management that includes many factors such as the selection and auditing of suppliers and optimization of the distribution network. We prioritize responsible purchasing for both our own branded products and all other products we offer for sale within Bizim Toptan, and we raise awareness of our suppliers in this regard.

Hüseyin Balcı
CEO

We made performance management processes much more efficient by transitioning to the OKR (Objectives and Key Results) system, a strategic management tool for our employees, one of our most important stakeholders.

Seç Market, where we combine traditional artisan culture with a modern grocery store approach and supply products to our business partner dealers, has grown thanks to the satisfaction of both artisans and customers, exceeding 2,400 stores across Türkiye this year.

We know that your sustainability strategy is based on three focus areas. What steps are Bizim Toptan taking and what do you aim to achieve in this strategy, which consists of Growing Stronger with Stakeholders, Working for the Future of the Environment and Inspiring the Future with Purpose-Driven Products and Business Models?

In every step we take, we aim to create long-term and sustainable value for our stakeholders. We set our goals under the three focus areas of our sustainability strategy: “Working for the Future of the Environment”, “Growing Stronger with Stakeholders” and “Inspiring the Future with Purpose Driven Products and Business Models”. We act within the framework of these focuses in all our activities as well as in our relations with all our stakeholders. Guided by our materiality analysis, which we renewed this year, we prioritize circular economy, waste management and fight against plastic, energy efficiency and carbon emission reduction under our environmental focus. In this context, we focus on the efficient use of packaging materials, projects supporting the reduction of carbon footprint and responsible production. We carry out various projects to protect nature and use resources sustainably. These projects include waste management, water saving and energy efficiency. Within the framework of our zero waste company principles, we are developing plans to gradually switch to renewable energy in our stores and warehouses across the country.

As for our employees, we focus on employee satisfaction, talent management and development, employee health, safety and well-being, and diversity, inclusion and equality. We have an understanding that our employees can develop themselves in many different ways through employee trainings, that we listen to their voices through open communication tools and that we develop our business environment for them.

At the same time, we work in interaction with all our stakeholder groups, especially our customers, suppliers and employees, and aim to grow stronger by growing together. We support social and economic development through our value chain.

Within the scope of Growing Stronger with Stakeholders, you state that one of your most important stakeholders is your employees. What were the most prominent issues for your employees in 2022?

The health, happiness and safety of our employees are among our top priorities. We create an equitable and inclusive work environment for our employees and organize trainings for their personal and professional development. Within the scope of our gender equality goal, we increased the number of female employees at all levels in 2022 and we will continue to work with this goal. Again in 2022, we switched to the OKR (Objectives and Key Results) system in the performance management of all our white-collar employees at the head office, making our performance management process much more efficient and strategic. Throughout the year, we receive feedback from our employees through different tools and methods and work on the points where they expect improvement.

As part of our Be Raise talent management approach, we launched a program called Be Raise Campüs for young talents to start working at Bizim Toptan. Through this program, we offer internship and job opportunities to young people and share our experiences with them. In 2022, we hired 9 young talents in the white-collar category under this program.

CEO Message

Within the framework of our zero waste company principles, we are developing plans to gradually switch to renewable energy in our stores and warehouses across the country.

264 kWp
Installed Capacity
Solar Energy System

We installed a solar energy system with an installed capacity of 264 kWp, covering an area of 1,288 square meters, on the roof of our store in Gebze.

We take every step to ensure employee health, safety and welfare. With our goal of zero occupational accidents, we take the necessary measures for the occupational health and safety of our employees at all locations of our company and provide Occupational Health and Safety Training to all our employees throughout the year. Thanks to all these efforts, the number of occupational accidents decreased by 25% compared to the previous year. We analyze the risks in the supply chain and take these risks under control by managing them through a centralized system we launched in 2017. Thanks to our crisis plans and drills for disaster management, we, as Bizim Toptan, were able to remain healthy and strong and continue our activities in emergencies, including the recent earthquake disaster.

Working for the Future of the Environment is another area of focus. In this context, you have a plan to gradually switch to renewable energy as of 2022. Considering this important step, can we hear from you about your goals and activities that have an environmental impact?

As part of our 2022 plan to gradually transition to renewable energy, we took our first step with a 1,288 square meter solar energy system with an installed capacity of 264 kWp on the roof of our store in Gebze. In this way, we obtain all the energy needs of our store from renewable sources. Thanks to this system, we are pleased that we will be able to reduce our carbon footprint and prevent the greenhouse gas that approximately 6,300 trees can clean in a year.

In 2022, we also carried out infrastructure improvements in our air conditioning and lighting systems in our stores and route optimization in our distribution processes. Thanks to our route optimization efforts, we saved 437,000 km on the road last year and prevented 63 tons of carbon emissions.



We are working to protect the soil, our most basic source of life, to carry out circular production models and to reduce the use of plastic and other packaging through responsible packaging efforts. We aim to reduce our environmental impact and contribute to the protection of nature. Since 2019, we have been systematically managing our environmental impact at all Bizim Toptan stores and our headquarters in accordance with ISO 14001:2015 Environmental Management System Certification standards.

As part of our efforts to prevent food waste, we ensure that products that have lost their sales qualities in our stores are transformed into animal feed raw materials. In 2022, we contributed to the conversion of 8,089 kg of products into animal feed by transmitting them to Rapid Recycling through the relevant channels, preventing food waste and reducing greenhouse gas emissions.

On the other hand, we have recycling projects, waste reduction programs and zero waste targets in waste management. Currently, 136 of our stores have zero waste certificates. We also focus on reducing environmental impact in our supply chain. In this context, we are working on sustainable supply chain management.

Finally, we would like to know how you define success for Bizim Toptan.

We measure success not only by our financial performance, but also by our sustainability activities and our potential to create social benefit. For us, success can be defined as a combination of many elements such as achieving financial and operational targets, maintaining our sustainability approach, and increasing customer and employee satisfaction.

The company's sustainable success depends, of course, primarily on healthy growth and achieving long-term profitability targets. However, it is also very important for us to adopt a sustainable value approach, reduce our environmental impact, and benefit our stakeholders and society on the road to success.

Responding to the needs of our customers in the best way possible, ensuring customer satisfaction and building long-term relationships with our customers based on loyalty and trust are among our top priorities. In this context, we always offer innovative services to our customers, perfecting their shopping experience and our service quality. With the importance we attach to e-commerce and digitalization, we are also expanding our infrastructure investments in this area.

The satisfaction of our employees is also an integral element in the recipe of success. We have high standards in occupational health and safety, training and development opportunities, and employee participation in decision-making processes. The fact that our employees act in the light of our values in all our activities, and at the same time feel that they work in an organization where they are valued individually and offered career and personal development opportunities, makes our work more efficient and effective.

We strongly believe that our principle of a waste-free company and our understanding of sustainability, which we carefully adopt as a guide, will increase our success graph within the framework of our goals as Bizim Toptan.

OUR STORY

In Our Story that started in 2002 with 14 stores, today we have become one of the leading trading platforms in the sector with our strong partnership structure, financial performance, innovative and agile business manner. We are proud to have realized our vision of becoming Türkiye's number one wholesaler in the fast moving consumer goods industry with its widespread, modern and reliable concept as the largest company in the Cash & Carry sector in terms of the number of stores.

Reaching 2.5 million active unique customers, Bizim Toptan serves its customers with 180 stores in 72 provinces. In 2014, we started our journey with Seç Markets and this year we are reaching every corner of our country with more than 2,400 stores in 81 provinces.



About Us

OUR VISION

To be the number one wholesaler of Türkiye with its widespread, modern and reliable concept in the fast moving consumer goods industry.

OUR MISSION

To be strategic business partner that reduces the cost and risks of customers and suppliers and provides them with a competitive advantage.



As Bizim Toptan Satış Mağazaları A.Ş., we completed our establishment activities in 2001 and started our activities in the organized wholesale trade sector with 14 stores in 2002. In our journey since the day we were founded, we serve our customers as the largest company in terms of the number of stores, the most widespread and the most innovative company in terms of accessibility in the Cash & Carry sector with **a total of 180 stores in 72 provinces** in 2022.

With our product portfolio consisting of main product categories such as food, non-alcoholic beverages, cleaning, personal care, paper products and tobacco products, we offer approximately **8,000 different products** to our customers. In addition to the brands of national and international companies operating in Türkiye with high consumer recognition, we carry out wholesale and retail sales with **22 different private label/own-brand products**.

We aim to respond to the needs of all our customers from a single point with **an average of 3,500 stock items per store** in order to understand the needs of our customers and provide services in our stores accordingly. In addition to our stores, we sell to both commercial taxpayers and individual customers through our diversified sales methods and our multi-channel trade platform.

By following changing consumer habits and sales platforms, we offer **Bizim Toptan Digital sales platform** to our customers and work to add products that meet customer expectations to our portfolio. At the same time, with PROSAF, the professional sales force we established in 2017, we aim to be a professional solution partner that offers products and campaigns tailored to the needs of corporate customers and fuel station markets, especially out-of-home consumption points.

Grocery stores, markets, specialized retailers, wholesalers, hotels, restaurants, cafes, fuel station markets, school canteens, SEÇ Market business partners and individual customers constitute our general customer portfolio and we aim to increase our customer diversity and number.

As Bizim Toptan, sustainability plays an important role in our journey of more than 20 years. We aim to develop practices that we can integrate our sustainability approach **with our suppliers by building a responsible purchasing approach throughout our value chain, our customers by offering products with sustainable packaging, our employees by providing an inclusive and equitable work environment, and local tradesmen by expanding the SEÇ Market business partnership model**. Thus, we aim to create value in financial as well as non-financial environmental and social criteria.

180 stores in
72 provinces
(with a 4% increase)

2.5 million active customers
(with a 9% increase)

1.8 million customers
purchasing private label
products
(with a 9% increase)

435 private label products
(with a 6% increase)

8,000 product types

35,000 customers
per day on average

Average **3,500**
stock items per store

22 private label brands

4 main **7** cold storages

You can find our story and milestones since our establishment on pages 13-15 of our [2022 Annual Report](#).

About Us



2,409 stores in
81 provinces
(with a **40%** increase)

By undertaking the supply of dealer markets with the SEÇ Market business partnership model, we are the pioneer and the strongest company in the sector with a business partnership goods supply system.



SEÇ Markets

In 2014, we acquired SEÇ Market, a business partnership goods supply system, and we continue to support neighborhood tradesmen by combining traditional tradesman culture with a modern market approach. By undertaking the supply of dealer markets with the SEÇ Market business partnership model, we are the pioneer and the strongest company in the sector with a business partnership goods supply system. At the same time, with the goal of physical growth with SEÇ Markets, we **increased the number of our stores by 40%** in 2022 compared to the previous year, **reaching 2,409** stores in 81 provinces; thus, we succeeded both in becoming a brand that has made a name for itself in the market and in keeping many of our shopkeepers afloat in challenging market conditions..

FINANCIAL PERFORMANCE

At Bizim Toptan, we define ourselves as a trading platform and add value to the Turkish economy with our reliable and high quality products, wide range of products and services, affordable prices and uninterrupted service approach. We create value for all our stakeholders by acting with our cash-generating growth strategy. **In this journey that we continue together with all our stakeholders, we grew by 95.7% in 2022.** We increased our sales excluding cigarettes and sugar by 107%. In our category-based sales breakdown, 48% of our sales are in food, 17% in tobacco products, 16% in soft drinks, 11% in cleaning products and 8% in other categories.

Sales Distribution by Category



Main Financial Indicators (TL)

	2021	2022	Change
Total Assets	2,138,497,049	4,012,381,435	88%
Net Sales	7,173,144,694	14,038,833,943	96%
Operating Profit	148,949,521	304,797,001	105%
Net Profit for the Year	82,245,447	278,369,658	238%

Details on our Financial Performance can be found in our [2022 Annual Report](#).

We continued to improve our strong financial performance in every area this year. **In 2022, we increased our total net sales area by 8% to 194,196 m² and our sales per square meter by 80% to 72,292 products.** Among our key financial indicators, we increased our net sales by 96% to over TL 14 billion, our net profit for the year by 238% to over TL 278 million, and our operating profit by 105% to approximately TL 305 million.

As the only Cash&Carry company listed on Borsa Istanbul since 2011, we increased our net profit per share by 238% to TL 4,639.

About Us

HIGHLIGHTS IN 2022

435

PRIVATE LABEL PRODUCTS

18

NEW PRODUCTS WITH LOCAL SEEDS

264 kwp

INSTALLED CAPACITY OF SOLAR ENERGY SYSTEM IN GEBZE STORE



Operational

- We completed our Enterprise Resource Planning (ERP) transformation and started using SAP.
- By improving our efficiency and sustainability-oriented structure, we added the Denizli warehouse to our main warehouse network at the end of the year.
- The number of SEÇ Markets increased from 1,726 to 2,409 and the number of PROSAF stores increased from 105 to 117.
- We continued to develop own-brand products, reaching 435 SKUs. Thus, the share of own-brand products in our sales excluding cigarettes and sugar rose to approximately 28%.



Environmental

- As part of our efforts to transition to renewable energy, a 1,288 square meter solar energy system with an installed capacity of 264 Kwp was installed on the roof of our Gebze store. By the end of 2022, the system, the construction of which was completed, aims to meet all the electrical energy needed by the Gebze store.
- We started to use joker/single packaging to reduce waste materials in outer packaging on a product basis.
- We conducted a Packaging Inventory Study to understand the characteristics of the packaging of our products and created a Packaging Reduction Action Plan.



Social

- Performance management processes get into much more efficient by switching to the OKR system, a strategic management tool.
- Within the scope of the Ülker Bizim Topraklardan pulses and rice series, we realized sustainable and local seed production with local producers. We launched 18 new products, all with local seeds, in 1 kg, 2.5 kg and 25 kg varieties.

Our Value Chain



Procurement and Supply

While some of the 8,000 products we offer to our customers are our own branded products, others are brands with high consumer recognition. We work with suppliers that comply with our product quality and safety standards in the procurement process of all products within the main product categories such as food, soft drinks, cleaning, personal care, paper products and tobacco products. We attach importance to ensuring the continuity and increasing the durability of our supply chain.



Production of Private Label Products

We serve more than 1.8 million customers with our 22 own brands/private label products, which include 435 products in 41 categories. As part of the production of our own brands/private label products, we work with 75 different suppliers and have production in 79 different facilities. In order not to compromise on quality and food safety in our own brands/private label products, we follow audit and quality approval processes regarding production processes.



Packaging

We work by prioritizing our own brands/private label products in order to switch to sustainable packaging practices without losing food safety and quality in our products. In line with our Packaging Inventory Study and Packaging Reduction Action Plan, we aim to develop projects for packaging reduction, thinning or recyclable packaging.



Warehousing and Distribution

In order to provide uninterrupted service to our expanding sales channels and customer network, Bizim Tiptan has invested in its main warehouse network and now operates four main warehouses in Gebze, Erzurum, Adana and Denizli, and seven cold storage warehouses in Gebze, İstanbul Alibeyköy, Bursa Gemlik, Ankara Gimat, Muğla, Manisa Alaşehir and Burdur. Thanks to our warehouses spread across Türkiye, we deliver the products that meet the needs of our customers to our stores. In our distribution operations, we aim to reduce our carbon footprint through route optimization.



Sales and Marketing

With PROSAF, the professional sales force we established in 2017, we provide services to our customers as a professional solution partner that offers products tailored to the needs of corporate customers and fuel station markets, especially out-of-home consumption points, with campaigns tailored to the customer type. In 2022, as an indicator of our agile growth strategy, we continue our PROSAF operations in 117 stores. In order to increase the efficiency of our sales network, we also launched the digital sales channel after face-to-face and tele-sales.



Consumption

We strive to keep customer satisfaction at the highest level. In 2022, we increased the number of our unique customers by 8.1% to over 2.5 million. We attach importance to communication with our customers to ensure sustainable quality, reputation and sectoral leadership; we aim to provide the same quality products to our customers under all circumstances.



Our Corporate Governance Approach

In line with our ethical and transparent management approach, we have been adopting and actively implementing the Corporate Governance Principles determined by the Capital Markets Board since the day we were founded.

While realizing our vision of becoming Türkiye's number one wholesaler in the fast-moving consumer goods sector with its widespread, modern and reliable concept, we owe our long-term success in our wide field of activity to our fair and transparent corporate governance approach.

In line with our ethical and transparent management approach, we have been adopting and actively implementing the Corporate Governance Principles determined by the Capital Markets Board since the day we were founded. Every year in our annual report, we explain in detail our process of compliance with Corporate Governance Principles.

You can find this year's Corporate Governance Principles Compliance Report on [pages 92-105 of our Annual Report for 2022](#).

We conduct all our activities and relations with our stakeholders with a management model that is open, accountable, and based on policies and procedures. We believe that this corporate governance approach has a significant impact on increasing our company's financial performance and improving our business model.

In this context, thanks to our published policies and procedures, we continue our activities with an ethical and transparent management.

Board of Directors and Committees

Our Board of Directors stand at the highest level of our corporate governance structure, which guides the success of our company. In the light of Corporate Governance Principles, the majority of our board members, consisting of 8 members, 3 of whom are independent, are non-executive managers. We also have 1 female member on our Board of Directors.

Among our non-executive board members, there are independent members who meet all the criteria set out by the Capital Markets Board regulations and who have the ability to perform their duties without being influenced under any circumstances, to follow the functioning of the company's activities and to devote sufficient time to company affairs to fully fulfill the requirements of their duties. As part of our transparent corporate governance approach, the authorities and responsibilities of our Board members and executives are clearly stated in the Company's Articles of Association, which is available at www.bizimtoptan.com.tr and on the Public Disclosure Platform.

In 2022, our Board of Directors convened 5 times, with an average attendance rate of 100%. Within the scope of the meetings during the year, the opinions of the members of the Board of Directors were received on relevant issues, and as a result of the meetings, the Board of Directors took 21 decisions. While no different opinions were expressed against the decisions taken by the members of the Board of Directors, we disclosed the important decisions regarding the issues that need to be shared with the public to the public immediately after the meeting through the relevant platforms.



