



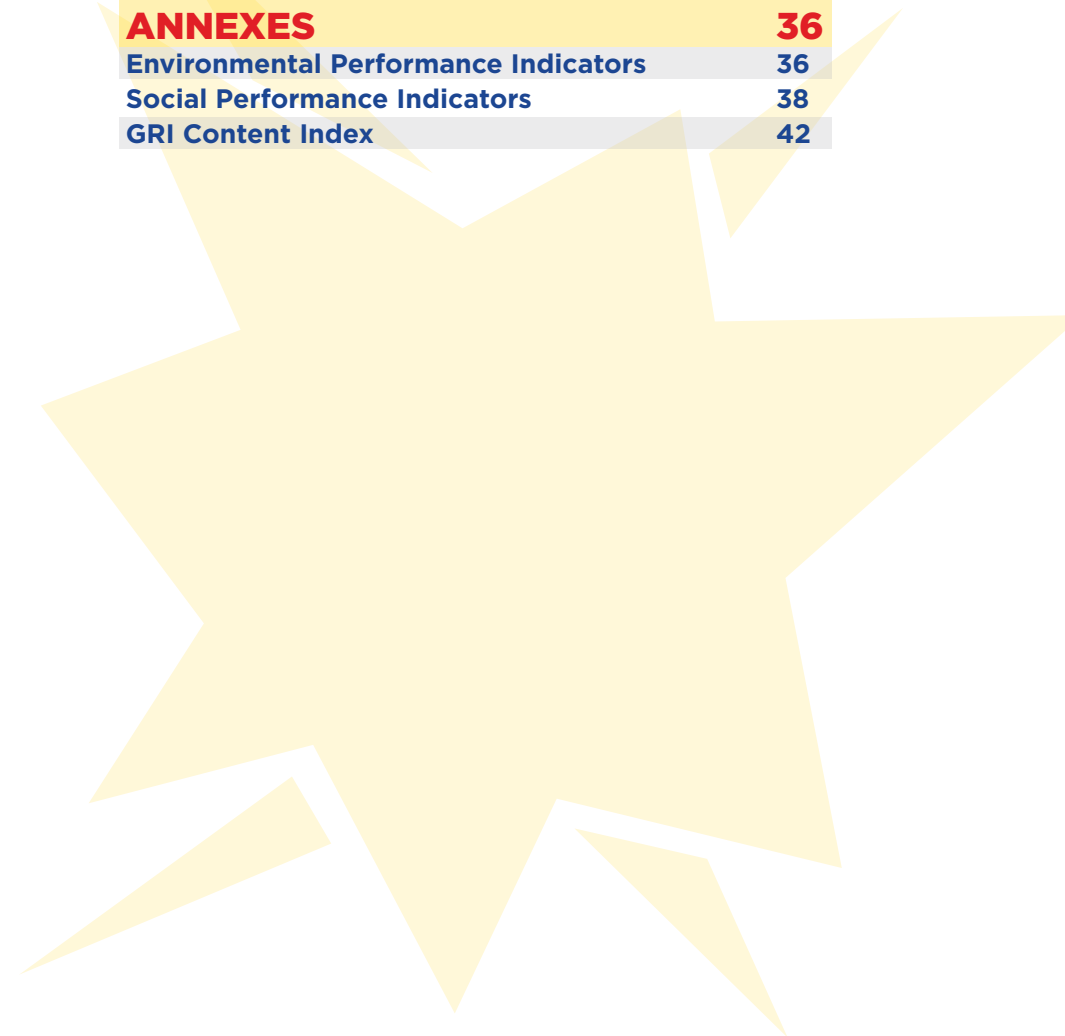
2019

**SUSTAINABILITY
REPORT**

TABLE OF CONTENTS

Message from the CEO	3
About the Report	4
About Us	5
Vision, Mision	5
Partnership Structure	6
Şok Marketler in Figures	7
Corporate Gvernance	7
Ethical Principles	8
Risk Management	8
Sustainability Management	10
Sustainability and Şok Marketler	11
Stakeholder Communication	12
PRODUCT - INSPIRE	14
Product Management	15
Produt Diversity	15
Customer Experience	15
Supply Chain Management	18
Direct Supplies	18
Safe and Quality Products	19
Local Supplies	20
Logistics Management	20
PEOPLE - EMPOWER	22
Employees	23
Employee Development	24
Performance Management	26
Career Management	27
Employee Satisfaction and Loyalty	28
Occupational Health and Safety	28
Corporate Social Responsibility	29
Count Me In	29

PLANET - RESTORE	31
Environmental Impact	32
Climate Change and Energy Management	33
Packaging and Waste Management	34
Water Management	34
ANNEXES	36
Environmental Performance Indicators	36
Social Performance Indicators	38
GRI Content Index	42





Dear Stakeholders,

As the fastest growing food retail chain in Turkey, we have left another year behind with successful business results. With our customer oriented business model that we have consolidated with our sustainability approach, we increased our net sales in 2019 by 33% compared to the previous year and reached 16.1 billion TL. We have further grown our operations across Turkey and increased the number of our stores to a total of 7,215 by opening 851 new stores. We continued to support employment. With nearly 30,000 employees in total, we become a big family.

We continue our strategic efforts to increase the value we create in environmental, social and corporate governance areas under Şok Marketler. All our teams, particularly the Sustainability Board and the Working Group, maintained efforts to enhance our sustainability performance throughout the year. While focusing on improving our operations in line with the ISO 14001 in an attempt to reduce carbon emissions and to combat climate change in terms of environmental performance, we also focused on talent management in terms of social aspects and continued to spread our quality and safety-oriented approach across the value chain. We provided training sessions at ŞOK Academy in order to provide our employees with a dynamic environment