Board Demographics

Independent Member Ratio: :
38%

Female Member Rate:
13%

Average Years of Work Experience:
30.8

Education

38%
Master's Degree

50%
Bachelor's Degree

13%
PhD

Our Corporate Governance Approach

Name, Last Name	Position	Additional Duties
Cengiz Solakoğlu	Chairman of the Board	Corporate Governance Committee Member Early Detection of Risk Committee Member
Mehmet Tütüncü	Deputy Chairman of the Board	
Ali Ülker	Board Member	
Fahrettin Günalp Ertik	Board Member	
Erman Kalkandelen	Board Member	
Fatma Füsün Akkal Bozok	Independent Member of the Board of Directors	Audit Committee Chairman Chairman of the Corporate Governance Committee
Ahmet Bal	Independent Member of the Board of Directors	Audit Committee Member
Ömer Faruk Sevgili	Independent Member of the Board of Directors	Early Detection of Risk Committee Member

You can find the details and resumes of our Board Members on [pages 25-29 of our Annual Report for 2022](#)

At the same time, within the scope of the duties and responsibilities of our Board of Directors, we have committees reporting to the Board of Directors to guide corporate governance. In this context, our Audit Committee, Early Detection of Risk Committee and Corporate Governance Committee continue their activities.

Committees of the Board of Directors	Frequency of Meetings	Working Principals
Corporate Governance Committee¹ The Corporate Governance Committee is responsible for monitoring the Company's compliance with corporate governance principles and is especially responsible for investigating the extent to which corporate governance principles are implemented in the Company, and if they are not implemented, identifying why, and identifying the problem that occur due to lack of full implementation and suggesting remedial measures.	At least four times a year	You can access the Working Principles of our Corporate Governance Committee here.
Audit Committee The Audit Committee is responsible for taking all necessary measures to ensure that all kinds of internal and independent audits are conducted in an adequate and transparent manner and for overseeing the functioning and effectiveness of the independent audit and the Company's internal control system	At least four times a year	You can access the Working Principles of our Audit Committee here.
Early Detection of Risk Committee The Committee is responsible for carrying out, coordinating and reporting to the Board of Directors in order to identify all kinds of risks that may jeopardize the existence, development and continuity of the Company and affect the decisions to be taken or already taken within the scope of the Company's activities, to implement the necessary measures and actions and to manage and review the risks within a management system.	At least four times a year ²	You can access the Working Principles of our Early Detection of Risk Committee here.

¹In addition to Board Members Fatma Füsün Akkal Bozok and Cengiz Solakoğlu, Investor Relations Senior Manager İşil Bük serves on the Corporate Governance Committee.

²The Early Detection of Risk Committee, which is expected to meet at least four times a year according to the Code of Conduct, convened six times in 2022

Our Corporate Governance Approach

Name, Last Name	Position
Hüseyin Balcı	CEO
Altan Sekmen	Seç Marketçilik A.Ş. General Manager
Uğur Yılmaz	Senior Director of Supply Chain
Serhat Altınkılıç	Director of Commerce
Önder Arıkan	Financial Affairs Director
Hasan Bakırcı	NDC&Corporate Sales Director
Serkan Çakıcıoğlu	Strategy, Growth, and Data Management Director
Raşit Çebi	Marketing and Customer Relations Director
Taner Subaşı	Business and Digital Transformation Director
Hamide Güven Şen	Human Resources Director
Özer Şimdi	Sales Operation Director
M. Murat Yanık	Channel Development, OHS and Quality Director
İbrahim Ceylan	Senior Digital Sales Channels Manager
Ayhan Karayel	Senior Information Technologies Manager
Tacettin Engin	Senior Technical Procurement Manager
Işıl Bük	Senior Manager of Investor Relations

Senior Management

We take all strategic and operational decisions on our value chain through our Senior Management consisting of 16 executives who are experts in their fields, led by our CEO, and manage our processes with the relevant teams in line with these decisions.

From strategy to human resources, from supply chain to digital transformation, we have a holistic, transparent and participatory management model in the main areas of responsibility for our company and our industry. Our senior management, which coordinates efforts to realize our company goals, makes sure that all our employees work in line with these goals. Thanks to the OKR (Objectives and Key Results) system, which we defined as a strategic business management tool that we transitioned to this year, we have systematically communicated our company's main objectives first to senior management and then from senior management to all our employees; and from senior management to all our employees in a systematic and efficient manner. Thus, our senior management team sees the steps to be taken in our company's operational and financial targets more clearly and tries to make strategic decisions in the most accurate way.



You can scan the QR code to watch the video prepared within the scope of the pleasant photo shoot with our Senior Management.

Our Corporate Governance Approach

OUR BUSINESS ETHICS APPROACH

Our Code of Ethics, which forms the basis of our business conduct, sets out our business ethics rules such as anti-bribery and corruption, discrimination and compliance with the law, and frames our ethical rules in our relations with our stakeholders by addressing issues such as employee rights, customer satisfaction, relations with suppliers and competitors.

At the same time, we see these principles not only as our perspective on business ethics while conducting our own operations, but also as a set of rules that our stakeholders and employees must comply with. We adopt and develop our principles of the highest level of care and respect, cooperation, high work performance, honesty, consistency, trust and responsibility, which have been part of our business approach since our foundation, within our corporate governance approach. Within the scope of our Code of Ethics, we believe that our understanding of business ethics has an important place in our understanding of sustainability by addressing issues such as environment, equal opportunities, social responsibility awareness and employee rights.

We regularly inform all our employees about the Code of Ethics and present our set of rules on business ethics to our newly recruited employees. We also introduce these principles to our suppliers and expect them to comply with them.

We provide Ethical Principles training to our employees through OnCampus, an online training platform. In 2022, we provided 129 hours of training to our employees in this context.

In order to avoid any incidents of non-compliance, we attach importance to the communication and promotion of our Code of Ethics; we periodically share our principles with our internal and external stakeholders through internal communication, e-mail and media.

Our stakeholders can report any violations of the Code of Ethics via Yıldız Holding Ethics Hotline (0216 524 34 24) or etik.bildirim@yildizholding.com.tr e-mail address, or they can also report to Yıldız Holding Customer Relations Center (MİM), call center at 0212 576 33 00 and mim@yildizholding.com.tr e-mail address.

We act in cooperation with the Executive Board and the Disciplinary Board if any violations are detected after detailed examinations are carried out in the systems where all notifications are kept confidential.

In 2022, 10 reports were made to our ethics hotlines and all of these reports were resolved. At the same time, 5 cases of bribery and corruption were detected and necessary actions were taken in this regard.

RISK MANAGEMENT

Within the scope of our risk management, we address and identify all risks that may harm the reputation of the company and the trust relationship established between us and our stakeholders, and that may hinder us from achieving our financial and operational goals. We analyze all these potential risks under five groups: **strategic, operational, financial, compliance and reputation.**

Risks are evaluated by the Early Detection of Risk Committee, which reports to the Board of Directors. The Committee comprehensively evaluates risk factors and then develops precautionary plans against potential risks. Bizim Toptan's Strategy, Growth and Data Governance Directorate and Yıldız Holding's Risk Management and Internal Audit units support each other in our risk management processes.

In order to improve our risk management processes, we continue to analyze, update, root cause and probability, consequence and probability studies on our strategic goals and the possible risks in achieving these goals. We continuously monitor the risk map we have created and regularly share it with the **Early Detection of Risk Committee.**

As part of the risk management and internal audit processes, our Company is also regularly audited by the audit units of its main shareholder Yıldız Holding A.Ş. and the independent audit firm. The results of the audits are reported to the relevant committee members and board members, and all workflows and employee authorizations are taken under control within the scope of risk management.



OUR SUSTAINABILITY STORY

Our Sustainability Story is an important part of our Story. We view sustainability as a part of our business and strive to create value for our stakeholders with every step we take.

Through our materiality analysis, which we renewed this year, we integrate the priorities of our stakeholders with our corporate material issues and reinforce the steps we will take in the field of sustainability.

We address sustainability issues, which we manage under the ownership of our senior management, in line with global and sectoral trends.

Our Sustainability Strategy

Following Yıldız Holding’s “This is Our World” approach, we adopt the “Waste-Free Company” model and aim to create long-term and sustainable value for all our stakeholders. We realize this goal under three focus areas within the scope of sustainability, which is a part of our business model.

Under the focus of **Working for the Future of the Environment**, we strive to minimize our impact in areas where our industry stands out in the fight against climate change; under the focus of **Growing Stronger with Our Stakeholders**, we adopt a business conduct perspective in which we protect the rights of all our stakeholders and future generations throughout our value chain and achieve our success together with our stakeholders; and under the focus of **Inspiring the Future**, we strive to spread our innovative and innovative perspective in every step of our operations and create a positive impact.

While creating our sustainability story, we proceed with a general-to-specific perspective; we follow global and sectoral sustainability trends, map these trends specifically for our company and rank them according to the priorities of our stakeholders. Our materiality analysis, which we renewed this year, guided us in all these steps.

While creating our sustainability approach, we include our contribution to the United Nations Sustainable Development Goals (SDGs) in our strategy. We demonstrate our direct or indirect contribution to the SDGs through our business conduct and activities.



YILDIZ HOLDING SUSTAINABILITY STRATEGY



WE ARE WORKING FOR THE FUTURE OF NATURE

We are minimizing the environmental impact caused by our company operations to fight against the climate crisis, and enabling the renewal of natural resources throughout the entire value chain.



WE ARE STRENGTHENING OURSELVES WITH OUR STAKEHOLDERS

We provide supportive, transformative and empowering contributions for companies to invest in stakeholder welfare-oriented, future-oriented and healthy-lifestyle prioritizing business models throughout their value chains.



WE ARE INSPIRING THE FUTURE

We provide supportive, transformative and empowering contributions for companies to invest in stakeholder welfare-oriented, future-oriented and healthy-lifestyle prioritizing business models throughout their value chains.

Our Sustainability Strategy

OUTLOOK ON GLOBAL AND SECTORAL TRENDS

While creating our sustainability perspective, we were inspired by Yildiz Holding's sustainability approach and focus, as well as evaluating sustainability-related developments in our industry that will affect our business structure.

While creating our sustainability perspective, we were inspired by Yildiz Holding's sustainability approach and focus, as well as evaluating sustainability-related developments in our industry that will affect our business structure. We benefited from international sustainability initiatives, index reports and sectoral analyses to identify these developments and trends for 2022.

As a result of these analyses, we have identified our potential material issues, as well as grouped the trends that may have an impact on our business structure and operations. In this way, we anticipate the steps we need to take in order to become one of the industry pioneers in sustainability and reveal potential risks related to our value chain.



While working on global and sectoral trends, we benefited from the WEF World Economic Forum (WEF) Global Risk Report, the ESG Industry Materiality Map prepared by MSCI, a well-known global index, which identifies sectoral priorities in environmental, social and governance (ESG) topics, the ESG Risk Atlas created by S&P on ESG risks, and the Materiality Map tool developed by SASB Standards, where sector-based sustainability focuses are studied.



Our Sustainability Strategy

OUTLOOK ON GLOBAL AND SECTORAL TRENDS

CLIMATE CHANGE

According to the WEF Global Risks Report, the top 10 short-term risks facing business are failure to fight the climate crisis, extreme weather events and natural disasters, and large-scale environmental challenges.

As the visible effects of the climate crisis increase, factors such as drought and water scarcity are emerging. On the other hand, air pollution that reduces the quality of life, global warming caused by greenhouse gases and seasonal shifts directly affect the lives of all living things. In this context, while the business world intensifies its efforts on net zero and emission reduction targets, it is emphasized that their progress in compliance with these targets should be accelerated. The legal regulations planned in the coming period to limit the effects of climate change are expected to directly affect international trade.

POTENTIAL IMPACT ON BIZIM TOPTAN

- Increasing carbon emission reduction projects
- Accelerating efforts to increase resilience in the supply chain
- Making stores and warehouses resistant to extreme weather events that may occur as a result of climate change
- Following national and international regulations planned within the scope of climate change
- Giving importance to local suppliers

INTERSECTIONS WITH PRIORITY ISSUES

- Carbon Emission Reduction and Energy Efficiency
- Sustainable Agriculture

GOALS AND ACTIVITIES

You can find our targets and activities within the scope of Climate Change in the [Carbon Emission Reduction and Energy Efficiency](#) section.

NATURAL RESOURCE CRISIS

Demand for water, food and critical metals and minerals is increasing day by day, and with population growth by 2030, there are fears that this crisis, together with other global developments, could turn into a multi-factor polycrisis.³ Global food consumption, which is concentrated in low- and middle-income countries, is expected to increase by 1.4% annually over the next decade, despite a 1.1% annual increase in food production.⁴ At the same time, demand for critical metals and minerals is rising as renewable energy and infrastructure development accelerates, with annual demand for these resources, such as graphite, lithium and cobalt, expected to reach 450% of 2018 production levels by 2050.

Other crises, such as the natural resource crisis, climate change and biodiversity loss, are interconnected, with failure in one negatively affecting the others. Limit this interaction and reduce risks, particularly to food security is aimed by structural policy changes and investments.

POTENTIAL IMPACT ON BIZIM TOPTAN

- Increasing water efficiency projects
- Accelerating especially sustainable packaging efforts to reduce waste and plastic pollution
- Raising awareness of resource scarcity among our suppliers
- Preventing food waste to support food security

INTERSECTIONS WITH PRIORITY ISSUES

- Water Consumption and Efficient Use
- Sustainable Packaging and Packaging Reduction Activities
- Circular Economy
- Waste Management and Reducing Plastic Use
- Reducing Food Waste

GOALS AND ACTIVITIES

You can find our targets and activities within the scope of the Natural Resource Crisis in the [Waste Management and Plastics](#) and [Water Consumption and Efficient Use](#) sections.

³WEF The Global Risks Report 2023, 18th Edition, 2023, <https://www.weforum.org/reports/global-risks-report-2023/>.

⁴Esvelt, K., "Delay, Detect, Defend: Preparing for a Future in which Thousands Can Release New Pandemic", Geneva Centre for Security Policy (GCSP), Kasim 2022, <https://dam.gcsp.ch/files/doc/gcsp-geneva-paper-29-22>.

Our Sustainability Strategy

OUTLOOK ON GLOBAL AND SECTORAL TRENDS

ECONOMIC RECESSION

The recovery process that all world economies entered after the pandemic has created a serious economic recession on a global scale. According to the WEF Global Risk Report, borrowing crises, price instability and prolonged economic downturn are among the most critical risks to be faced in the next two years. In addition to the post-pandemic recovery, geopolitical tensions are also expected to cause international economic problems.

While the business world should work to avoid commercial and operational impacts due to all these components; companies that are more prepared for this situation and produce with exchange rate advantage gain new markets.

POTENTIAL IMPACT ON BIZIM TOPTAN

- Responding to consumer expectations against fluctuations in product prices
- Being prepared for possible increases in raw material and energy prices
- Working to maintain financial performance with record growth rates

INTERSECTIONS WITH PRIORITY ISSUES

- Creating Economic Value
- Corporate Governance

GOALS AND ACTIVITIES

You can find our targets and activities within the scope of the Economic Recession in Our [Financial Performance](#) section.

CHANGE IN CONSUMER EXPECTATIONS

Consumers' growing interest in balanced nutrition and wellbeing in recent years, especially in the aftermath of the pandemic, is affecting the retail sector as well as food manufacturers. Demand for healthier, more nutritious and ingredient-transparent products is concentrating on organic, vegan, portion-controlled or healthy alternatives across product categories. The global healthy and good nutrition market, which had a volume of 841 billion dollars in 2022, is expected to reach a volume of one trillion dollars in 2026.⁵

The retail sector needs to meet customer demand by giving more space to such products in its stores and product categories.

POTENTIAL IMPACT ON BIZIM TOPTAN

- Developing a healthy and nutritious product portfolio
- Understanding customer expectations
- Prioritizing transparent marketing and labeling efforts

INTERSECTIONS WITH PRIORITY ISSUES

- Customer Experience and Transparency
- Health and Nutrition
- Innovation and Digitalization

GOALS AND ACTIVITIES

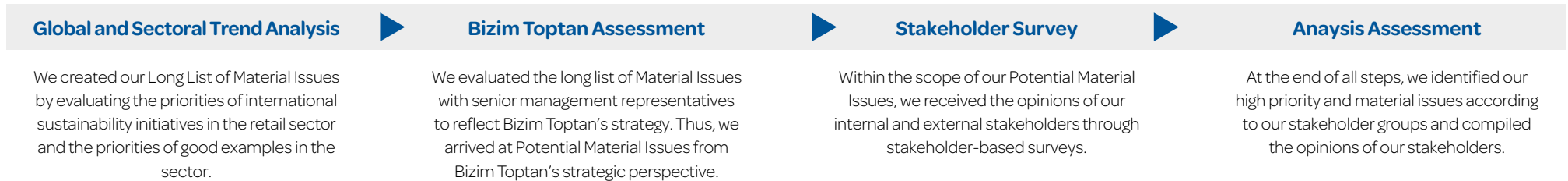
You can find our targets and activities within the scope of Change in Consumer Expectations in the [Customer Experience and Transparency](#), the [Innovation and Digitalization](#) sections.

⁵(2022) Health and wellness food market value worldwide in 2020 to 2026, Statista

Our Sustainability Strategy

MATERIALITY ANALYSIS

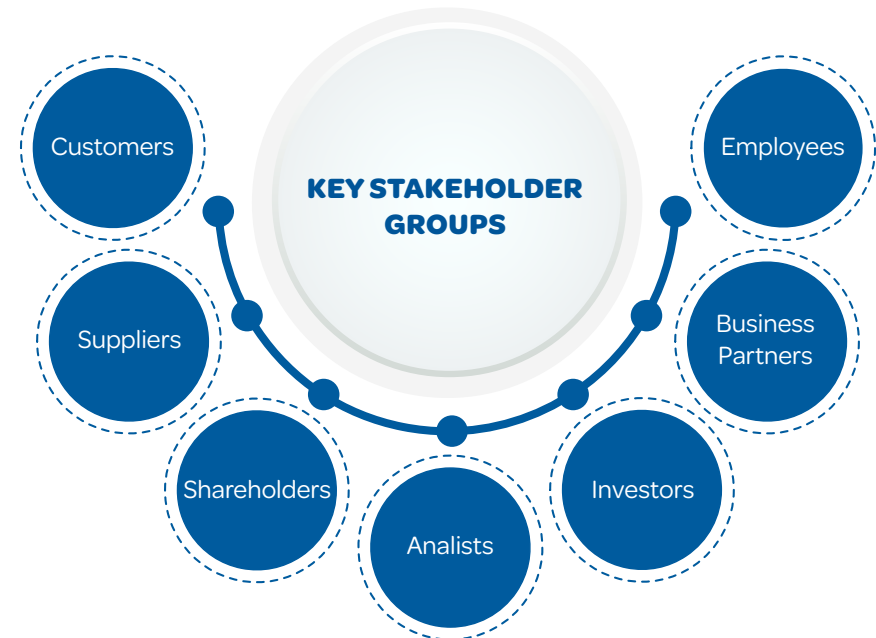
This year, we re-evaluated our sustainability priorities and mapped these priorities under the three focus of our sustainability approach, which we created under the guidance of Yıldız Holding. While conducting our materiality analysis, we carried out a study consisting of 4 strategic steps. With this study, we aimed to take into account our global and sectoral trends analysis, reach all of our key stakeholder groups and involve our senior management in the process.



In the first step of our Materiality Analysis, we conducted a study to assess the sustainability priorities of companies that set a good example for sustainability in the retail sector. While conducting this study, we also benefited from the reflections of our Global and Sectoral Trends study. We created a long list as a result of this analysis, in which we especially benefited from the SASB Materiality Map and well-known indices. After evaluating this long list with our senior management and sustainability team, we prepared our list of potential material issues to ask our internal and external stakeholders. In order to obtain the opinions of our stakeholders on these issues, we prepared a questionnaire in which we defined each potential material issue. At the same time, we tried to learn our stakeholders' expectations from Bizim Tiptan in terms of sustainability through the questionnaire.

A total of 234 internal stakeholders, including our employees, senior management and shareholders, and 30 external stakeholders, totaling over 260 stakeholders, responded to the survey, which we shared with our key stakeholder groups. With the analysis we conducted as a result of our survey, we created our materiality matrix by understanding the priorities of our stakeholders in terms of the groups they belong to.

In this context, we identified 12 high priority issues and 8 material issues. Our highest priority issues were Employee Satisfaction, Talent Management and Development, Employee Health, Safety and Wellbeing, Waste Management and Reducing Plastic Use. Thanks to this analysis, we also had the opportunity to plan future actions regarding stakeholder priorities

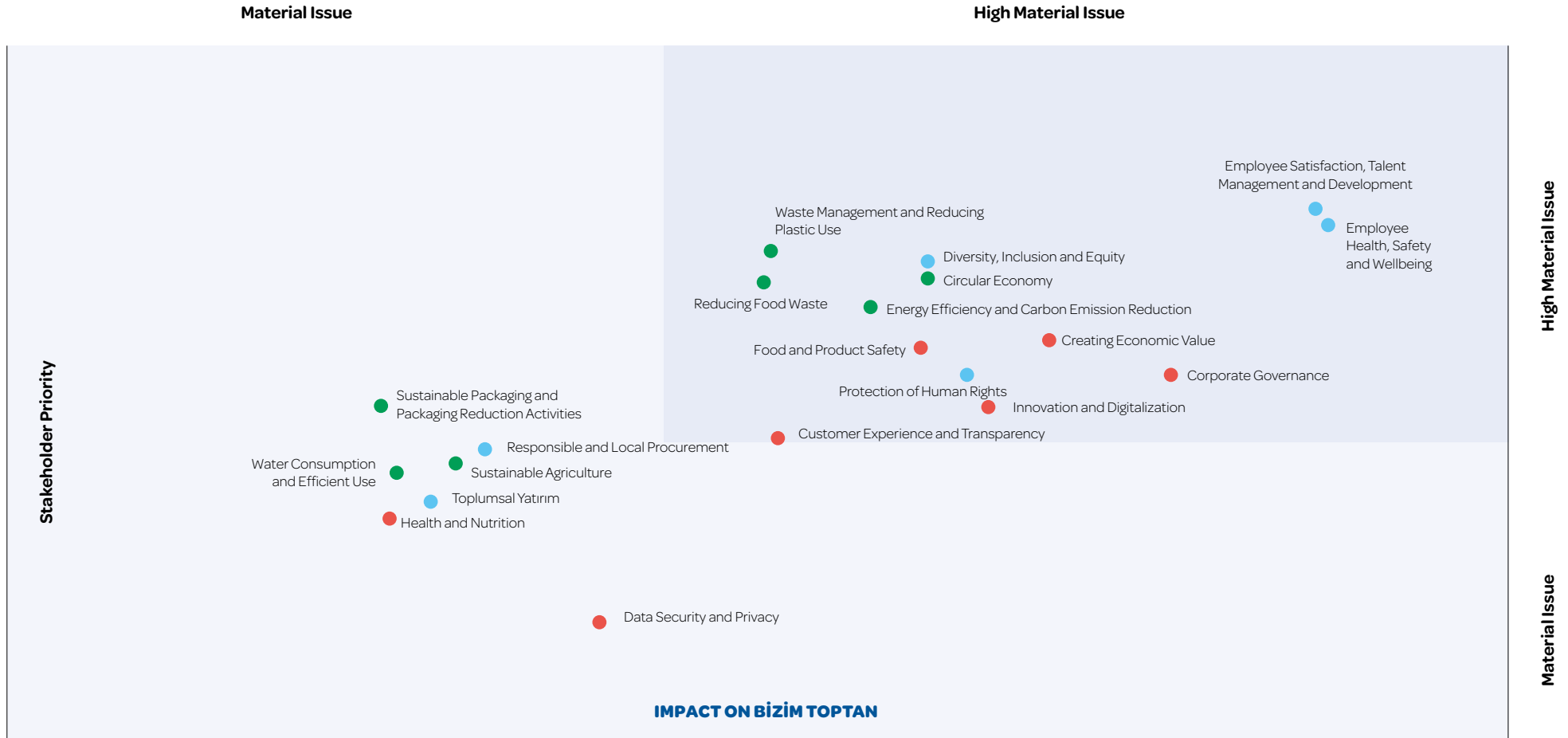


Our Sustainability Strategy

MATERIALITY ANALYSIS

12
HIGH MATERIAL

8
MATERIAL



Our Sustainability Strategy

MATERIALITY ANALYSIS

Our Focus	Material Issues	Goals and Activities	Contributed SDGs
<p>Working for the Future of the Environment</p>	<ul style="list-style-type: none"> • Carbon Emission Reduction and Energy Efficiency • Circular Economy • Waste Management and Reducing Plastic Use • Reducing Food Waste • Water Consumption and Efficient Use • Sustainable Packaging and Packaging Reduction Activities • Sustainable Agriculture 	<p>While working for the future of the environment, we aim to develop energy-efficient projects that reduce our carbon emissions in order to fight climate change.</p> <p>In terms of waste and plastics, which is the area where the environmental impact of our sector is felt the most, we carry out important projects within the scope of both our private label products and all products sold in our stores.</p>	
<p>Growing Stronger with Stakeholders</p>	<ul style="list-style-type: none"> • Employee Satisfaction, Talent Management and Development • Diversity, Inclusion and Equity • Employee Health, Safety and Wellbeing • Protection of Human Rights • Responsible and Local Procurement • Community Investment 	<p>We aim to provide a safe, equitable and transparent work environment where our employees, one of our most important stakeholders, can always improve themselves. On behalf of all our stakeholders in our value chain, we cooperate for the protection of human rights in our supply chain and for a sustainable supply chain.</p>	
<p>Inspiring the Future with Purpose Driven Products and Business Models</p>	<ul style="list-style-type: none"> • Food and Product Safety • Creating Economic Value • Corporate Governance • Innovation and Digitalization • Customer Experience and Transparency • Data Security and Privacy • Health and Nutrition 	<p>We look to the future with our business approach and offer new experiences to both our customers and business partners by utilizing the power of digital.</p> <p>In light of our corporate governance principles, we manage our business processes in the most transparent manner and crown our achievements by creating economic value for our country.</p>	

Our Sustainability Strategy

COMMUNICATION WITH STAKEHOLDERS

We care about the opinions of our stakeholders about Bizim Toptan and maintain continuous communication with them through different tools in order to learn. We regularly communicate with our stakeholders through many platforms such as the decisions we take, new products we launch, supplier audits, and surveys where we collect the opinions of our employees. When we communicate with our stakeholders, we tell them about our activities, projects and goals, and we are inspired by their ideas. We reach the opinions of both our internal and external stakeholders through interactive tools and work meticulously on the notifications that need to be resolved.

This year, we added a different dimension to this communication through the survey we conducted within the scope of our materiality analysis, which we renewed this year, and learned the expectations and priorities of our stakeholders in terms of sustainability. We explained our existing solutions for these priorities and reviewed our targets in this framework.

Stakeholder Group		Communication Process and Tools	Expectations and Priorities
Suppliers	For the continuity of our business, we consider our suppliers, who have an impact on every aspect of our value chain, as part of Bizim Toptan. We attach importance to transparent communication in order to increase our supplier resilience and ensure management.	<ul style="list-style-type: none"> • Audits • E-mail • Surveys • Site visits <p>Continually</p>	Employee Health, Safety and Wellbeing Employee Satisfaction, Talent Management and Development Diversity, Inclusion and Equity
Customers	We strive to ensure that our customers, one of our most prioritized stakeholder groups, have access to healthy, high quality and safe products. By staying in contact with them through many platforms, we receive their opinions on our products and ensure that they consume our products safely with transparent information.	<ul style="list-style-type: none"> • Website • Social Media • Website, • Social media, • Information e-mails, • Text messages, • Surveys, • Mobile applications, • MIM <p>Continually</p>	Employee Satisfaction, Talent Management and Development Employee Health, Safety and Wellbeing Circular Economy
NGOs	We cooperate with many different NGOs focusing on the retail sector; we develop sustainable solutions and create value through good practices and joint projects.	<ul style="list-style-type: none"> • Joint projects • Membership meetings <p>At least twice a year</p>	Employee Health, Safety and Wellbeing Employee Satisfaction, Talent Management and Development Creating Economic Value
Business Partners	We listen to our business partners who guide Bizim Toptan's success, such as our consultants, auditors, the institutions we receive training from, and the R&D laboratories we work with, and we take their ideas as guidance.	<ul style="list-style-type: none"> • Joint projects • Meetings • Audits • E-mails <p>At least twice a year</p>	Employee Satisfaction, Talent Management and Development Waste Management and Reducing Plastic Use Diversity, Inclusion and Equity
Investors	Within the scope of our corporate perspective and sustainability priorities, we attach great importance to explaining our performance and the value we create to our investors. We take care to present Bizim Toptan in the most transparent manner through financial and non-financial indicators.	<ul style="list-style-type: none"> • Investor conferences, • Roadshows • Interviews conducted upon request, • Investor Relations Website • Public Disclosure Platform (KAP) • Annual Reports • Sustainability Reports • Analyst Day <p>Continually</p>	Responsible and Local Procurement Reducing Food Waste Waste Management and Reducing Plastic Use
Analysts	We attach importance to qualified and transparent communication with investors and analysts who focus on Bizim Toptan's performance.	<ul style="list-style-type: none"> • Internal notification e-mails, • Internal communication bulletins, • Meetings, • Satisfaction surveys, • Website, • Social media, • OnCampus (Corporate social communication platform) <p>Continually</p>	Diversity, Inclusion and Equity Employee Health, Safety and Welfare Employee Satisfaction, Talent Management and Development
Employees	We listen to our employees, who have a high contribution to our success, and strive to create a happy working environment for them. At the same time, we come up with new ideas inspired by them and strive to carry Bizim Toptan to the top together..		Carbon Emission Reduction and Energy Efficiency Sustainable Packaging and Packaging Reduction Activities Employee Satisfaction, Talent Management and Development

Sustainability Governance Model

We manage all our sustainability-oriented processes through our Sustainability Committee. The Committee aims to establish strategies, targets and relevant policies by following national and international developments in sustainability. The Sustainability Committee also monitors the planning and implementation of necessary actions to improve performance and follow up on the targets set. The Committee also manages the process of identifying risks and opportunities in environmental, social and governance issues and integrating them into Bizim Toptan's risk management.

The Committee, which is formed and managed with the approval of the Board of Directors, is chaired by the CEO of the Company, while the Investor Relations Senior Manager serves as its secretariat. The Committee includes a 10-person executive team consisting of Marketing and Customer Relations Director, Human Resources Director, Supply Chain and Channel Development Director, Marketing Manager, Brand Manager, Environmental Management Representative and Quality Specialist.

Within the scope of our committee and sub-working groups, we held regular subject-based meetings in 2022 and reported all decisions taken to the Board of Directors.

In the coming period, we plan to make certain arrangements in order for our Sustainability Committee to work more effectively; we are evaluating the working principles of the committee and sub-working groups.

In 2019, a Working Group was established to ensure that the decisions, targets and implementation plans taken by the Committee are realized by the relevant units. The Working Group, which is responsible for making sustainability-related decisions throughout the company and following up its activities, carries out the task of implementing the decisions taken by the Committee in order to embed sustainability throughout the company. The Working Group consists of a team of 9 members, including representatives from the Special Channels Department, Channel Development Department, Supply Chain Department, Human Resources Department, Finance Directorate, Trade Department, IT Department, Sales Directorate and Project Department.

Bizim Toptan Sustainability Governance Structure



Yıldız Holding Sustainability Steering Committee, established in 2021, also has an impact on our Sustainability Management. As a Yıldız Holding subsidiary, we are also a part of the Sustainability Steering Committee. Through the Committee, which is responsible for guiding the strategies and targets within the Holding, we follow the decisions taken within the Holding; we decide on and implement our duties in this context. At the same time, we carry out the consolidation of critical sustainability projects, follow up on possible cooperation opportunities, and carry out targets and strategies.

WORKING FOR THE FUTURE OF THE ENVIRONMENT

We know that we need to act quickly before the pressure we put on natural resources causes irreversible damage.



We are working to be a pioneer in our industry in the fight against the climate crisis, to protect the health of the soil, our most basic resource, to adopt circular models and to reduce the use of plastic and other packaging materials through sustainable packaging efforts.

We know that with a zero waste company model, we can contribute to the renewal of the world and natural resources.

Contributed SDGs



Working for the Future of the Environment



We work with a sense of responsibility towards the environment and the world and comply with all legal obligations and regulations in this area.

As a Yıldız Holding subsidiary, we prioritize many issues with a focus on sustainability, guided by Working for the Future of the Environment, which focuses on protecting and improving the environment. In order to reduce our carbon footprint and fight against climate change, we carry out many energy efficiency projects and implement practices for a gradual transition to renewable energy. We evaluate waste management, as another area we prioritize under this focus, from two different perspectives; on the one hand, we work for the sustainable transformation of the packaging of our products, and on the other hand, we aim to reduce the waste generated by our operations.

As a company that indirectly works hand in hand with the food sector, another issue we prioritize in our environmental sustainability focus is the reduction of food waste. In addition to assessing the importance of the environmental impact of this issue, we believe that it also has significant social impacts.

While grounding our environmental sustainability approach under these topics, we work for meeting the needs of future generations, ensuring the continuity of our industry and the future of the environment.

We work with a sense of responsibility towards the environment and the world and comply with all legal obligations and regulations in this area.

We believe that one of the most important steps to reduce our footprint on the environment is to measure our impact and in this context, we measure our performance in energy, water and waste in accordance with international standards. Thus, we identify the areas where our environmental impact is the most intense. As a company in the retail sector, we observe that our main environmental impacts consist of carbon emissions from logistics, energy consumption in warehouses and markets, and packaging waste. At the same time, we do not have any environmental penalties in 2022 as a result of our environmental compliance efforts and practices to reduce our environmental impact.

Since 2019, we have been systematically managing our environmental impact covering all Bizim Toptan stores and our headquarters in accordance with ISO 14001:2015 Environmental Management System Certification standards. In 2022, as a result of annual controls conducted by TSE, our ISO 14001:2015 Environmental Management System Certificate remains valid. In addition to this management certificate, we also take our [Environmental Policy](#) and [Basic Principles Regarding the Environmental Management System](#) as a basis for the management of our environmental issues. We take these policies and procedures into account not only in our own operations but also in the processes related to our suppliers.

Carbon Emission Reduction and Energy Efficiency



As stated in our Principles Regarding the Environmental Management System, we are working to reduce our carbon footprint, greenhouse gas emissions and air emissions by using energy efficiently against climate change. While basing our sustainability approach, we also consider the sectoral trends we follow within the scope of combating climate change; we focus on the areas prioritized by our sector and those with the highest impact. Within this framework, we aim to achieve energy efficiency in both logistics and operations and thus reduce our carbon footprint.

We systematically measure our energy consumption as part of our environmental management system. As a result of the measurement studies we conducted this year, our total energy consumption increased by a limited to 43,121 Mwh. As a result of the observations we made regarding this increase, we determined that the increase in our total energy consumption is related to our operational growth due to the opening of 7 stores and the establishment of an additional warehouse.

The decrease in our total energy intensity, which we calculate in proportion to our number of employees, which is one of the most important indicators of our operational growth, confirmed this analysis and decreased by 1% compared to last year to 15.11 Mwh/employee.

We see that electricity consumption is the energy consumption item that has the largest impact with a share of 76% in our total energy consumption. In this context, we have decided to invest in renewable energy in order to reduce the amount of purchased electricity and accelerate our gradual transition to renewable energy. In the coming period, we aim to both reduce the amount of purchased electricity and reduce our emissions from electricity consumption thanks to the SPP system in our Gebze store.

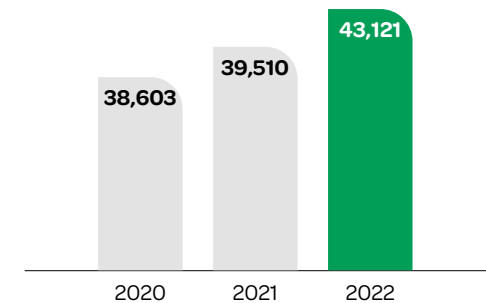
Due to the limited increase in our energy consumption, we observed a 6.5% increase in our greenhouse gas emissions in Scope 1 and Scope 2 in total compared to the previous year. In 2022, we caused 17,282 tons of CO₂e greenhouse gas emissions from our operations.

The area with the highest share in our Scope 1 emissions was our company vehicles. All of our Scope 2 emissions were caused by electricity consumption. As with our energy intensity, **we achieved a 3% decrease in our greenhouse gas emission intensity compared to the previous year, bringing our greenhouse gas intensity to 6.06 tons CO₂e/employee.** At Bizim Toptan, we aim to **achieve a 2.5% year-on-year savings in our total electrical energy consumption** through system improvements and efficiency efforts in the coming period.

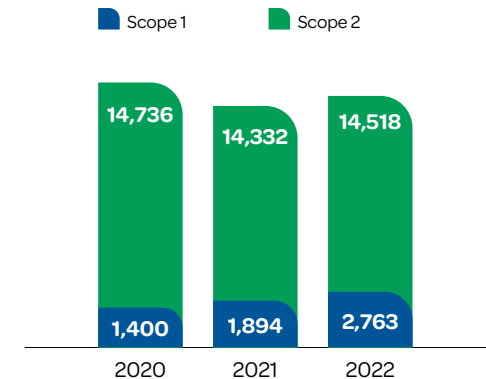
In 2022, within the scope of energy efficiency, we carried out infrastructure improvements in our air conditioning and lighting systems in our stores and route optimization in our distribution processes. At the same time, with the implementation of the hybrid working system, we aim to **reduce our greenhouse gas emissions from employee commuting by 60%.**

We achieved a 3% decrease in our greenhouse gas emission intensity compared to the previous year, bringing our greenhouse gas intensity to 6.06 tons CO₂e/employee.