in which they can increase their success stories throughout their career journeys and continuously develop with the opportunities offered by the digitalized world. In terms of social responsibility, we support housewives with the Count Me In project to ensure their participation in employment and their empowerment in socioeconomic life. With this project, we give women the opportunity to put their home-produced cloth bags for sale in our stores. We also support farmers with the direct supply model we implement for fruit and vegetables. Additionally, we are able to offer more affordable products to the consumers with this way.

We continued to place our customers at the focal point of our products and services, in order to provide them with a shopping experience which will satisfy their various expectations plus more. By expanding our scope of customer services, we implemented the ŞOK İşlem. We offered the opportunity to transfer money and pay bills from our stores in 81 provinces.

In 2019's Fortune 500, where the largest 500 companies of Turkey are awarded under different categories, we were ranked among the top 10 companies for steadily increasing employment, thanks to the employment opportunities we created. We were also deemed worthy of an award in the category of Companies with the Highest Number of Employees. In addition, we were listed as the 3rd largest retailer in Turkey, in terms of number of stores, at the Retail Forum and Innovation Event held by Capital Magazine. Furthermore, we ranked as the 34th most valuable brand in the Turkey's Most Valuable Brands Report prepared by Brand Finance.

I am delighted to share with you our Sustainability Report in which we present the value we have added to our stakeholders, as well as our sustainability performance. I would like to take this opportunity to thank all our colleagues and stakeholders for accompanying us on this journey.

Best regards,

Uğur Demirel
CEO



About the Report

At Şok Marketler Ticaret A.Ş., we share our sustainability performance for January 1 - December 31, 2019 in our 2019 Sustainability Report. We prepared our report in compliance with the 'Core' option of the Global Reporting Initiative (GRI) Standards and the Food Sector Supplement. Also included in the report are our efforts to contribute to the realization of the 2030 Sustainable Development Goals. Where necessary, we benchmarked our performance with previous years in the report.



You can send any of your questions, opinions or suggestions to surdurulebilirlik@sokmarket.com.tr





About Us

We are one of the fastest growing discount market chains and leaders in the Turkish food retail sector. Today, we provide the best quality products to our customers in every province of Turkey at affordable prices and we aim to satisfy our customers' needs with a wide range of products and provide them with a good experience.

Our goal is to mediate our customers to help them meet almost all their needs from a single location and from the nearest point. Thanks to our business model and store concept which we have been implementing since 2015, we have opened three stores on average every day, and today we offer services to our customers with more than 7,000 stores.

Our business model is based on proximity, a "every day low price" approach, diverse products, exclusive brands and a shopping experience that makes customers feel good and encourages them to shop again. We have over 1,500 different products in food and non-food categories on our shelves. With our brands such as Mis, Piyale, Mintax, Evin and Amigo which were national brands in the past and thus have a place in the consumer memory, we aim to meet almost all the shopping needs of our customers with easily accessible high-quality products by offering more options. We continuously enrich our product portfolio by offering both national brands and exclusive brands.

Vision

To be Turkey's leading modern food retailer, and the most preferred retail brand by our public, while continuing to create real value for our investors.

Mision

To provide our customers with the most convenient shopping experience and become the first choice for our staff and business partners with our distinctive business model, diversified range of quality products, affordable prices and advanced service understanding.

In 2019:

- We are implementing the business model that we developed specially for fruit and vegetable procurement in the facilities we established in various parts of Turkey. Every day, we are offering our customers fruits and vegetables directly procured from producers under the motto "from the field, to the public".
- We launched the Count Me In project with the awareness of social responsibility. We are encouraging women to participate in economic life by offering cloth bags they produce for sale in our stores.
- We are broadening our service approach and continue to provide different services to our customers. With ŞOK İşlem, we are providing our customers with the opportunity to transfer money or pay bills from our stores in 81 provinces.

Our stores are the point of attraction thanks to our own well-established brands and broad product portfolio which we further diversify each day.



Partnership Structure

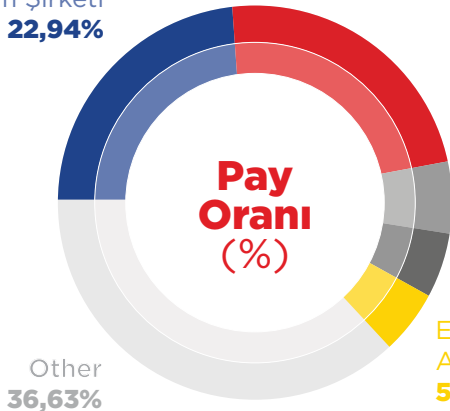
Breakdown of Shareholders Holding More Than 5% of the Capital and Voiting Rights

Shareholder	Share in Capital (TL)	Ratio in Capital (%)	Voting Right Ratio (%)
Turkish Retail Investments B.V.	144.000.000	23,53	23,53
Gözde Girişim Sermayesi Yatırım Ortaklığı Anonim Şirketi	140.400.327,27	22,94	22,94
Templeton Strategic Emerging Markets Fund IV LDC	36.000.000	5,88	5,88
European Bank For Reconstruction And Development	33.950.000	5,55	5,55
Yıldız Holding Anonim Şirketi	33.420.571	5,46	5,46
Other	224.149.672,73	36,63	36,63
Total	611.928.571	100	100

Thanks to our business model and store concept we have been implementing since 2015, we opened three stores on average every day. Today we offer services to our customers with more than 7,000 stores and around 30,000 employees.