Energy Consumption (Mwh)



GHG Emissions (ton CO₂e)



Carbon Emission Reduction and Energy Efficiency

We aim to generate 107% of the electricity needed by the Gebze store using solar energy.

Transition to Renewable Energy

We prioritize renewable energy, which has an important role in combating climate change, within the scope of our strategy to reduce greenhouse gas emissions within our company. In our total greenhouse gas emission data, the share of Scope 2 emissions, which refers to indirect emissions caused by electricity consumption, is 87%. In this context, in addition to our electricity reduction projects, we are working to clean electricity consumption with renewable energy solutions.

In 2022, we installed a 1,288 square meter solar energy system on the roof of our store in Gebze. Thanks to the system with an installed power capacity of 264 kwp, the construction of which was completed at the end of 2022, **we aim to generate 107% of the electricity needed by the Gebze store using solar energy.** We aim to expand this project, which we call the first step in the gradual transition to renewable energy, and to switch to renewable energy by providing solar energy generation in our stores where appropriate.

Route Optimization

We aim to minimize greenhouse gas emissions from all logistics processes within our value chain. In this context, during the planning phase of orders between our warehouses and stores in our distribution processes, we make occupancy and capacity calculations according to truck and carry out route optimization plans. In this way, we aim to reach the maximum possible occupancy rate with a vehicle; we save energy and emissions as well as financial savings by traveling less distance.

We believe that efficiency is very important in our micro-distribution operations; with our fleet of 141 vehicles in 81 provinces, we work on route optimization by digitalizing our processes end-to-end while delivering our customers their orders the next day.

We managed to increase our vehicle occupancy rate from 95% in 2021 to 97% in 2022 with a 2% increase. Thanks to our route optimization efforts, we saved 437,000 km and prevented 63 tons of CO₂e carbon emissions.

Future Plans

We are aware of that our energy consumption in cold chain equipment and cold storage areas has a high share in our carbon emissions from our operations. In this context, we strive to ensure energy efficiency through accurate measurement and heat management systems. In the coming period, digital and instantaneous measurements of temperatures in cold chain equipment and cold storage areas are planned instead of manual controls. Thanks to instant information, temperature measurements will be made with digital tools and will be presented to the relevant people. With this method, we aim to prevent energy waste and optimize energy in coolers.



You can access our movie with details about our SPP project by scanning the QR code.

Waste Management and Plastic



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STORES WITH ZERO WASTE CERTIFICATES

As a company in the retail sector, we believe that the areas where our indirect impact will be felt the most in the fight against climate change will be waste management, the preference of sustainable packaging solutions and the reduction of plastic use.

Within the scope of our waste management, we classify our wastes, sort them at source and ensure that they are recycled through licensed companies. We ensure that the packaging waste in the store is collected by municipalities and institutions contracted with municipalities. **In line with our zero waste target, we have Zero Waste certificates in a total of 136 stores in 2022.**

In addition to recycling practices for waste generated by our operations, we also carry out communication activities to raise awareness about recycling among customers visiting our stores. In the coming periods, we aim to put phrases on the product packaging of some of our self-branded products that encourage recycling and guide consumers.

We carry out many projects within the framework of all these waste management, reduction and recycling objectives.



In all our locations, we collect paper, plastic, metal, glass, electronic and battery waste from offices, kitchens and warehouses in defined bins located in common areas and send them for recycling.



Thanks to the project we carry out in cooperation with Deha Biodiesel and the Turkish Marine Environment Protection Association TURMEPA, we ensure that vegetable waste oils are collected in plastic bottles in the waste oil bins located in our stores in selected stores, and Deha Biodiesel company makes a donation to TURMEPA per liter for the collected vegetable waste oils.



All stores have waste battery boxes within the scope of sending the batteries generated in the stores and brought by customers to the Portable Battery Manufacturers and Importers Association authorized by the Ministry of Ministry of Environment, Urbanisation and Climate Change.

Thanks to our digital marketing activities, we aim to use the website and other online platforms instead of printed materials in our stores to promote products or provide information. Thanks to this work we carry out in both Bizim Toptan stores and SEÇ Markets, we prevent paper waste.



Waste Management and Plastic

SUSTAINABLE PACKAGING AND PACKAGING REDUCTION ACTIVITIES

We work with our business partners on sustainable packaging solutions and develop projects on packaging thinning or recyclable packaging alternatives.

We carry out important activities to reduce packaging waste, which constitutes the majority of our waste. We work with our business partners on sustainable packaging solutions and develop projects on packaging thinning or recyclable packaging alternatives. In all these processes, we prioritize the recycling of packaging waste.

Product Based Packaging Inventory Study

We carried out a detailed and comprehensive study to reduce the impact of our packaging, which is one of the areas where our environmental impact is felt most intensely. We conducted an inventory study to understand the characteristics of the packaging of all our private label products. With this study, we tried to understand how we could find sustainable solutions for which products and packaging. We aimed to determine which products are applicable to different solutions such as packaging thinning, the use of recycled materials or the recycling of packaging.

While conducting this study, we acted together with our suppliers. We aimed to create the inventory in the most accurate and transparent way by receiving information about the characteristics of product packaging from our suppliers. While creating this inventory, we also worked on the Packaging Reduction Action Plan with the support of Yildiz Holding.

In 2023, we aim to support the transformation of our suppliers by focusing on the outputs of this inventory. In our private label products, we plan to start the transformation with products that have high sales volume and use a high amount of packaging, and to switch to individual packaging in these products. By focusing primarily on the recycling of products that use plastic, we aim to make our suppliers a part of this movement.



Packaging Recycling in E-Commerce

In our e-commerce stores, we transform used or worn cardboard boxes into a new high-quality packaging material by processing them in a packaging processing machine. We use this packaging material to prevent damage to the products sent by cargo, thus preventing the use of a second packaging.

Thanks to this project, we optimize our waste management and contribute to the circular economy by preventing the use of new packaging material in e-commerce as well as evaluating cardboard waste. In the whole process, we reduce new waste generation by providing financial savings by recovering packaging waste.

Waste Management and Plastic

REDUCING PLASTIC USE



As Bizim Toptan, we take part in the Plastics Working Group formed by Yıldız Holding as a signatory of the IPG initiative in 2019 and contribute to the fulfillment of the commitments made.

Yıldız Holding - Business Plastics Initiative (IPG) Commitments

As Bizim Toptan, we take part in the Plastics Working Group formed by Yıldız Holding as a signatory of the IPG initiative in 2019 and contribute to the fulfillment of the commitments made.

In light of the commitments made within the scope of the IPG

- Yıldız Holding and its companies aim to reduce plastic use by 400 tons by March 2022 and by 1,000 tons in total by March 2023.
- The aim is to completely stop using PVC in snack packaging by the end of 2023 and to utilize recyclable PET and similar materials.

Within the scope of these commitments, Yıldız Holding achieved a reduction of 980 tons of plastic in 2022, exceeding its target. As Bizim Toptan, we supported this success of the Holding with our plastic reduction projects.

Established in 2019 by Global Compact Türkiye, BCSD Türkiye and TUSIAD on a voluntary basis, the Business Plastics Initiative (IPG) acts with the vision of realizing a circular economy for plastics. In this context, IPG brings together plastics value chain actors, local governments and public subsidiaries, investors, NGOs, academia and citizens, i.e. multiple stakeholders of the entire plastics value chain.

Stretch Film Machine

As Bizim Toptan, we started using stretch film wrapping machines in our main warehouse in Gebze in 2022 in order to reduce the stretch film consumption we use to wrap products on pallets. A total of 131,897 pallets were wrapped in our Gebze warehouse in 2022 with our wrapping machine, which eliminates the need for manual wrapping and provides efficient results in terms of safety and consumption compared to manual wrapping.

The amount of stretch consumed with the use of the machine is 2.8 tons. The amount of stretch that would have been consumed if the said wrapping operations had been carried out manually is approximately 3.8 tons, and 37% savings were achieved with the use of the machine. By the end of 2022, the stretch wrapping machine will be used in the new main warehouse in Denizli, the construction of which was completed, and our plans to purchase machines for other warehouses are ongoing.



Waste Management and Plastic

PREVENTION OF FOOD WASTE AND WASTE

According to the most recent Food Waste Index⁶ prepared by the United Nations Environment Programme, an average of 931 million tons of food is wasted globally every year. In Türkiye, more than 7.7 million tons of food is wasted every year, 61% of which is household waste, 26% is food services waste and 13% is food waste in the retail sector.

As a Yıldız Holding subsidiary, we adopt the “Zero Waste Company” model and prioritize our efforts to reduce food waste. Although we are not a direct food producer, as a seller of food products in the retail sector, we cooperate to prevent food waste.

Transformation of Food Waste with Hızlı Geri Dönüşüm Collaboration

Within the scope of our cooperation with Hızlı Geri Dönüşüm, we separate the products that have lost their sales quality in our stores and ensure that they are transformed into animal feed raw materials. This year, we contributed to the conversion of 8,089 kg of products into animal feed by delivering them to Rapid Recycling through the relevant channels. In this way, we prevented food waste and avoided 26.8 tons of CO₂e carbon emissions.

Future Plans

We plan to take important steps in waste management, reduction and sustainable packaging in the coming period. As part of the reduction and recycling of office waste, we aim to reduce single-use plastics in our Head Office building. With the treatment systems to be installed in our floor kitchens, we aim to prevent the use of plastic bottled water in our offices. At the same time, we will accelerate the recycling processes of our office wastes by collecting them according to waste types instead of the waste sorting units we will create on the floors. While implementing this transformation project, we plan to organize a webinar for our employees to be aware of the process and contribute better.

Within the scope of our cooperation with Hızlı Geri Dönüşüm, we separate the products that have lost their sales quality in our stores and ensure that they are transformed into animal feed raw materials.



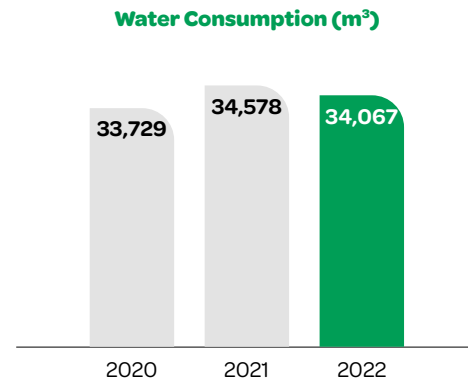
⁶United Nations Environment Programme (2021). Food Waste Index Report 2021. Nairobi. https://catalogue.unccd.int/1679_FoodWaste.pdf

Water Consumption and Efficient Use

Aware that Türkiye is a risky geography in terms of water scarcity, we pay attention to our water consumption and work to reduce it. Although we do not use water from our operations, we consume water from the general use of our employees in our stores and headquarters. We implement practices to increase water efficiency in these areas.

Since our water consumption is mostly due to the use of our employees, we believe in the importance of informing our employees about efficient water use. For this purpose, we include warnings, information and guidance in all our stores and head office to raise awareness of our employees and prevent unnecessary water consumption. In 2022, we managed to reduce our water consumption by 511 m³ to 34,067 m³ and reduced our water intensity per employee by 10% compared to the previous year to 11.94. In the coming period, we aim to save 2.5% in our water consumption annually through efficiency efforts.

We include warnings, information and guidance in all our stores and head office to raise awareness of our employees and prevent unnecessary water consumption.



GROWING STRONGER WITH STAKEHOLDERS

As the most widespread organized wholesale trade company in Türkiye, we work in interaction with many stakeholder groups. We aim to grow and strengthen together with all our stakeholders, especially our customers, suppliers and employees.

We adopt a business model that supports social and economic development throughout our entire value chain.

We always closely monitor the demands and needs of our customers, offer high quality, healthy and reliable products in line with these demands and needs, and implement innovative practices. For our employees, we adopt a people-centered approach that aims to create value in the long term. For our suppliers, we focus on efficiency, digitalization and collaborations with suppliers and business partners.



Employees

In 2022, we continued to grow stronger with our 2,853 happy and qualified employees who are experts in their fields.



We create an egalitarian and inclusive work environment for our employees, who play an important role in Bizim Tiptan's success, where they can continuously improve themselves, feel valued, and express their opinions freely. We manage all processes related to our business environment with our human resources policy, which we enrich with training and development activities for both personal and professional development of our employees.

In 2022, we **continued to grow stronger with our 2,853 happy and qualified employees** who are experts in their fields. While we are in a highly competitive sector, we always ensure high customer satisfaction thanks to our employees who make us different.

We aim to increase the level of satisfaction and motivation of our employees by supporting their career journeys, to increase their loyalty to the company and to carry the competitive power forward by continuously improving cooperation among employees. At the same time, we ensure that our employees contribute to our corporate goals.

With our vision for our human resources, we prioritize diversity, inclusion and equality; talent management and development; employee health, safety and welfare while managing all our processes.



DIVERSITY, INCLUSION AND EQUITY

We prioritize fairness and equal opportunity in all our human resources processes, from job application and recruitment processes to promotion and remuneration, career development and training to performance management. We work to create an inclusive and equitable work environment and listen to our employees' ideas in this area. We monitor our performance in this context in detail. We monitor the distribution of our employees by age, gender and experience and ensure that they benefit from all rights in an equitable manner.

We attach importance to our gender equality performance in our employee demographics in terms of diversity, inclusion and equality. In 2022, 14% of our 2,853 employees will be women. As a company with operations in 72 provinces, we are aware of the importance of increasing the number of female employees not only for Bizim Tiptan but also for supporting women's employment in every region of our country. In this context, we strive to increase the number of female employees in both blue and white collar positions, while increasing the ratio of female employees in decision-making and unconventional roles.

In the coming period, we aim to continue our efforts with a focus on gender equality and to increase our performance indicators that we monitor in this context. We carry out a special project to increase the number of female employees in our stores. We monitor our performance to increase the number of female employees in our stores with 10 or more employees. In this area, we increased our target from 23 female employees last year to 30 female employees. By 2022, we will have at least one female employee in 144 stores.

In 2022, we increase the number of female employees in all areas:

33% of white-collar employees are women

12% of blue-collar employees are women

38% female employees in STEM roles

%13 female employees in managerial roles with the title of manager

%18 female employees in senior management roles

%24 of newly hired employees are women

We have a **%100** female employee ratio among employees participating in mentoring programs..

We care about the participation of our female employees in business life after their maternity leave. During the year, almost 100% of our female employees who benefited from maternity leave returned to work.

Employees



We strive both to create areas where young people can assume leadership roles among our employees and to increase the proportion of young people in recruitment.

Lead Network Mentorship Program

Bizim Toptan is a member of the Lead Network Türkiye, which aims to attract and retain talented female workforce in the retail and consumer goods sector, to provide knowledge, experience and training support, and to increase the number, reputation and impact of women leaders. We ensure that 2 of our female managers participate in the mentor-mentee program established through Lead Network Türkiye as mentees; we support women in finding effective and efficient solutions to the challenges they face in business life and moving them to leadership roles.

Within the scope of diversity, inclusion and equality, we also prioritize the participation of young people in business life and a solid career start. We strive both to create areas where young people can assume leadership roles among our employees and to increase the proportion of young people in recruitment. **In 2022, 66% of our new hires were young people under the age of 30.** We continue our efforts to increase this ratio day by day.

B-Raise Campus

This year, we designed the “B-Raise” program, which is our pioneering approach in the field of employee development, as a program for young talents to start working at Bizim Toptan under the name B-Raise Campus. Through B-Raise Campus, we offer internship and job opportunities to young people and support them during their experience. **In 2022, we hired 9 young talents in the white-collar category under this program.**

In addition to this program, we recruited 4 new graduates through the Yıldız Holding JOB Young Talent program, a program Yıldız Holding has been running for many years to recruit young people to the holding and its subsidiaries.

TALENT MANAGEMENT AND DEVELOPMENT

The transformation in the Cash&Carry sector with digitalization, changing customer expectations and innovative products makes talent management and development much more important in the business world. In order to adapt to this transformation in the sector, we invest in the development of our employees and strive to recruit the right talents. In this context, we support our employees in exploring career opportunities and supporting their personal and professional development, as well as conducting fair, transparent and effective performance management processes.

Performance Management

We believe that performance management and employee development processes interact with each other and that it is possible to identify the aspects of employees open to improvement through proper performance management. For this purpose, we apply a performance evaluation system based on the progress of our employees’ business goals and competencies. Thus, we use our performance management outputs not only to evaluate our employees but also to plan their career development journey in the most efficient way.



We see the OKR methodology not only as a performance management system, but also as a strategic management tool that improves performance, enables everyone to see their tangible contribution to success, and offers sustainable and improvable success.

OKR supports team members to focus on common goals and align all goals that serve each other within the organization, while making everyone’s efforts visible.



Employees

In 2022, we switched to the **OKR (Objectives and Key Results)** system as part of the performance management of all white-collar employees at the head office. As part of this performance management model that started at Yildiz Holding and its subsidiaries, we see OKR as a strategic management tool that goes far beyond a performance management methodology.

Thanks to the OKR, we increase internal agility and ensure that the goals of our corporate strategy are systematically broken down from the highest level of the company downwards. Thus, with a goal realized at every level of our human resources, we are one step closer to realizing our corporate strategy. The goals of all our white-collar employees are entered into the OKR system and monitored throughout the year and updated when deemed necessary. OKR, which is monitored through an online platform, also provides transparent insights into the performance of our employees thanks to its strong and instant communication.

We measure the performance of blue-collar employees by measuring key performance indicators such as sales growth, profitability, customer satisfaction, inventory management and auditing on a quarterly basis. During the field performance evaluation process, which we conduct twice a year, we both evaluate the premium performance indicators of our employees and carry out task and competency evaluations. We also use the results of the evaluations in the Human Resources Planning we conduct once a year and determine employee bonuses accordingly.

Thanks to our strong talent management system, we fill the open positions we need through internal promotion management. **In 2022, 369 employees filled our open positions through internal promotions.** At the same time, as a Yildiz Holding subsidiary, we offer our employees the opportunity to transfer to other companies and sectors within the holding. This year, 10 of our employees were evaluated in other companies within the Holding.

Employees Subjected to Regular Performance and Career Development Evaluations

	2020	2021	2022
Women	65	79	95
Men	149	156	190
Total	214	235	285

Employee Trainings

We attach importance to our employee trainings in the name of employee development; we offer face-to-face and online trainings on topics that are prominent in our sector and that our employees want to improve themselves.

With the development of online training platforms, we are able to deliver our trainings to more employees and ensure that our employees spend more productive time in terms of time and content within the scope of the trainings they receive. With OnCampus, the corporate social communication and learning-development platform, we aim to align all our employees in the same perspective and quality understanding by offering trainings on technical, professional and personal development with internal resources.

With this platform, where our employees can share their best practices and successes, we also contribute to the creation of a culture of learning from each other.

Our head office employees can access mandatory trainings from the Yildiz Holding Training Catalog, as well as trainings on different topics under the headings of personal development, leadership, technical and vocational training, and foreign language trainings. In order to expand the content of the trainings we offer for our white-collar employees, we also offer unlimited online training through the **LinkedIn Learning** program. **In 2022, 59 of our employees benefited from this digital library prepared with LinkedIn infrastructure and containing more than 16,000 trainings.**

At Bizim Tiptan, we also attach importance to the development of our employees' leadership and managerial skills; we offer Store Manager, Customer Representative and Sales Representative Training sub-programs to our employees under the umbrella of the B-Raise Executive Training Program.



In 2022, we switched to the OKR (Objectives and Key Results) system as part of the performance management of all white-collar employees at the head office.

Employees

We care that our employees work happily and with high motivation, and we take steps to increase satisfaction and loyalty in this direction.

In addition to our specialized training programs, we organize seminar series to increase the awareness and knowledge of our employees on certain topics. By organizing seminars, we ensure that our employees are informed about different topics ranging from safe driving to motivation, healthy nutrition to technology in these meetings attended by expert professionals.

In order for our employees to prioritize sustainability, which is one of the strategic priorities of our company, we inform our employees about our environmental, social and governance policies and practices within the company. At the same time, we ensure the participation of our employees in sustainability trainings organized in cooperation with Yildiz Holding in this field.

In 2022, thanks to all the training opportunities we provided, we provided our employees with a total of 40,920 hours⁷ of training and 9.2 hours of training per employee.



B-Raise Manager Training Program

This year, we trained 50 employees as part of the B-Raise Executive Training Program, which aims to train qualified store managers with different perspectives who will carry Bizim Toptan into the future. Through this program, we aim to support the competencies and retailing knowledge of our employees who start their careers in retailing and to train the managers of the future from within.

Within the scope of our 3-month comprehensive training program, we offer our manager candidates the knowledge and experience needed by the sector, ranging from internal audit to customer management, from finance to human resources. At the same time, throughout the process, we ensure that our employees reinforce the importance of customer satisfaction, operational excellence and being a good team through in-store practices by working in different positions in our different pilot stores.



⁷Occupational Health and Safety trainings are included...

Employees

The Sales School, which was established in 2018 to adapt to PROSAF, the professional sales team established in 2018 to deliver all the brands in our stores to traditional and out-of-home consumption points on site, includes classroom and field trainings consisting of technical trainings for newly recruited field sales teams.



B-Raise Customer Representative Training Program

We launched the Customer Representative Training Program in order to train customer representatives who will play an active role in the process of acquiring new customers for stores and to expand the talent pool. 19 employees participated in the program in 2022.

PROSAF Sales School

The Sales School, which was established in 2018 to adapt to PROSAF, the professional sales team established in 2018 to deliver all the brands in our stores to traditional and out-of-home consumption points on site, includes classroom and field trainings consisting of technical trainings for newly recruited field sales teams. In 2022, 34 employees received training as part of the PROSAF Sales School.

Good Acceptance School

In 2021, we started to implement the Goods Acceptance School, which aims to back up the goods acceptance personnel, a critical position for Bizim Toptan stores. We aim to ensure that the goods acceptance process is carried out in the most efficient way in all our stores by providing training on goods acceptance issues by internal trainers to employees working in different positions in stores.

Employee Communication and Satisfaction

We see employee communication as one of the strategic areas to create a work environment where our employees feel valued. We care that our employees work happily and with high motivation, and we take steps to increase satisfaction and loyalty in this direction. Throughout the year, we receive feedback from our employees through different tools and methods and work on the points where they expect improvement.

Climate Survey

Thanks to the climate survey, which is one of the tools we use for employee communication, we establish a multi-faceted communication with our employees; we get their opinions on many issues ranging from loyalty, expectations, working environment and management approach. We ask our employees nearly 40 questions through the Climate Survey, which consists of four main dimensions under the headings of Loyalty and Motivation, Manager, Team and Management. We analyze their answers to these questions and form employee groups based on feedback on aspects open to improvement. We organize workshops and determine action plans with these working groups, which we form by grouping employee expectations.

Webinar Series

We organize webinar series to socialize, motivate and inform our employees about their areas of interest. In 2020, we moved the seminar series we started in 2018 to the digital platform due to the pandemic, and since then, we have created a webinar series on the digital platform in line with digitalized and developing working conditions. Throughout 2022, we brought together an expert professional with our employees every month, enabling them to receive information from experts on many different topics from safe driving to motivation, from healthy nutrition to professional stance in business life.



Employees

Every year, we review risks and potential hazardous situations within the scope of occupational health and safety (OHS) in all our stores, conduct risk assessments by prioritizing the safety of our employees.

EMPLOYEE HEALTH, SAFETY AND WELLBEING

In addition to the development of our employees and creating an egalitarian working environment, we take all kinds of steps to ensure employee health, safety and welfare and carry out all our processes completely within the framework of laws and regulations. Although we are not in a very risky sector for the health and safety of our employees, we take the necessary measures for the occupational health and safety of our employees at all locations of our company with our zero occupational accident target. This year, we were awarded TSE ISO 45001 Occupational Health and Safety Management System certification, making our processes more systematic.

Every year, we review risks and potential hazardous situations within the scope of occupational health and safety (OHS) in all our stores, conduct risk assessments by prioritizing the safety of our employees, and follow processes and practices to eliminate OHS risks. In order to observe the health, hygiene and safety conditions in our stores, we conducted 1,977 GOYA (field visits) on 62 different topics in 2022 to assess the progress of our stores in terms of occupational health and safety. We also conducted fire brigade training and fire drill processes in our stores. In this context, we conducted drills in 178 stores in 2022. At the same time, we ensured the safety of charging areas by constructing battery charging areas in 10 stores during the year.

Thanks to all these efforts, we reduced the number of occupational accidents by 25% compared to the previous year to 45 accidents. As in previous years, there were no fatal occupational accidents or occupational diseases in all our operations.

During the year, we also undergo certain OHS-specific audits by Yıldız Holding. Within the scope of these audits, this year we showed a top performance by scoring 993 points out of 1000.

We carry out all our processes related to occupational health and safety in accordance with our Occupational Health and Safety Policy, and we manage our critical processes with the OHS Board of 16 people consisting of our senior executives at the headquarters. The Board, which meets regularly every 2 months under the chairmanship of the CEO, discusses and decides on issues related to employee health and safety. We take actions regarding occupational health and safety issues in stores through subcommittees affiliated to the OHS Board.

We organize various trainings on OHS in order to raise awareness of our employees on occupational health and safety. In 2022, we provided 17,395 trainings in total and 6.11 hours of training per employee within the scope of occupational health and safety. We organize trainings that we repeat every year for our employees who want to become experts in first aid. In 2022, 128 employees benefited from zero-certified first aid training, while 354 employees completed certified first aid update trainings.

Our OHS Board consists of

General Manager, HSE General Manager, Sales Operations Director, HSE Assistant General Manager, Supply Chain and Channel Development Director, Trade Director, Human Resources Director, Finance Director, Sales Operations Senior Manager, Visual and Area Management Manager, Investment Relations Senior Manager, Occupational Health and Safety Manager, Technical Purchasing Manager, Human Resources Manager, Istanbul Asia Regional Manager, Sales Manager and workplace physician.

We attach importance to the health and safety of our own employees as well as the health and safety of our subcontractors' and suppliers' employees. We also monitor certain indicators within the scope of OHS in our subcontractors. **In 2022, our subcontractors had 7 occupational accidents, 0 fatal accidents, 0 lost work days and 0 lost time injuries.**

This year, we also reinforced our understanding of monitoring the OHS performance of our subcontractors by rewarding our subcontractors and suppliers with high performance in the field of OHS. **In 2022, we provided a total of 900 hours of OHS training to our subcontractors. In addition, we created an OHS scorecard system for 42 different suppliers and subcontractors and rewarded 15 companies that achieved over 80%.**

Supply Chain

In 2022, we worked with 615 suppliers, all of them local. We prioritize local suppliers for the continuity of our business processes, thus supporting local production and capital.



We have a relationship built on quality and trust with our suppliers that we work with at every step of our value chain. While working in cooperation with our suppliers, we focus on efficiency and digitalization. In order to use our resources in the most efficient way, we analyze the risks in the supply chain and take these risks under control by managing them through a centralized system that we launched in 2017.

In 2022, we worked with 615 suppliers, all of them local. We prioritize local suppliers for the continuity of our business processes, thus supporting local production and capital. We directly support local development through our collaborations with local suppliers.

We manage our processes related to demand, procurement, planning, order management and logistics management under the Supply Chain Directorate. We communicate our goods acceptance standards for products received from suppliers to suppliers; we do not purchase goods or services from suppliers that do not meet these criteria.

RESPONSIBLE PROCUREMENT

As Türkiye's largest company in the Cash & Carry sector in terms of the number of stores, we are aware of our responsibilities within the scope of responsible purchasing and supply chain. We carry out all our procurement processes in accordance with the trust relationship we have established with all our stakeholders and never compromise on our quality to offer reliable, high quality and responsible products to our customers.

We work with the same sensitivity for all our private label and other products sold under Bizim Toptan; we aim for our suppliers to develop sensitivity in this regard and we carry out the necessary controls.

An important part of our responsible purchasing approach is supplier evaluation and audits. Through these processes, we ensure the quality and safety of the products we offer, while supporting our suppliers, whom we see as our business partners, to improve their business processes.

We expect the food suppliers we work with or will start working with to comply with the quality and food safety standards we set. In this context, we periodically inspect and control the production facilities of our suppliers. We carry out supplier audits at determined periods during a year, with and without notice. We repeat our audits at different frequencies and details in accordance with the product and risk category. If any nonconformity is detected as a result of the audits, we inform the supplier and take the necessary actions. We see our supplier audits as part of our quality and assurance processes as well as part of our responsible purchasing perspective.

Prior to the contract to be signed with the suppliers we will start working with, we audit the suppliers' production facilities for their suitability for production and their Quality and Food Safety Management Systems (ISO 9001, ISO 22000, BRC, IFS, FSSC 22000). For our private label products, we carry out a sensitive and detailed evaluation process regarding production processes, especially food safety and quality.

We expect food suppliers that will produce our private label products to have at least one of the Global Food Safety Initiative (GFSI) approved quality certificates. Following the successful completion of supplier audits, we start working with the relevant supplier by placing them on the approved list.

As of 2021, production for our private label products is carried out in 79 facilities of our 75 product suppliers. During the year, we audited 90% of these facilities.

Distribution Network Support to Our Suppliers

We contribute to the development of our suppliers through the audits and evaluations we conduct throughout the year, and we also ensure that our suppliers benefit from our advanced logistics network. Thanks to our strong micro-distribution network and strategic warehouse locations, we have the capacity for fast, reliable and sustainable product distribution throughout Türkiye. In this context, we support the distribution processes of local small producers we work with. We ensure that local suppliers who cannot bear the operational and financial burden of a distribution network can benefit from Bizim Toptan's distribution network to distribute their own products. In this way, small local producers send their products to the Bizim Toptan warehouse or distribution center closest to them instead of sending them to many different sales points. From these points, the products reach the sales points they need to reach through Bizim Toptan's distribution network.

Thanks to this practice, Bizim Toptan prevents the carbon emissions that would be caused by many different producers using different distribution networks for logistical reasons; we carry local producers and suppliers to points that they cannot reach with their own distribution networks and thus support local development.

Society

As Bizim Toptan, we carry the mission of creating value for society in everything we do.

As Bizim Toptan, we carry the mission of creating value for society in everything we do. While acting with this mission, we look out for the segments of society that we can benefit not only through social responsibility projects but also through our business. We believe that the SEÇ Markets structure is one of the most important indicators of this perspective and thanks to this structure, we contribute to the transformation of thousands of tradesmen in 81 provinces across our country.

SEÇ MARKETS

We Stand by the Merchants with SEÇ Markets, a Winning Business Partnership Model

The SEÇ Market business partnership model, which combines the traditional merchant culture with a modern market approach, supports neighborhood merchants; we contribute to the growth of our merchants along with the SEÇ Markets brand by including merchants from all over Türkiye in the SEÇ Market business partnership with the goal of physical growth. With the SEÇ Markets model, we are expanding the idea of a business model built with a strong corporate identity, professional techniques and equipment, support and opportunities that will enable them to leave their competitors behind, so that our merchants, who serve as the capillaries of the economy, have a structure based on a solid foundation against "discount markets" with a competitive advantage. Thus, we aim to be a brand that makes a name for itself in the market and to keep many of our merchants afloat in challenging market conditions. .

In 2022, we increased the number of our stores by 40% to 2,409 stores in 81 provinces with SEÇ Markets, which spread all over Türkiye. This year, a total of 683 new stores and shopkeepers joined us. While last year we were introducing SEÇ Markets to almost all of Türkiye with 79 provinces, this year we have a service network that covers literally all of Türkiye by serving 81 provinces. Thanks to our high growth rate and efficient business model, we increased the sales revenues of SEÇ Markets by 107% to reach TL 2.9 billion. Thus, the share of SEÇ Markets in Bizim Toptan's turnover remained at 20%.

We see the SEÇ Market business model as a winning business partnership model; we aim for artisans to continue to own their own businesses while strengthening their position in the intensely competitive sector, increasing their turnover and customer satisfaction with the wide product range and affordable price advantages offered by SEÇ Market. In order to strengthen our business partners in the competition, we provide operational, technical and financial consultancy to our merchants who enter under the roof of SEÇ Markets.

Within the scope of operational consultancy, we assist in many issues such as in-store category placement, shelf arrangement, product supply, use of display areas, store layout, cash register area layout, personnel organization, social media communication, marketing and purchasing.

Within the scope of financial consultancy, we contribute to issues such as managing store operational expenses in the most efficient way and accurately monitoring investments and profit margins. We also support our business partners in utilizing our agreements with banks, meeting their credit needs with more advantageous conditions, and benefiting from the policy services of contracted insurance companies at more advantageous prices compared to the market.

Within the scope of our technical infrastructure support, we support our business partners in managing order flow, inventory control, promotions and general communication through the SEÇ Portal with the installation of digital infrastructure.



You can access SEÇ Market YouTube channel by scanning the QR code to listen to the advantages of being a SEÇ Market from the merchants themselves.

Society

With Se Markets, we bring together traditional artisan culture with a modern grocery store approach, while supporting women's entrepreneurship with our rapidly increasing number of women business partners.

To the merchants we are business partners with

We provide support and consultancy in many areas from shelf arrangement to product supply, from digital infrastructure to social media communication, from marketing to procurement.

In the field of procurement, we ensure that they benefit from the price advantage arising from bulk purchasing.

We also support them to offer thousands of different products sold in Yıldız Holding's companies operating in the retail sector to their customers.

We support them in obtaining financial advantages in matters such as agreements with banks, loans and insurance policies.

We provide logistics, promotion and publicity support.

We Support Women Entrepreneurs with Se Markets

With Se Markets, we bring together traditional artisan culture with a modern grocery store approach, while supporting women's entrepreneurship with our rapidly increasing number of women business partners. Approximately 10% of the more than 2,400 Se Market stores in 81 provinces are managed by women entrepreneurs. We aim to increase this ratio even further in the coming years and to include more women entrepreneurs in the Se Markets ecosystem. In Se dealers, most of which are family-owned businesses, a significant number of women work in the store with their families, as well as female business partners who directly own the store.



Society

SOCIAL RESPONSIBILITY

As we create value for society within the scope of our activities, we also strive to provide social benefit through the projects we develop. We work to provide social benefit through practices that respect and support the environment, education and public health. We participate in Make Happy, Be Happy Day, which has been going on for many years under the structure of Yıldız Holding, and we cooperate with various non-governmental organizations. In 2022, as part of the Make Happy, Be Happy Day, we tried to make our employees happy with special gifts and our customers happy with special small treats. On behalf of all our employees, we made a donation to LÖSEV to support the provision of all kinds of needs, especially health and education, of children with leukemia and blood diseases.

A Beautiful Movement Team Volunteering Projects

In 2022, we continue the good works we started in 2018 with the “A Beautiful Movement” team, a social responsibility group formed by our female employees under the leadership of our human resources department. In this context,

- With the aid campaign launched during the Ramadan period, we delivered aid parcels to families in need thanks to the contributions of Bizim Toptan Headquarters employees.
- Also during this period, we donated toys to children aged 0-6 who have to stay with their mothers in Gebze Closed Women’s Prison.
- During Libraries Week, we donated books to the library of a primary school in Şanlıurfa.
- We donated food to a kindergarten affiliated to the Ministry of National Education in Istanbul and to a project organized by Kadıköy Moda High School’s Culinary Department students on behalf of students in need.
- On December 12, Merchandising Day, we met the winter clothing needs of students in need at a primary school in Ağrı.

Make Happy, Be Happy Day

Yıldız Holding’s “Make Happy, Be Happy” day, which is one of the best examples of the culture of solidarity and solidarity within the organization, is celebrated every year on the third Thursday of November, based on the principle of Sabri Ülker, the founder of Yıldız Holding: “Everyone, wherever they are in the world, has the right to have a happy childhood”. Social responsibility activities and collaborations are carried out within the scope of a different theme every year with the kindness movement in which Yıldız Holding employees participate.

We work to provide social benefit through practices that respect and support the environment, education and public health.



INSPIRING THE FUTURE WITH PURPOSE DRIVEN PRODUCTS AND BUSINESS MODELS

We offer our customers quality and safe products under competitive conditions. With our customer-oriented business culture, we always aim to maximize customer satisfaction.



While offering quality and reliable products to our customers with our innovative product and service perspective, we aim to be easily accessible through alternative sales channels such as PROSAF and e-commerce.

We keep our finger on the pulse of changing customer expectations and strive to meet the needs of our customers with our transparent and responsible marketing perspective.

Contributed SDGs



Food and Product Safety

In line with our mission to be a strategic business partner that reduces the costs and risks of our customers and suppliers and provides them with competitive advantage, our top priority is to ensure the safety of all the food and products we provide. From our ethical principles to our policies, we meticulously address the issue of safety and ensure the quality of our products at all stages from supply to the end consumer.