Gözde Girişim Sermayesi Yatırım Ortaklığı Anonim Şirketi
22,94%

Turkish Retail Investments B.V.
23,53%



Templeton Strategic Emerging Markets Fund IV LDC
5,88%

Yıldız Holding A.Ş.
5,46%

European Bank For Reconstruction And Development
5,55%

Other
36,63%





Şok Marketler in Figures



Corporate Governance

Considering today's rapidly changing global conditions, companies can only resist uncertainties and possible crises with a solid corporate governance structure. Having a strong corporate governance structure reassures all stakeholders, especially investors, and allows for the sustainable performance of activities. Thanks to the public offering process commenced in 2018, we aimed to internalize corporate governance principles faster and to further improve our performance with accountable, transparent, ethical, fair, and responsible business processes.

The Board of Directors of Şok Marketler consists of a total of eight members, three of whom are independent. Two of the members are women and six are men. The Board of Directors convenes throughout the year at the frequency required by the operations of the company. The Executive Committee is comprised of Chief Executive Officer (CEO), Chief Financial Officer (CFO) and other top-level executives.

There are different committees and boards reporting to the Executive Committee:

- Trade Committee
- Disciplinary Board
- Audit Committee
- Corporate Governance Committee
- Early Detection of Risk Committee
- Human Resources Committee
- Investment Committee
- Supply Chain Committee
- Sustainability Board
- Digital Board
- Overall Loss Committee



Detailed information regarding corporate governance is available via the *investor relations website* and the *2019 Annual Report*.



Ethical Principles

The ethical principles that form the basis of our business processes guide us on how to conduct relations with our employees, customers, suppliers, business partners, shareholders, and public enterprises, as well as our environment and society. We provide our employees with a work environment where they feel safe, peaceful, and valuable, and which is suitable for the quality of the work they conduct. In 2019, we revised our Ethical Principles in line with the requirement of our sector and created the Şok Marketler A.Ş. Ethical Principles. Ethical Principles include subjects such as human and employee rights, environment, health and safety, data privacy, as well as necessary arrangements to prevent actions such as corruption, bribery, and facilitating or accelerating payments.

We organize ethical principles training sessions for our employees every year. Our ethical principles guide us in our relations with all our stakeholders including the agreements we make with our suppliers.

Stakeholders are able to notify us of violations against ethics, anti-bribery and anti-corruption rules to Şok Marketler Ethics Hotline (0 850 226 25 96) or by email to bildirim@sokmarket.com.tr. The identity of the notifying party is kept confidential



Please click [here](#) to access Şok Market's Ethical Principles.

and is only disclosed to responsible parties. The feedback received through the ethics hotline numbered 305 this year, including 208 calls related to working conditions, 69 related to irregularities, 12 related to recommendations and requests, and 16 related to other issues. All feedback received were communicated to the relevant units for examination. 257 of these notifications were resolved. 47 of them were examined but no data could be received regarding their resolution. There was one issue that was considered unsolvable so no action could be taken on that issue.

We organize ethical principles training sessions for our employees every year. Our ethical principles guide us in our relations with all our stakeholders including the agreements we make with our suppliers.

The received notifications are reviewed by the Ethical Board and necessary actions and precautions are taken in line with the resolutions of the Board. Necessary actions are taken against any attitude or behavior violating the Ethical Principles in line with the disciplinary procedure.

Risk Management

Companies develop effective risk management mechanisms in order to manage their financial and non-financial risks in an integrated and synchronized manner to ensure the long-term maintenance of their activities. In this context, we assess the financial and non-financial traditional business risks of Şok Marketler such as security, product safety, supply chain, occupational health and safety in a comprehensive and systematic way from the perspective of sustainability. Although risks are generally managed based on departments, they are now understood holistically and evaluated on a corporate basis as per the evolving management approach.



Detailed information about the Risk Committee is available under the [2019 Annual Report](#).


We took the first step for a systematic risk management with the Early Detection of Risk Committee.



At Şok Marketler, we took the first step for a systematic risk management with the Early Detection of Risk Committee . Reporting to the Board of Directors, the Risk Committee is responsible for the early detection of strategic, operational, financial, legal and all other risks that may jeopardize the existence of the company and its business continuity; and to ensure and approve the suitable management of risks identified as being assessed within the framework of corporate risk taking limits. The Committee is further responsible for the prioritization of risks that exceed the corporate

risk taking limits according to their impact and likelihood, the determination and implementation of the measures that must be taken regarding the risks identified, and the management of the risk.

In addition to financial risks such as market, exchange rate, capital and liquidity risks, we also plan to systematically evaluate non-financial risks such as product safety, supply chain, occupational health and safety within the scope of our sustainability works.

 Detailed information about the Risk Committee is available under the **2019 Annual Report.**

Risks	How do we manage risks?
Capital Risk Management	The objectives in capital management are to ensure the sustainability of our operations and increase profitability through the most optimal balance of debts and equity.
Credit risk management	We control the risks arising from advance payments, down payments, etc. made for our investments with letters of guarantee obtained from various banks. We do not make any payment without a letter of bank guarantee as per our internal procedures.
Liquidity risk management	We regularly monitor estimated and actual cash flows. We manage liquidity risks through the maintenance of sufficient funds and debt reserves by matching the maturities of financial assets and liabilities.
Market risk management	We assess any market risks arising at the company level on the basis of sensitivity analyses.
Exchange rate risk management	We use financial derivative instruments in order to protect our company activities and financing agreements from exchange rate risks arising from cash flows.





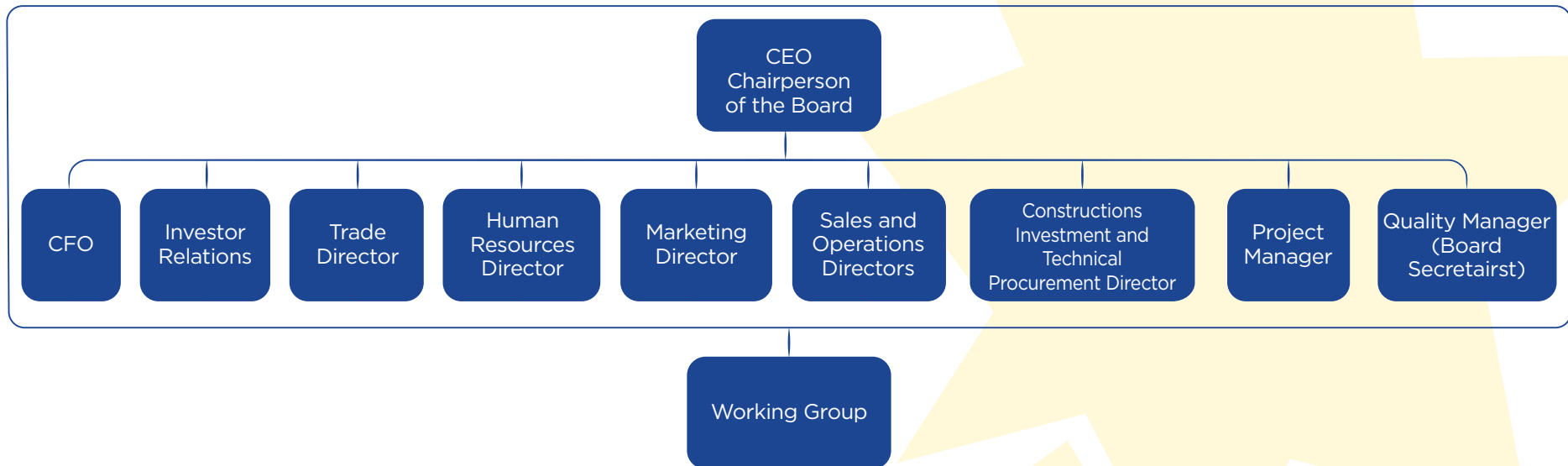
Sustainability Management

We have a Sustainability Board to shape our strategic investments that will be undertaken to increase the value generated in the areas of environmental, social, and corporate governance. In 2019 Q1, we renewed Board members in line with the structuring and changes in the company.