We see food and product safety as critical components of sustainability in our business model. We are obliged to ensure food and product safety to protect public health, reduce food waste, build consumer confidence, increase supply chain efficiency and meet regulatory requirements.

To protect public health, we work to eliminate the risks of food contamination or spoilage and avoid loss of trust. By ensuring food and product safety, we prevent food waste and thus contribute to reducing greenhouse gas emissions. We prevent wastage of high quality products with a longer shelf life.

We manage our customer loyalty by providing quality and reliable products, which are essential for building consumer trust, and aim to provide a sustainable service. In this way, we both build trust and contribute to supply chain efficiency. By ensuring food safety and quality, we make our operations more sustainable and profitable and increase supply chain efficiency by reducing the number of product recalls and related costs.

In doing so, we meet regulatory requirements. By complying with regulations, we protect our business from fines, legal issues and reputational damage that may affect our sustainability.

Our perspective on product quality and assurance consists of two different areas. On the one hand, we work on the quality and safety of the products we offer to our customers, while on the other hand, we address quality and assurance issues in the operational processes related to our stores, warehouses and logistics network in detail. In addition to our own private label products, we also work to keep our customer satisfaction at the highest level through audit and analysis steps in quality and assurance processes for the products we supply. We carry out our processes in accordance with our policies through [Food Safety Policy](#) and [Product Quality Assurance](#) documents.



We see food and product safety as critical components of sustainability in our business model.

Quality and Safety in Operational Processes

Our main focus in all our operational processes, from stores and warehouses to logistics, is to ensure quality and safety. Under the leadership of ISO 9001 Quality Management System and our Quality Team, we ensure quality and safety in our operations and control all guidelines and rules.

Product Based Quality and Safety

In product-based quality and safety processes, we carry out our processes for both PL products and Branded Products together. We carry out audits both on a product range basis and by product groups, and we also carry out separate audit and quality approval processes for our own products and branded products. We put all the suppliers we work with and the products we supply through quality and safety processes, and if they meet the requirements, we include them in the system and start working with them. We carry out our processes by utilizing many international standards, especially FSSC 22000 Food Safety System, and we carry out our audits in many different categories such as quality, food safety and Halal food. Rather than a single audit, we have multiple audits, control points and conditions to bring standard and safe products to the consumer. We carry out product-based laboratory analyzes in order to provide the same product to the customer under all conditions.

Customer Experience and Transparency

DIVERSE AND WIDE PRODUCT RANGE

We recognize the importance of access to healthy, affordable food and products. That is why we offer our customers the richest variety and easiest shopping experience. Thanks to our customer-oriented approach, we consider the needs of our customers with the products and services we offer. We diversify our product portfolio with our private label brands and VIB brands. We continuously enrich our product portfolio by offering products in a wide variety of brands and categories.

Private Label Products

Post-pandemic financial impacts and the rise in food prices are increasing our potential customers' search for "value" and triggering a transformation. In this context, we see that 51% of conscious consumers compare the prices of grocery brands with the prices of leading brands in the market due to increased price awareness.

By following the change in consumers' behavior, **we continue to grow in 2022 with the rising trend in sales of our private label products.**

Therefore, we are working with all our strength to offer our customers the best quality products at affordable prices. **Thanks to the actions we have taken, the share of sales of our private label products in FMCG product sales in Türkiye increased from 25% to 27% this year.**

As Bizim Toptan, in addition to our private label products, we also manage very strong, well-known brands belonging to Yıldız Holding A.Ş., but which have not been marketed for a long time, under the umbrella of private brands. We contribute to the economy by determining the marketing communication strategies of these valuable brands without moving away from their brand values, designing them with an innovative perspective and changes that make them stand out from the competition, and bringing them together with Bizim Toptan customers all over Türkiye.

With a focus on customer-based portfolio management, we meet customer needs in a channel-oriented manner and produce products that comply with quality assurance procedures and health standards. We support all these products with strong launch plans. We communicate our products in all marketing and commercial channels and aim to increase customer loyalty by raising consumer awareness and brand awareness.



Consisting of 22 brands, 41 categories and 435 products, Bizim Toptan's private label products increased its business volume by TL 1.7 billion in terms of turnover in 2022, reaching TL 3.1 billion with a growth rate exceeding 120%. With this growth, Bizim Toptan's share in sales revenues excluding cigarettes and sugar increased by approximately 2% year-on-year to 28%. The number of unique customers reached by our private label products increased by 9.2% year-on-year to 1.8 million customers. In addition, we have increased the number of facilities producing self-branded products to 79.90% of which are audited facilities.

By following the change in consumers' behavior, we continue to grow in 2022 with the rising trend in sales of our private label products.



Customer Experience and Transparency

In 2022, the continued strong improvement in the performance of private label products was driven by the contribution of new products with a focus on quality.

In 2022, the continued strong improvement in the performance of private label products was driven by the contribution of new products with a focus on quality. During the year, we realized the following launches in the private label product portfolio:

- Ülker Bizim Topraklardan pulses and rice series
- Aytaç tahini halva
- Aytaç Piknik Tahini Molasses
- Komili Lemon Cologne series
- Besler vinegar, pomegranate syrup sauce series
- Süzz degreaser
- Ömür low fat cheese, yoghurt products
- Aytaç and Ömür branded cheddar cheeses
- Aytaç tomato paste

We manage the private label product portfolio with the collective responsibilities of the private brands team, quality assurance team, trade teams, all sales and field teams, supply planning team, and we strive to continue to maintain customer-oriented brand management with strong new brands and product groups in the coming years.



Sustainable Private Label Products

Sustainability and locality are now very important for the consumer, and the consumer cares about the future and health of the world in product choice. In conditions where environmental factors affect the consumer's product preferences, the shopper's interest in environmentally sensitive products increases. Based on this awareness, we have launched **Ülker Bizim Topraklardan pulses and rice products** with 100% domestic production, high flavor profile and cooking performance, with the labor of our farmers in the soil of our country with our sustainable future principle.

At the beginning of 2022, we focused on reaching the best product by analyzing the market leader and equivalent products with the goal of 100% domestic and high quality products, and prepared domestic product specifications by conducting tests for odor, appearance, taste, consistency, cooking performance parameters.

Valuable and high quality local seeds grown in the soil of our country were used in production. In line with the principle of sustainable agriculture, we contributed to agriculture and farming in our country and supported sustainable agriculture and local development in the face of the global food crisis. With a positive environmental impact approach, we ensured that the local seed and local production used in Anatolia reaches the customer with less transportation and lower environmental impact from production to the shelf, and is produced sustainably. Thus, Ülker launched the sale of 18 new products, including 1 kg, 2.5 kg and 25 kg, all produced with local seed and produced in Türkiye, under the "Bizim Topraklardan" pulses and rice series.

In line with the goal of sustainable food, we communicated the fact that the products are made with local seeds and local production from the packaging and informed consumers in a transparent manner. We shared the story and history of the products with the QR codes positioned on the packaging and tried to raise awareness of sustainable food among our customers. In order to increase the visibility of the product line, we used recycling-oriented stands, which were redesigned from idle stands, for in-store applications. We prepared videos that prevent waste under the theme of 'Sustainable Recipes' by shooting product recipe videos focused on digital communication.



*You can access our Ülker Bizim Topraklardan Movie by scanning the QR Code

Protection of Local and Traditionalized Trademarks

Bizim Toptan manages its private label products as well as brands owned by Yıldız Holding that have not been marketed for a long time. These brands, which we define as Very Important Brands (VIB), constitute our private label (exclusive) product portfolio. We determine marketing communication strategies for these valuable brands without compromising their brand values, redesign them with an innovative perspective by making changes that make them stand out from the competition, and bring them to Bizim Toptan customers all over Türkiye. Ömür brand, which dates back to 1933, Altınhasat, Ona, Obacay, Ülker Bizim brand are among the leading brands that we define as VIB.

Customer Experience and Transparency

We take care to create our packaging from recyclable materials and we see the labeling on the packaging as a communication tool.

RESPONSIBLE MARKETING AND LABELING

Through responsible marketing and labeling practices, we promote transparency by providing consumers with accurate and honest information about the products they buy in our stores. We aim to build trust while helping consumers make informed decisions. For this reason, we market the products we offer to consumers in many provinces across Türkiye with a responsible approach. In addition to communication practices that encourage consumers to consume responsibly, we comply with the sales and marketing restrictions required by legal regulations.

We are also committed to managing product quality and safety responsibly and set high standards for all our Brands' products. Through regulatory compliance and quality assurance programs, quality specifications to ensure safe, high quality products, we meet product and supplier requirements such as testing protocols, reporting and labeling. Responsible marketing and labeling practices also demonstrate our commitment to social responsibility. By providing accurate and honest information about our products, we help promote fair labor practices, social justice and other ethical considerations.

We recognize the importance of contributing to transparent consumer awareness of the product through responsible labeling. This not only helps to differentiate responsibly labeled products from other products, but also helps consumers make a sound purchasing decision. By continuing our work in this area, we aim to build a positive reputation and brand image that can lead to increased consumer loyalty and long-term success.

Recycling Label in Packaging Designs

We are aware of the importance of packaging and labeling processes in terms of both environmental and social impact. For this reason, we take care to create our packaging from recyclable materials and we see the labeling on the packaging as a communication tool. Thus, we manage our direct and indirect environmental impact by raising awareness among consumers. In this context, in 2022, we started using joker/single packaging to reduce waste materials in outer packaging on a product basis. We conducted an inventory study on the characteristics of the packaging in the products and conducted a detailed study on which packaging we can replace and which substitutes can be used.

We aim to switch to this joker/single packaging, especially in products with high sales volume and a lot of packaging printed.

At the same time, we continue our improvement efforts while fulfilling our commitments under the Packaging Reduction Action Plan, which we have created under the leadership of Yıldız Holding and with the guidance of the Holding's packaging director. In this context, we request packaging specifications from all our suppliers and create a product packaging inventory. In 2023, we aim to support and encourage suppliers' packaging recycling in line with this. We aim to ensure that our suppliers offer sustainable packaging options by guiding them.



Customer Experience and Transparency



We manage our customers' expectations in the best way possible by creating special communication channels for communication to improve the customer experience.

CUSTOMER RELATION AND SATISFACTION

We offer our customers a multi-channel "digital" retailing experience in all our stores; we ensure that the physical store experience is fully experienced in digital by customizing the product range, product prices and promotions according to the store and customer type chosen by the customers. We manage our customers' expectations in the best way possible by creating special communication channels for communication to improve the customer experience.

PROSAF

PROSAF, which is on its way to becoming a solution partner with its supply planning system tailored to the needs of our customers, expert sales team and extensive logistics service, is our professional solution partner in Bizim Toptan to reach Non-Domestic Consumption (NDC) and corporate sales points.

With its sales and logistics teams located in 117 stores in 70 provinces across Türkiye, our PROSAF operation differentiates itself from its competitors as the most widespread NDC solution partner, and we are able to serve the whole of Türkiye beyond the provinces where our stores are located.

With PROSAF, we meet the needs of our customers by providing marine service in regions where the tourism season is intense, as well as NDC points such as fuel stations and canteen customers in the traditional channel. We act as the supplier of all products needed by canteen, fuel station markets, corporate customers, hotels, restaurants, fast-food outlets, cafes and patisseries, catering companies, business kitchens, industrial organizations and public institutions operating in the target customer group. Thus, we continue our efforts to keep their satisfaction at the highest level with a widespread customer network.

We make the shopping experience efficient by offering our customers different ordering platforms, alternative payment methods, customer-specific activities and campaigns. We increase our accessibility by providing next-day on-site delivery of fresh food, frozen products, food and non-food products that our customers need with special micro-distribution vehicles capable of carrying +4 and -18 products.

With a **portfolio of more than 7,000 branded and self-branded products** from more than 450 suppliers, which exceeds Bizim Toptan's store product portfolio, we keep the customer experience at the highest level by enabling our customers to obtain all the products they need from a single supplier. We aim to be a solution partner for the needs of our customers with a special supply planning system, an expert sales team and extensive logistics services. The best example of this is our increasing number of customers. **We have tripled the number of our customers compared to the past three years, and we continue to expand by serving 44,350 unique customers in 2022.**

In 2022, while continuing to make innovations and improvements in the digital sales address, we completed the digitalization of the PROSAF channel, which is rapidly growing its area in the corporate and traditional channel, especially in non-domestic consumption customers. Thus, we launched www.prosaf.com.tr with the aim of increasing the shopping experience and operational efficiency of our customers. www.prosaf.com.tr with the aim of improving our customers' shopping experience and operational efficiency. Thus, we launched a new digital sales platform that works 100% integrated with all Bizim Toptan stores and PROSAF customers. We aim to reach more customers with www.prosaf.com.tr by focusing on digitalization in 2023 by continuing to focus on micro-focus in both corporate and NDC customers.

308 employees

117 stores in **70** provinces

1.8 billion TL Sales Revenue

157% Growth

Customer Experience and Transparency

CUSTOMER RELATION AND SATISFACTION



We strive to provide our customers with a seamless digital experience that is 100% integrated with Bizim Toptan stores through all our sales channels, and to ensure that customers have a comfortable shopping experience that will meet their different expectations and needs.

PROSAF at Fuel Stations

PROSAF provides professional solution partnership to all the needs of fuel stations and works with national and international fuel stations with a central agreement working model. In order to carry our success further, we are establishing collaborations and realizing station agreements at the head office level. With this breakthrough, we are showing accelerated and sustained growth in our station customers compared to previous years. In 2022, with a growth exceeding 70%, we started to serve 5,485 different delivery points and increased our revenues from this channel to TL 236 million.

PROSAF in Corporate Customer Group

We deliver all the office and provisions needs of our corporate and chain customers to every branch in Türkiye with a wide product portfolio consisting of branded and private label products, competitive prices and a widespread access network with high service quality. The customers we touch in this context are Türkiye's leading corporate companies in the ISO 500, Capital and Fortune 500. Due to the different management style and expectations of corporate customers, we allocate special personnel within the field teams. In 2022, we increased our revenues in this channel by 2.5 times to approximately TL 490 million.



Customer Experience and Transparency

CUSTOMER RELATION AND SATISFACTION

Digital Commerce

We strive to provide our customers with a seamless digital experience that is 100% integrated with Bizim Toptan stores through all our sales channels, and to ensure that customers have a comfortable shopping experience that will meet their different expectations and needs. The change in shopping habits and expectations and the pandemic period accelerate this trend and consumers are mostly turning to alternative and digital sales channels. At Bizim Toptan, we aim to advance digital transformation in all sales channels and processes, maintain our pioneering position in our sector, and digitalize both our business processes and the services we offer to our customers. In this direction, we have taken the first steps in the past years with the renewal of the digital trade address www.bizimtoptan.com.tr, the unification of digital sales functions in a multi-channel structure on a single platform, and the integration of the "Click and Pick Up" application with all stores and digital platforms across Türkiye.

Bizim Toptan Mobile Market Application

We launched the "Bizim Toptan Market" mobile application in order to provide a faster and easier shopping experience for all our customers in digital sales channels. Although it is only in its first year, the number of downloads of the application reached 500,000 by the end of the year, thanks to its fast and reliable shopping opportunity and improved shopping experience.

At a time when e-commerce customer usage is increasing day by day, Bizim Toptan promises our customers a better digital customer experience thanks to its fast, user-friendly, easily manageable, constantly developing and renewed new website and mobile application.

In 2023, we will continue our digitalization efforts in line with the goal of providing higher customer satisfaction to our customers in the digitalization process of e-commerce and other sales channels.

Click and Pick Up

We offer uninterrupted service to our customers with the Click and Pick Up service, which we have designed so that customers can pick up their orders placed via the website or mobile application from the store of their choice at the time they want. With more than 5,000 product types offered to consumers on digital platforms, we continue to create a fast and effective solution to the changing demands of the sector through the Click and Pick Up application.

We aim to increase the weight of the digital sales channel in our total trade. To this end, we prioritize customer satisfaction and strive to offer customers an easier and more reliable shopping experience where they can save time and benefit from advantageous prices and campaigns.

We not only provide our customers with an easy and reliable shopping experience, but also contribute to reducing the negative impact on the environment. Each order placed through our Click and Pick Up channel does not go through an additional packaging process. Thus, we support savings by minimizing the amount of waste that will occur after consumption

Customer Satisfaction

As a trading platform that serves our customers through many online and offline channels, keeping customer satisfaction at the highest level is among our priorities. For this purpose, we regularly monitor and evaluate customers' feedback via social media, e-mail, call center, website comments and feedback. We created customer experience measurement tools with the Customer's Voice Project.

We actively use channels such as Yıldız Holding Customer Relations Center (MIM), Digital Trade Call Center, Somera, surveys and customer representatives to collect customer complaints, requests, opinions and suggestions. We have digitalized all customer-facing processes by making them measurable. We identify areas of improvement and take actions in line with customer expectations. In this context, while we completed the store satisfaction score, which we targeted as 4.05 for 2022, with an average of 4.06 at the end of the year, we increased our satisfaction score to an average of 3.92 in e-commerce and the PROSAF customer satisfaction rate to 4.21. Thus, we achieved a customer satisfaction rate of 4.05 in surveys conducted with the participation of more than 95 thousand customers in all our services.

We receive feedback from our customers on products and services through various channels and improve our services in line with the demands collected in every field.

We receive and respond to customer feedback through MIM's call center at 0850 969 62 96, website communication channel and Social media accounts. We respond to notifications received by Yıldız Holding MIM within 48 hours at the latest by our Customer Experience Management Directorate. We resolve the notifications in accordance with the Law on the Protection of Personal Data (KVKK) and Yıldız Holding MIM Policy by securing the privacy and information security of customers.

Innovation and Digitalization

We aim to create success stories by increasing efficiency together with our customers through innovation and digitalization, which we see as an important tool for growth and development.

We know that business models with transparent, traceable data-based decision makers are more agile and sustainable in adapting to changing conditions. In this context, we prioritize making innovative investments by digitalizing our operational processes in order to accurately manage our environmental and social impact, to ensure more efficient processes and systems, to reduce waste and to improve resource utilization.

By increasing our investments in digitalization and innovation, we are transforming innovative ways of doing business from a vision to a part of our daily business. We develop with sustainable-oriented innovation investments and create value by producing innovative ideas.

As Bizim Toptan, while increasing the number and diversity of customers of PROSAF, our micro distribution channel in the out-of-home consumption sector, we not only expanded our geographical spread by increasing the number of stores where we carry out our operations, but also took important steps towards digitalization. As one of our efforts in this focus, we digitalized PROSAF and launched www.prosaf.com.tr at the end of 2022. With the support of artificial intelligence, we aim to improve our customers' digital shopping experience and increase operational efficiency.