Among the responsibilities of the Sustainability Board are to create the sustainability strategy,

goals, road maps and policies; to map the risks when it comes to environmental, social, and corporate governance, and manage them in a pro-active manner; to designate sustainability-related performance measures; to provide the employees with related information and make efforts aimed at internalizing relevant policies and to plan for efficient communication with stakeholders. The Board also maintains efforts to align the business processes to international standards such as ISO 14001, 9001. The Board meets at least twice a year to plan its work schedule.

In addition to the positions such as CEO and CFO, managers from critical departments of our company, such as Investor Relations, Sales and Operations, Trade, Human Resources, Quality, Construction Investment and Technical Procurement, are among the officials of the Sustainability Board. Established as a support structure for the Sustainability Board in 2018, the Study Group implements the decisions taken in the Board and is composed of managers and employees from the Quality, CEO Office, and Loss Prevention units.



In 2019, some of the members of the Sustainability Board and the Working Group participated in the Yıldız Holding Sustainability Training Program held in partnership with Boğaziçi University Lifelong Education Center.

Within the scope of the training, participants completed a 24-hour training program including different subjects such as the Fundamentals of Sustainability, Sustainability Strategy, Sustainability Leadership, Sustainable

Agriculture and Food, Internal Entrepreneurship, Future Trends, and Sustainable Innovation and Technology.



Sustainability and Şok Marketler

In this highly competitive retail industry, it is important to focus on the areas where we can create value both for our business and stakeholders, which will distinguish us from our competitors and take our company even further strategically. We are working on our sustainability priorities for integrated and successful management.

We are working on our sustainability priorities for integrated and successful management.

We assess the latest sustainability issues with the members of the Sustainability Board and the Working Group on an annual basis. The final sustainability subjects are determined with the approval of the Board of Directors after an evaluation taking into consideration the strategic path and investments of our company.

At Şok Marketler, we adopt the “sustainability is our promise to future generations” approach that provides a wholistic management perspective to our business processes. This approach helps us improve our performance within a three stage-perspective based on products, the society, and the world.

Within this scope, our corporate goals are:

- To ensure that our products are delivered to our customers at the highest standards and under transparent and attractive conditions in a customer safety-oriented manner, while **INSPIRING** them to adopt a healthy eating and living style;
- To **EMPOWER** the community by engaging in efforts that will provide social and economic development for employees and the society

and embracing business models that improve social equality;

- **RESTORING** the environmental conditions for future generations by protecting natural resources and prioritizing energy efficiency and savings.

Mateiral Sustainability Issues





Stakeholder Communication



Stakeholder Group	Method of Communication	Frequency of Communication
Employees	<i>Internal notification emails, Şok Academy, meetings, ŞokNet (intranet system), surveys, social media, Sustainability Report</i>	<i>Continuously</i>
Shareholders, Investors	<i>Investor Relations department contacts, Annual Report, Sustainability Report, website, Public Disclosure Platform</i>	<i>Continuously</i>
Customers	<i>Website, Cep'te Şok, Communication Center, product catalogs, notification emails and short messages, social media, surveys, and meetings</i>	<i>Continuously</i>
Suppliers	<i>Audits, Chain (intranet system), B2B meetings, emails, social media</i>	<i>Continuously</i>
Public Enterprises	<i>Visits, Annual Report, Sustainability Report</i>	<i>At least once a month</i>
Business Partners and Advisors	<i>Joint Projects</i>	<i>Continuously</i>
Media	<i>Press bulletins, press meetings, social media</i>	<i>Continuously</i>
Non-Governmental Organizations and Professional Associations	<i>Events such as congresses, conferences, seminars, etc. and joint projects</i>	<i>Continuously</i>
Universities and Research Centers	<i>Joint projects, conferences, and training sessions</i>	<i>Continuously</i>
International Organizations	<i>Events such as congresses, conferences, seminars, fairs, etc.</i>	<i>Continuously</i>
International Certification Bodies	<i>Visits (system monitoring audits)</i>	<i>At least once a year</i>

1

PRODUCT
INSPIRE



PRODUCT- INSPIRE

We aim to make our highly diverse product portfolio comprised of good and safe products accessible for everyone, without compromising on quality. In line with our goal to achieve high customer satisfaction with our customer-focused approach, we ensure that our products are all accessible and we inspire our customers towards healthy eating with the products we offer. Adopting a responsible supply chain management approach, we also contribute to the sustainable food chain.