We not only renewed our website but also launched the "Bizim Toptan Market" mobile application during the year, taking an important step to provide our customers with a faster and easier shopping experience.

We are improving our multi-channel sales structure with digital experience and artificial intelligence applications. In this context, we completed the ERP transition project, which we have been pursuing since 2020, in the first quarter of 2022 and went live. By updating the enterprise resource planning system, we have been using since our establishment with the new and modern SAP structure, we have reached the infrastructure required to accelerate digitalization and artificial intelligence-supported projects.

We aim to continue our digitalization-oriented efforts. In this context, with our large team in the Information Technologies Directorate, we have created units focused on information security, governance, infrastructure and operations, as well as business applications, ERP and digital commerce. In 2023, we aim to continue to improve store efficiency by improving customer experience with the digitalization and development of alternative sales channels in the digitalization-oriented multi-channel sales model.



In order to increase efficiency in the supply chain process, we developed an end-to-end digital order management application with advanced analytics and machine learning. With the Obase-based "Super Project" study, we aim to meet customers' expectations on time by accurately forecasting the future demand trend, which can be affected by many areas such as economic conditions, pandemic, seasonality and new trends. At the same time, with this project, we increased our shelf availability, minimized our excess stocks and reduced our disposal rates. On the other hand, we also increased our vehicle capacity utilization rates with advanced analytical algorithms and achieved significant gains in terms of sustainability.

With Super Project, we were deemed worthy of the award for the most successful project providing "Cost Advantage" in the Stars of the Year competition organized by Yildiz Holding every year, where group companies compete. We also received an award in the Best Corporate Solution Category at the 16th RETA - European Retail Technology Awards.

By increasing our investments in digitalization and innovation, we are transforming innovative ways of doing business from a vision to a part of our daily business.

Data Security and Privacy

Through the Information [Information Security Policy](#), we have adopted as Bizim Toptan, we ensure the security of all information assets and processes used in the fulfillment of our activities in the light of the principles of integrity, accessibility and confidentiality. It also helps us take the necessary measures to protect the physical and environmental security of our Information Systems. Thanks to this policy approved by our Board of Directors, we aim to create a standardized management approach in all our operations.

We are aware of the responsibilities and obligations of being a publicly traded company. For this reason, our Information Security Policy has been prepared in accordance with the Capital Markets Board's Communiqué on Information Systems Management No. VII-128.9 and is implemented in compliance.

We carry out internal audit activities to protect our Information Assets and to audit the implementation of the Information Security Management System, we take the necessary measures and impose sanctions to prevent the recurrence of security violations identified as a result of the audit.

Within the scope of compliance with the Personal Data Protection Legislation, we continue our efforts to ensure that personal data is processed in accordance with the legislation, to prevent possible data breaches, to design processes for this purpose and in accordance with the legislation, and to take necessary technical and administrative measures.

We call our work in the process of protecting personal data and information as the KVKK Compliance Cycle. On this path we set out with the discourse of "Full Compliance with the Legislation Zero Risk", we proceed with effective governance, discovery of personal data, determination of standards, creation of documents, uniform practices and audit steps.

Through the Information Security Policy, we have adopted as Bizim Toptan, we ensure the security of all information assets and processes used in the fulfillment of our activities in the light of the principles of integrity, accessibility and confidentiality.





ANNEXES

Annex-1: Performance Indicators

ENVIRONMENTAL PERFORMANCE INDICATORS

Energy Consumption (MWh)	2020	2021	2022
Total Energy Consumption	38,602.58	39,509.90	√43,120.67
Natural Gas	0	0	26.64
Electricity	33,491	32,572	32,995.6
Generators - Diesel	0.88	0.89	0.92
Diesel – On-road Vehicles	5,082.14	6,907.94	10,093.90
Energy Consumption Intensity (Mhw / Total Number of Employees)	15.75	15.21	√15.11
GHG Emissions (ton CO₂e)	2020	2021	2022
Scope 1	1,399.8	1,893.54	2,763.5
Scope 2	14,736.0	14,331.68	14,518.1
Scope 1+2	16,135.8	16,225.22	√17,282
Greenhouse Gas Intensity (Scope 1-2 Greenhouse Gas Emissions / Total Number of Employees)	6.58	6.25	√6.06
Water Consumption (m³)	2020	2021	2022
Total Amount of Water Used	33,729	34,578	√34,067
Mains Water	33,729	34,578	34,067
Water Intensity (Total Water Consumption/Total Number of Employees)	13.76	13.31	√11.94
Waste Amount (ton)	2020*	2021	2022
Total Waste Amount		396.60	638.76
Hazardous Waste Amount		216.60	√0
Non-Hazardous Waste Amount		180.00	√638.76

* Since the regular waste data for 2020 cannot be obtained, it is not included in the report.

SOCIAL PERFORMANCE INDICATORS

Number of Employees by Gender	2020	2021	2022
Woman	258	326	√410
Man	2,193	2,271	√2,443
Total	2,451	2,597	√2,853
Number of Employees by Category	2020	2021	2022
White Collar	223	243	√285
Woman	67	80	95
Man	156	163	190
Blue Collar	2,228	2,354	√2,568
Woman	191	246	315
Man	2,037	2,108	2,253
Total	2,451	2,597	2,853
Number of Employees with Executive (Manager) Title	2020	2021	2022
Woman	3	6	9
Man	43	46	59
Total	46	52	68

Annex-1: Performance Indicators

Number of Employees with Senior Manager Title	2020	2021	2022
Woman	1	1	2
Man	10	8	9
Total	11	9	11

Distribution of Employees in Senior Management Bodies by Age	2020	2021	2022
Under 30 Years	0	0	0
Between 30-50 Years	7	10	12
Over 50 Years	2	2	2
Total	9	12	14

Gender Distribution in the Board of Directors	2020	2021	2022
Woman	1	1	1
Man	7	7	7
Total	8	8	8

Parental Leave	2020	2021	2022
Number of Employees Benefiting from Parental Leave	153	155	212
Woman	5	11	12
Man	148	144	200
Number of Employees Returning to Work After the End of Parental Leave	16	21	197
Woman	2	7	10
Man	14	144	187

Number of Employees Quitting by Gender and Age	2020	2021	2022
Under 30 Years	321	432	395
Woman	55	82	92
Man	266	350	303
Between 30-50 Years	210	308	271
Woman	16	35	47
Man	194	273	224
Over 50 Years	4	6	2
Woman	0	0	0
Man	4	6	2
Total	535	746	668

Employee Turnover Rate (%)	2020	2021	2022
Employee Turnover Rate	19.1	28.73	23.41
Woman	28	35.89	33.90
Man	21	27.70	21.65

Number of Employees at Work by Gender and Age	2020	2021	2022
Under 30 Years	428	424	600
Woman	73	103	160
Man	355	321	440
Between 30-50 Years	240	193	304
Woman	35	43	57
Man	205	150	247
Over 50 Years	5	3	1
Woman	0	0	0
Man	5	3	1
Total	673	620	905

Annex-1: Performance Indicators

Number of Employees by Duration of Employment	2020	2021	2022
0-5 Years	1,562	1,592	1,727
Woman	235	270	336
Man	1,327	1,322	1,391
5-10 Years	583	521	516
Woman	38	48	64
Man	545	473	452
Over 10 Years	393	483	610
Woman	1	8	10
Man	392	475	600

Number of Employees Covered by Collective Bargaining Agreement/Unionized Employees	2020	2021	2022
Woman	0	0	0
Man	0	0	0
Total	0	0	0

Employee Trainings	2020	2021	2022
Total Training Hours	54,301	72,227	√40,920
Total Training Hours (Excluding OHS Trainings)	25,647	46,580	23,525
Training Hours per Employee	10.5	17.9	9.2

Number of Employees with Disabilities	2020	2021	2022
Woman	1	1	5
Man	35	45	57
Total	36	46	62

OHS Performance	2020	2021	2022
Number of Accidents	45	60	√45
Number of Lost Days	363	227	√127
Accident Frequency Rate	2.30	2.43	√1.33
Accident Severity Rate	11.50	7.28	√3.68
Number of Fatal Cases	0	0	√0
Number of Occupational Diseases	0	0	√0
Occupational Disease Rate	0	0	0

OHS Trainings (hours)	2020	2021	2022
Total OHS Training Hours	28,654	25,647	17,395
Average OHS Training Hours per Employee	12.1	9.9	6.1

Demographics of Subcontracted Workers	2020	2021	2022
Number of Subcontractors by Gender	30	55	126
Woman	21	12	6
Man	9	43	120
Number of Subcontractors by Duration of Employment	30	55	126
Full Time	30	55	126
Part Time	0	0	0

Annex-2: Awards

SAP Transformation 2022: **Digital Transformation of the Year Award in Retail Industry**

Future of Cloud Awards: **Best Private Cloud Project**

Lift Awards 2022: **Most Effective Use of Artificial Intelligence in Messaging Channels**

The Hammers Awards 2022: **Best Data-Driven Marketing Team**

Turkey CXA 2022: **Customer Centric Culture**

Reta Awards 2023 (European Retail Technology Awards): **Best Enterprise Solution**



Annex-3: Memberships and Associations

ETUDER - Out of Home Consumption Market Suppliers' Society

Association of E-Commerce Operators

Turkish Retailers' Association Istanbul Chapter

Lead Network Turkey

Annex-4: Reporting Guidance

General Reporting Principles

This reporting guidance (the “Guidance”) provides information on the data preparation and reporting methodologies of indicators within the scope of the limited assurance in the 2022 Bizim Toptan (“the Company” or “Bizim Toptan”) Sustainability Report.

The indicators include social indicators and environmental indicators. It is the responsibility of the Company’s management to ensure that appropriate procedures are in place to prepare the indicators mentioned above in line with, in all material respects, the guidance.

The information contained in this guide covers the FY 22 fiscal year ending December 31, 2022 (January 1 – December 31) and only covers the operations that are under the responsibility of Bizim Toptan and excludes information about group companies.

In preparing this document, consideration has been given to following principles:

- Information Preparation – to highlight to users of the information the primary principles of relevance and reliability of information; and
- Information Reporting – to highlight the primary principles of comparability / consistency with other data including prior year and understandability / transparency providing clarity to users.

Key Definitions and Scope of Reporting

For the purpose of this report, Bizim Toptan makes the following definitions:

Type	Indicator	Scope
Environmental	Total Energy Consumption (MWh)	In the reporting period, this indicator represents the total amount of renewable and non-renewable energy consumption of the Company. Energy consumption data includes Natural Gas, LPG, Diesel - Generators, Diesel – Vehicles and Electricity consumptions.
	Energy Consumption Intensity (MWh / Number of Employees)	In the reporting period, this indicator represents the ratio of the Company’s total energy consumption to the total number of employees as of 31.12.2022.
	Greenhouse Gas Emissions (Scope 1&2 Emissions, tCO2)	In the reporting period, this indicator represents the total greenhouse gas emissions resulted from the Company’s natural gas, LPG, diesel generator, diesel vehicles, CO2 Fire Extinguishers and electricity consumption.

Type	Indicator	Scope
Environmental	Greenhouse Gas Intensity (Scope 1&2 Emissions / Number of Employees)	In the reporting period, this indicator represents the ratio of total greenhouse gas emission resulted from the Company’s natural gas, LPG, diesel generator, Diesel vehicles, CO2 fire extinguisher and electricity consumption to the total number of employees as of 31.1.2022.
	Water Intensity (Total Water Consumption / Total Number of Employees)	In the reporting period, this indicator represents the ratio of total water consumption monitored monthly with meters and invoices and which is tracked in the financial reporting system by the Company, to the total number of employees as of 31.12.2022.
	Total Amount of Water Used (m3)	In the reporting period, this indicator represents the total water consumption which is monthly monitoring with meters and invoices and which can be mapped in the financial reporting system by the Company.
	Hazardous Waste Amount (ton)	It represents the amount of hazardous waste caused by the Company, which is tracked through the MOTAT (Mobile Waste Tracking System) available on the Company’s page in Ministry of Environment portal (Integrated Environmental Information System) during the reporting period.
	Non-Hazardous Waste Amount (ton)	In the reporting period, this indicator represents the amount of non-hazardous waste generated by the Company which is tracked with invoices received from the Company’s page in Ministry of Environment Portal (Integrated Environmental Information System) and licensed waste treatment facilities.
Social	Number of Employees by Gender (#)	This indicator represents the distribution of total number of employees by gender as of 31.12.2022 which is followed by the Company’s Human resources data module and whose employment statement made to Social Security Institution.
	Number of White Collar Employees (#)	This indicator represents the total number of white collar employees as of 31.12.2022 which is followed by the Company’s human resources data module and whose employment statement made to Social Security Institution.
	Number of Blue Collar Employees (#)	This indicator represents the total number of blue collar employees as of 31.12.2022 which is followed by the Company’s human resources data module and whose employment statement made to Social Security Institution.
	Total Training Hours (hour)	In the reporting period, this indicator refers to total internal, external and mandatory training hours given by the Company to its employees. This indicator includes online trainings as well. (Trainings given to subcontractors are not included.)

Annex-4: Reporting Guidance

Type	Indicator	Scope
Social	Number of Accidents (#)	In the reporting period, this indicator represents the number of accidents which occurred to the employees during the activities defined by the occupational safety laws and regulations. The number of accidents are tracked with the declarations made to the Social Security Institution in the reporting period.
	Number of Lost Days (#)	It represents the number of days lost during the reporting period due to the accidents that occurred during the activities defined by the occupational safety laws and regulations and which also prevent the employee from working on the next shift or the next working day. Number of lost days are tracked by the declarations which is made to the Social Security Institution.
	Total Working Hours (hours)	In the reporting period, it represents the sum of 7.5 hours of working time and overtime hours of the employees in a normal working day.
	Accident Frequency Rate	It represents the ratio of the number of accidents in the reporting period which occurred during the activities defined by the occupational safety laws and regulations and which also prevent the employee from working for three working days, divided by total work hour during the reporting period. Defined number of accidents are tracked by declarations made to the Social Security Institution.
	Accident Severity Rate	It represents the ratio of number of days lost during the reporting period due to the accidents that occurred during the activities defined by the occupational safety laws and regulations and prevent the employee from working on the next shift or the next working day, to the total work hour during the reporting period. Defined lost days are tracked by declarations made to the Social Security Institution.
	Number of Fatal Cases (#)	In the reporting period, this indicator represents the number of fatal accidents of the Company employees which is under the definition of "fatal work accidents" within the scope of the Occupational Health and Safety Law Number 6331 followed by the notifications made to the Social Security Institution.
	Number of Occupational Diseases (#)	In the reporting period, this indicator represents the number of occupational diseases of the Company employees, which are included in the definition of "Occupational Diseases" within the scope of the Occupational Health and Safety law Number 6331, followed by notifications made to the Social Security Institution.

Data Preparation

1. Environmental Indicators

Total Energy Consumptions (MWh)

Direct energy consumption data of Bizim Toptan is reported for Natural gas, LPG, Diesel Generator, Diesel vehicles and electricity consumption which are primary fuel sources.

The conversion of energy consumptions by kcal to MWh are executed by the calculations shown below; Based on the conversion unit 1 kcal = 0.00000116222 MWh, and by using the calorific values and density values which are published by the local Ministry of Energy and Natural Resources, the calculations were executed.

*1 : Enerji Kaynaklarının Ve Enerjinin Kullanımında Verimliliğin Artırılmasına Dair Yönetmelik (Sayı : 28097) <https://www.resmigazete.gov.tr/eskiler/2011/10/20111027-5.htm>

The calculation references are stated at the table below,

Energy Sources	Sources Data Unit	Lower Calorific Value	Unit
Natural Gas	Thousand m ³	8,250,000	Kcal
LPG	tonne	10,900,000	Kcal
Gasoline (Generators and Vehicles)	1 tonne	10,200,000	Kcal

Greenhouse Gas Density (Scope 1&2 Greenhouse Gas Emissions / Number of Employees)

Bizim Toptan calculates the greenhouse gas density with the formula below:

Total Scope 1-2 Greenhouse Gas Emissions / Number of Employees

Annex-4: Reporting Guidance

While calculating Total Scope 1-2 Greenhouse Gas Emissions, in the calculations made by following the Greenhouse Gas Protocol methodology, for the emission factors used, the IPCC Guidelines for 2006 National Greenhouse Gas Inventories, the Global Warming Potential values in the IPCC 2nd Assessment Report (100 years), Energy and the Ministry of Natural Resources, Turkey Electricity Production and Electricity Consumption Point Emission Factors Information Form, ETKB-EVÇED-FRM-042 Rev.00, and Defra GHG Conversion Factors resources were taken as reference. The greenhouse gases that are included in the calculations caused by fuel and electricity consumptions. Emission Management includes CO₂, CH₄, and N₂O gases.

*2 : 2006 IPCC Guidelines for National Greenhouse Gas Inventories, (<https://www.ipcc-nggip.iges.or.jp/public/2006gl/>)

*3 : IPCC, 2014: Climate Change 2014: Synthesis Report. Contribution of Working Groups I, II and III to the Fifth Assessment Report of the Intergovernmental Panel on Climate Change [Core Writing Team, R.K. Pachauri and L.A. Meyer (eds.)]. IPCC, Geneva, Switzerland, 151 pp. (https://www.ipcc.ch/site/assets/uploads/2018/05/SYR_AR5_FINAL_full_wcover.pdf)

*4 : Türkiye Elektrik Üretimi Ve Elektrik Tüketim Noktası Emisyon Faktörleri Bilgi Formu: ETKB-EVÇED-FRM-042 Rev.00 (<https://enerji.gov.tr/Media/Dizin/EVÇED/tr/%C3%87evreVe%C4%B0klm/%C4%B0klmDe%C4%9Fi%C5%9Fi%C4%9Fi/EmisyonFaktorleri/BilgiFormu.pdf>)

*5 : UK Government GHG Conversion Factors for Company Reporting, Conversion factors 2022: full set (<https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2022>)

Formula:

$Emission\ Amount = Activity\ Data * Net\ Calorific\ Value * Emission\ Factor$

Energy Source	Emission Factor	Emission Factor Unit	Net Calorific Value	Net Calorific Value Unit
Natural Gas	56.15	tCO ₂ e/TJ	48	TJ/Gg
Electricity	0.44	tCO ₂ e/MWh	-	-
Diesel (Stationary Combustion-Generators)	74.34	tCO ₂ e/TJ	43.0	TJ/Gg
Diesel (Mobile Combustion)	75.24	tCO ₂ e/TJ	43.0	TJ/Gg
LPG	63.15	tCO ₂ e/TJ	47.3	TJ/gg
CO ₂ Fire Extinguishers	0.001	tCO ₂ e/kg	-	-

Water Density (m³/number of employees)

Bizim Toptan calculates the water density with the formula stated below,

Water density = Total Water Consumption / Total Number of Employees

Bizim Toptan's total water consumption is monitored monthly through the company's meters and invoices from service providers.