With our activities, we support Responsible Consumption and Production, which is among the Sustainable Development Goals

12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION





Product Management

In line with our vision to become the most preferred modern food retail business in Turkey, we provide high-quality, diverse products, and affordable price to our customers with our advanced service approach and provide them with the most suitable shopping experience. As required by our customer-focused approach, we care about the needs of our customers with the products and services we offer. We diversify our product portfolio with our own brands and national brands, and we focus on making our products and services reachable and accessible throughout Turkey.

Product Diversity

We diversify our product portfolio according to the needs of customers while providing affordable price and high-quality products. Thanks to our different channels and rich product diversity, we make sure that our customers can obtain all the products they need from a single point.

We provide our customers with over 1,500 different products in food and non-food categories available in our portfolio. We are focused on providing a shopping experience from a single location and the nearest point. Additionally, we offer different product alternatives in line with the changing consumer needs in different seasons. *Our stores have*

products from more than 250 brands that we own such as Mis, Anadolu Mutfağı, Mintax, Vatan, Piyale and Evin which are only available at Şok stores, and from around 60 national and international brands. We offer product diversity with non-food products such as (nonfood items) kitchenware, cleaners, paper products and clothes, in addition to various food products including fresh fruits and vegetables.

Customer Experience

We always try to provide a comfortable shopping experience to meet the various expectations and needs of our customers in line with our advanced service approach. Our goal is to provide a comfortable and easy customer experience through different channels. We work to provide our customers with a positive shopping experience which will allow them to reach high-quality and various products with every day at low prices in our stores.

We continue our efforts to enable our individual customers, who are the majority of our customer portfolio, to easily reach our stores. In 2019, we opened 851 new stores and increased our total number of stores to 7,215. With our broad and widespread store network, we ensure that our customers meet almost all their basic needs from a single location and from a point closest to their home.

In addition to our broadened store network, our customers are able to find all the products they want in a comfortable shopping environment

thanks to the renewed spacious and bright store concept, with sections that are better arranged and separated. By including affordable, yet high-quality products in our portfolio and offering promotions which provide advantages in different product groups, we improve the shopping experience of our customers, who are mostly individual customers. We conduct efforts that increase the number of sales transactions.

We opened 851 new stores last year, reaching 7,215 stores in 81 provinces of Turkey.



Mobile Shopping Application: Cepte ŞOK

In line with the changing consumer behaviors with technology and digitalization, the development of online shopping habits and volume growth also relate to the retail sector closely. As one of the largest food retailers in Turkey, we offer the digital shopping channel Cepte Şok mobile app to our customers in the field of online shopping. The app started in 2017 with 18 stores, and now all our stores are currently available including the newly opened stores.

Customers can select the products they want to buy and easily take these products from the closest Şok store within the selected time period without losing any time thanks to the app working with Click, Come, Get approach. We also started to work on how to provide home delivery services during the end of 2019.

Easy Payment with ŞOK İşlem

By expanding our scope of customer services in 2019, we implemented ŞOK İşlem. With the Bill Payment system, our customers are able to pay their telephone, electricity, water and gas bills seven days a week in 81 provinces, from the cash registers in ŞOK stores. They can also transfer money to credit cards and all bank accounts again seven days a week. Therefore, our customers are able to save time by making money transfers and paying their bills during their shopping.