2. Social Indicators

Accident Frequency Rate

The accident frequency rate of Bizim Toptan is calculated as below:

Number of Accidents x 200,000 / Total Working Hours

Accident Severity Rate

The accident severity rate of Bizim Toptan is calculated as below:

Number of lost days x 200,000 / Total Working hours

Restatements

The measuring and reporting of verified data inevitably involves a degree of estimation. Restatements are considered where there is a change in the data of greater than 5 percent at the Company level.

Annex-5: Independent Assurance Report

Limited Assurance Report to the Board of Directors of Bizim Toptan Satış Mağazaları A.Ş.

We have been engaged by the Board of Directors of Bizim Toptan Satış Mağazaları A.Ş. ("Company" or "Bizim Toptan") to perform a limited assurance engagement in respect of the Selected Sustainability Information (the "Selected Information") stated in the Bizim Toptan Sustainability Report 2022 (the "Sustainability Report 2022") for the year ended 31 December 2022 and listed below.

Selected Information

The scope of the Selected Information for the year ended 31 December 2022, which is subject to our limited assurance work, set out in the pages 55, 56 and 57 of the Sustainability Report 2022 with the sign "✓" is summarized below:

Environmental Performance Indicators

- Total Energy Consumption (MWh)
- Energy Consumption Intensity (MWh / Total Number of Employees)
- Greenhouse Gas Emissions (Scope 1-2) (tonCo2)
- Greenhouse Gas Intensity (Scope 1&2 Greenhouse Gas Emissions / Total Number of employees)
- Total Amount of Water Used (m3)
- Water Density (m3/Total Number of Employees)
- Hazardous Waste Amount (tonnes)
- Non-Hazardous Waste Amount (tonnes)

Social Performance Indicators

- Number of Employees by Gender (#)
- Number of White-Collar Employees (#)
- Number of Blue-Collar Employees (#)
- Total Training Hours (hour)
- Total Working Hour (hour)
- Number of Accidents (#)
- Number of Lost Days (#)
- Accident Frequency Rate (#)
- Accident Severity Rate (#)
- Number of Fatalities (#)
- Number of Occupational Diseases (#)

Our assurance was with respect to the year ended 31 December 2022 information only and we have not performed any procedures with respect to earlier periods or any information other than Selected Information marked with "✓" in the Sustainability Report 2022 and, any other elements included in the Sustainability Report 2022 and, therefore, do not express any conclusion thereon.

Criteria

The criteria used by the Company to prepare the Selected Information is set out in section "the Sustainability Report 2022 – Reporting Principles" (the "Reporting Principles") on pages 59, 60 and 61 of the Sustainability Report 2022.

The Company's Responsibility

The Company is responsible for the content of the Sustainability Report 2022 and the preparation of the Selected Information in accordance with the Reporting Principles. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of Selected Information that is free from material misstatement, whether due to fraud or error.

Inherent Limitations

Non-financial performance information is subject to more inherent limitations than financial information, given the characteristics of the subject matter and the methods used for determining such information.

The absence of a significant body of established practice on which to draw to evaluate and measure non- financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities. The precision of different measurement techniques may also vary. Furthermore, the nature and methods used to determine such information, as well as the measurement criteria and the precision thereof, may change over time. It is important to read the Selected Information in the context of the Reporting Principles.

In particular, the conversion of different energy measures to megawatt-hour (MWh) and energy used to carbon emissions is based upon, inter alia, information and factors generated internally and/or derived by independent third parties as explained in the Reporting Principles. Our assurance work has not included examination of the derivation of those factors and other third-party information.

Annex-5: Independent Assurance Report

Our Independence and Quality Management

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our firm applies International Standard on Quality Management 1 and accordingly maintains a comprehensive system of quality management including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

Our Responsibility

Our responsibility is to form a limited assurance, based on limited assurance procedures, on whether anything has come to our attention that causes us to believe that the Selected Information has not been properly prepared in all material respects in accordance with the Reporting Principles. We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements 3000 (Revised), Assurance Engagements other than Audits or Reviews of Historical Financial Information', and, in respect of greenhouse gas emissions, International Standard on Assurance Engagements 3410, Assurance Engagements on Greenhouse Gas Statements, issued by the International Auditing and Assurance Standards Board.

A limited assurance engagement is substantially less in scope than a reasonable assurance engagement under ISAE 3000 and ISAE 3410. Consequently, the nature, timing and extent of procedures for gathering sufficient appropriate evidence are deliberately limited relative to a reasonable assurance engagement.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, analytical procedures, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above we:

- made inquiries of the persons responsible for the Selected Information;
- understood the process for collecting and reporting the Selected Information. This included analysing the key processes and controls for managing and reporting the Selected Information;
- evaluated the source data used to prepare the Selected Information and re-performed selected examples of calculation.
- performed limited substantive testing on a selective basis of the preparation and collation of the Selected Information prepared by the Company and
- undertook analytical procedures over the reported data.

Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that Company's Selected Information for the year ended 31 December 2022, is not properly prepared, in all material respects, in accordance with the Reporting Principles.

Restriction of use

This report, including the conclusion, has been prepared for the Board of Directors of the Company as a body, to assist the Board of Directors in reporting Company's performance and activities related to the Selected Information. We permit the disclosure of this report within the Sustainability Report 2022 for the year ended 31 December 2022, to enable the Board of Directors to demonstrate they have discharged their governance responsibilities by commissioning a limited assurance report in connection with the Selected Information. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Board of Directors of Bizim Toptan Satış Mağazaları A.Ş. as a body and Bizim Toptan Satış Mağazaları A.Ş. for our work or this report save where terms are expressly agreed and with our prior consent in writing.

PwC Bağımsız Denetim ve
Serbest Muhasebeci Mali Müşavirlik A.Ş.



Mert Tüten, SMMM
Partner

Istanbul, 3 October 2023

Annex-6: GRI Index Table

Statement of use	Bizim Toptan Satış Mağazaları A.Ş., has reported in accordance with the GRI Standards for the period 1 January - 31 December 2022.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	Since the sector standard for retail structures has not yet been prepared, no sector standard has been used.

GRI Standards	Disclosure	Location	Omission
General Disclosures			
GRI 2: General Disclosures 2021	2-1	Organizational details	About the Report, page 2 About Us, page 6
	2-2	Entities included in the organization's sustainability reporting	About the Report, page 2
	2-3	Reporting period, frequency and contact point	About the Report, page 2
	2-4	Restatements of information	There is no revised declaration for the previous period report.
	2-5	External assurance	Independent Assurance Report, page 62
	2-6	Activities, value chain and other business relationships	About Us, page 6-7
	2-7	Employees	Performance Indicators, page 55
	2-8	Workers who are not employees	Performance Indicators, page 57
	2-9	Governance structure and composition	Our Corporate Governance Approach, page 10-12
	2-10	Nomination and selection of the highest governance body	Bizim Toptan 2022 Annual Report, Statement of Compliance Declaration of Independence, page 99-104
	2-11	Chair of the highest governance body	Bizim Toptan 2022 Annual Report, Statement of Compliance Declaration of Independence, page 99
	2-12	Role of the highest governance body in overseeing the management of impacts	Bizim Toptan 2022 Annual Report, Statement of Compliance Declaration of Independence, page 99-104
	2-13	Delegation of responsibility for managing impacts	Bizim Toptan 2022 Annual Report, Statement of Compliance Declaration of Independence, page 99-104

GRI Standards	Disclosure	Location	Omission
GRI 2: General Disclosures 2021	2-14	Role of the highest governance body in sustainability reporting	Our Corporate Governance Approach, page 10-12 Our Sustainability Governance Model, page 23
	2-15	Conflicts of interest	Our Corporate Governance Approach, page 13 Bizim Toptan 2022 Annual Report, Declaration of Independence, page 106-109
	2-16	Communication of critical concerns	Our Corporate Governance Approach, page 10-12
	2-17	Collective knowledge of the highest governance body	Bizim Toptan 2022 Annual Report, Statement of Compliance Declaration of Independence, page 99-104
	2-18	Evaluation of the performance of the highest governance body	Bizim Toptan 2022 Annual Report, Statement of Compliance Declaration of Independence, page 99-104
	2-19	Remuneration policies	Remuneration Policy
	2-20	Process to determine remuneration	Remuneration Policy
	2-21	Annual total compensation ratio	Remuneration Policy
	2-22	Statement on sustainable development strategy	CEO Message, page 3-4
	2-23	Policy commitments	Our Corporate Governance Approach, page 13
	2-24	Embedding policy commitments	Our Corporate Governance Approach, page 13
	2-25	Processes to remediate negative impacts	Our Corporate Governance Approach, page 13
	2-26	Mechanisms for seeking advice and raising concerns	Our Corporate Governance Approach, page 13
2-27	Compliance with laws and regulations	There is no non-compliance with laws and regulations.	
2-28	Membership associations	Annex-3 Memberships and Associations, page 58	
2-29	Approach to stakeholder engagement	Our Sustainability Strategy, page 22	
2-30	Collective bargaining agreements	Performance Indicators, page 57	

Annex-6: GRI Index Table

GRI Standards	Disclosure	Location	Omission
Material Issues			
GRI 3: Material Issues 2021	3-1	Process to determine material topics	Our Sustainability Strategy, page 19
	3-2	List of material topics	Our Sustainability Strategy, page 20-21
Economic Performance			
GRI 3: Material Issues 2021	3-3	Management of material topics	About Us, page 7
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	About Us, page 7
	201-2	Financial implications and other risks and opportunities due to climate change	Our Sustainability Strategy, page 16-18
	201-3	Defined benefit plan obligations and other retirement plans	Bizim Toptan 2022 Annual Report, Financial Report, page 133-134, 148
	201-4	Financial assistance received from government	Bizim Toptan 2022 Annual Report, Financial Report, page 119
Market Presence			
GRI 3: Material Issues 2021	3-3	Management of material topics	Our Corporate Governance Approach, page 10-12
GRI 202: Market Presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Remuneration Policy
	202-2	Proportion of senior management hired from the local community	Our Corporate Governance Approach, page 12
Indirect Economic Impacts			
GRI 3: Material Issues 2021	3-3	Management of material topics	Society, page 41-43
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	Society, page 41-42
	203-2	Significant indirect economic impacts	Society, page 41-42

GRI Standards	Disclosure	Location	Omission
Procurement Practices			
GRI 3: Material Issues 2021	3-3	Management of material topics	Supply Chain, page 40
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	Supply Chain, page 40
Anti-corruption			
GRI 3: Material Issues 2021	3-3	Management of material topics	Our Corporate Governance Approach, page 13
GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	Our Corporate Governance Approach, page 13
	205-2	Communication and training about anti-corruption policies and procedures	Our Corporate Governance Approach, page 13
	205-3	Confirmed incidents of corruption and actions taken	Our Corporate Governance Approach, page 13
Anti-competitive Behavior			
GRI 3: Material Issues 2021	3-3	Management of material topics	Our Corporate Governance Approach, page 13
GRI 206: Anti-competitive Behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	During the reporting period, there were no lawsuits filed regarding anti-competitive behavior, antitrust or monopoly activities.
Tax			
GRI 3: Material Issues 2021	3-3	Management of material topics	About Us, page 7
GRI 207: Tax 2019	207-1	Approach to tax	Bizim Toptan 2022 Annual Report, Financial Report, page 132-133
	207-2	Tax governance, control, and risk management	Our Corporate Governance Approach, page 13
	207-3	Stakeholder engagement and management of concerns related to tax	Bizim Toptan 2022 Annual Report, Financial Report, page 153-155
	207-4	Country-by-country reporting	Bizim Toptan 2022 Annual Report, Financial Report, page 153-155

Annex-6: GRI Index Table

GRI Standards	Disclosure	Location	Omission
Materials			
GRI 3: Material Issues 2021	3-3 Management of material topics	Waste Management and Plastic, page 29	
GRI 301: Materials 2016	301-1 Materials used by weight or volume	Waste Management and Plastic, page 29	
	301-2 Recycled input materials used	Waste Management and Plastic, page 29-30	
	301-3 Reclaimed products and their packaging materials	Waste Management and Plastic, page 29	
Energy			
GRI 3: Material Issues 2021	3-3 Management of material topics	Working for the Future of the Environment, page 25	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Carbon Emission Reduction and Energy Efficiency, page 26	
	302-2 Energy consumption outside of the organization	Carbon Emission Reduction and Energy Efficiency, page 26	
	302-3 Energy intensity	Carbon Emission Reduction and Energy Efficiency, page 26	
	302-4 Reduction of energy consumption	Carbon Emission Reduction and Energy Efficiency, page 26	
Water and Effluents			
GRI 3: Material Issues 2021	3-3 Management of material topics	Water Consumption and Efficient Use, page 32	
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Water Consumption and Efficient Use, page 32	
	303-2 Management of water discharge-related impacts	Water Consumption and Efficient Use, page 32	
	303-3 Water withdrawal	Water Consumption and Efficient Use, page 32	
	303-4 Water discharge	Water Consumption and Efficient Use, page 32	
	303-5 Water consumption	Water Consumption and Efficient Use, page 32	
Emissions			
GRI 3: Material Issues 2021	3-3 Management of material topics	Working for the Future of the Environment, page 25	

GRI Standards	Disclosure	Location	Omission
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Carbon Emission Reduction and Energy Efficiency, page 26	
	305-2 Energy indirect (Scope 2) GHG emissions	Carbon Emission Reduction and Energy Efficiency, page 26	
	305-3 Other indirect (Scope 3) GHG emissions	Carbon Emission Reduction and Energy Efficiency, page 26	
	305-4 GHG emissions intensity	Carbon Emission Reduction and Energy Efficiency, page 26	
	305-5 Reduction of GHG emissions	Carbon Emission Reduction and Energy Efficiency, page 26-27	
Waste			
GRI 3: Material Issues 2021	3-3 Management of material topics	Waste Management and Plastic, page 28-29	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Waste Management and Plastic, page 28-29	
	306-2 Management of significant waste-related impacts	Waste Management and Plastic, page 28-30	
	306-3 Waste generated	Performance Indicators, page 55	
	306-4 Waste diverted from disposal	Performance Indicators, page 55	
	306-5 Waste directed to disposal	Performance Indicators, page 55	
Supplier Environmental Assessment			
GRI 3: Material Issues 2021	3-3 Management of material topics	Supply Chain, page 40	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Supply Chain, page 40	
	308-2 Negative environmental impacts in the supply chain and actions taken	Supply Chain, page 40	
Employment			
GRI 3: Öncelikli Konular 2021	3-3 Management of material topics	Employees, page 34	

Annex-6: GRI Index Table

GRI Standards	Disclosure	Location	Omission
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	Performance Indicators, page 55-56
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employees, page 34-39
	401-3	Parental leave	Performance Indicators, page 56
Labor/Management Relations			
GRI 3: Material Issues 2021	3-3	Management of material topics	Employees, page 34
GRI 402: Labor/Management Relations 2016	402-1	Minimum notice periods regarding operational changes	Employees, page 38
Occupational Health and Safety			
GRI 3: Material Issues 2021	3-3	Management of material topics	Employees, page 39
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	Employees, page 39
	403-2	Hazard identification, risk assessment, and incident investigation	Employees, page 39
	403-3	Occupational health services	Employees, page 39
	403-4	Worker participation, consultation, and communication on occupational health and safety	Employees, page 39
	403-5	Worker training on occupational health and safety	Employees, page 39
	403-6	Promotion of worker health	Employees, page 39
GRI 403: Occupational Health and Safety 2018	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Employees, page 39
	403-8	Workers covered by an occupational health and safety management system	Employees, page 39
	403-9	Work-related injuries	Social Performance Indicators, page 57
	403-10	Work-related ill health	Social Performance Indicators, page 57

GRI Standards	Disclosure	Location	Omission
Training and Education			
GRI 3: Material Issues 2021	3-3	Management of material topics	Employees, page 35-38
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	Employees, page 36
	404-2	Programs for upgrading employee skills and transition assistance programs	Employees, page 35-38
	404-3	Percentage of employees receiving regular performance and career development reviews	Employees, page 35-36
Diversity and Equal Opportunity			
GRI 3: Material Issues 2021	3-3	Management of material topics	Employees, page 34
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	Employees, page 34
	405-2	Ratio of basic salary and remuneration of women to men	Employees, page 34
Non-discrimination			
GRI 3: Material Issues 2021	3-3	Management of material topics	Our Corporate Governance Approach, page 13
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	There were no notifications during the reporting period.
Freedom of Association and Collective Bargaining			
GRI 3: Material Issues 2021	3-3	Management of material topics	Our Corporate Governance Approach, page 13
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Performance Indicators, page 57

Annex-6: GRI Index Table

GRI Standards	Disclosure	Location	Omission
Child Labor			
GRI 3: Material Issues 2021	3-3 Management of material topics	Our Corporate Governance Approach, page 13	
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Bizim Tiptan Code of Ethics	
Forced or Compulsory Labor			
GRI 3: Material Issues 2021	3-3 Management of material topics	Our Corporate Governance Approach, page 13	
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Bizim Tiptan Code of Ethics	
Local Communities			
GRI 3: Material Issues 2021	3-3 Management of material topics	Society, page 41-43	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Society, page 41-43	
	413-2 Operations with significant actual and potential negative impacts on local communities	Society, page 41-43	
Supplier Social Assessment			
GRI 3: Material Issues 2021	3-3 Management of material topics	Supply Chain, page 40	
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Supply Chain, page 40	
	414-2 Negative social impacts in the supply chain and actions taken	Supply Chain, page 40	

GRI Standards	Disclosure	Location	Omission
Customer Health and Safety			
GRI 3: Material Issues 2021	3-3 Management of material topics	Food and Product Safety, page 45-46	
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Food and Product Safety, page 45-46	
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Food and Product Safety, page 45-46	
Marketing and Labeling			
GRI 3: Material Issues 2021	3-3 Management of material topics	Customer Experience and Transparency, page 48	
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	Customer Experience and Transparency, page 48	
	417-2 Incidents of non-compliance concerning product and service information and labeling	Customer Experience and Transparency, page 48	
	417-3 Incidents of non-compliance concerning marketing communications	Customer Experience and Transparency, page 48	
Customer Privacy			
GRI 3: Material Issues 2021	3-3 Management of material topics	Data Security and Privacy, page 53	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data Security and Privacy, page 53	

Annex-7: Contact

For more detailed information about our Bizim Toptan Sustainability Report and to submit your comments and suggestions:

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