CEPTE ŞOK





Customer Satisfaction Survey

We regularly receive customer opinions regarding our products and services in order to manage the customer experience in the most effective way, and to provide a better service. We monitor the changing customer trends by conducting customer satisfaction surveys to ensure timely responses to these trends.

We have been conducting Customer Satisfaction research involving mystery shoppers twice a year at our stores since 2015. Within this scope, we

visit the stores incognito and measure store performance from the eyes of our customers. This evaluation focuses on four areas, i.e. product, fruit and vegetable section, personnel service quality and physical situation of stores. We are above the sector average by scoring 87 and 89, in 2018 and 2019 respectively. Moreover, we maintained our position as the second most popular brand being awarded at the Brand Health Research conducted in 2017.

We also allow our customers to share their opinions and recommendations. We receive feedback through the Şok Market Customer

Services call center at 0850 808 00 00 and email address musterihizmetleri@sokmarket.com.tr. 60% of customer feedback is received via phone and 40% via the internet. We respond to incoming calls within three business days. In 2019, we received 58,208 instances of feedback in our call center.





Supply Chain Management

We deliver various and high-quality products to offer to our customers thanks to our sustainable supply chain management. We increased the number of our stores to 7,251 in 81 provinces with the fastest growth in the food retail sector in the last four years. We manage our supply chain in the most effective way possible in order to maintain our operational excellence and to keep the same quality-price balance level while we extend our service network. Within the scope of the Supply Chain Policy, we select suppliers who comply with our social and corporate principles and who meet our quality standards and we offer safe, high-quality, and healthy products according to customer needs through collaborative efforts.



Please click [here](#) to access Şok Marketler Integrated Management Policy.

We consider the supply chain as extending from producers to the end consumers within a holistic process. We distribute products in the fastest and most effective way to stores in 81 provinces in Turkey with our distribution network comprised of 27 distribution centers. The Supply Chain Director, being the senior manager responsible for the supply chain management, reports directly to our CEO. Moreover, we centralized business processes with the Central Supply Unit since 2017 in order to improve operational efficiency. This ensured supply management

performance with a fully central system, instead of the warehouse order system. The supply chain management used to be performed separately via distribution centers and is now performed by the Central Supply Unit in a more systematic way with fewer employees. The new system decreases daily stock level and guarantees product availability and more effective seasonal planning.

Within the scope of digitalization, we completed the Advanced Planning and Demand Estimation, Product Distribution Algorithm, Order Recommendation System Development and Automatic Invoice Closing projects and we conduct developments in these projects within the scope of the business processes every year.

Direct Supply

We do our best to provide fresh fruits and vegetables to our customers at our stores every day. By switching to direct supply model, we produce vegetables and fruits and offer them direct from the field to the public. With various facilities across Turkey, we implement a special business model in the procurement of fruits and vegetables. In this context, we procure fruits and vegetables by making the plantation planning together with the producers based on the tonnage we need. Therefore, we support the farmers we work with in Manisa, Bursa, İzmir and Aydın. We guarantee product quality without the need for multiple intermediaries and provide product traceability.





Safe and Quality Products

We aim to contribute to the healthy lifestyle and give inspiration on this matter with the products that we offer our customers. First of all, we care that the various products we offer to our customers on our shelves are safe and of high quality. To achieve this, we only work with the suppliers who meet the national and international food safety and quality standards, as well as the conditions of our Integrated Management Policy. We improve the working conditions of our suppliers to our standards, thus contributing to their development. In 2019, we worked with nearly 1,100 suppliers.

We manage the product safety and quality processes in line with our Integrated Management System including the ISO 9001:2015 Quality System Management standard. We request our suppliers to obtain at least one of the certificates among the BRC International Food Safety Standard and FSSC 22000 Food Safety System and conduct any relevant audit processes. We audit existing suppliers at least twice a year and support them in their identified needs to increase their performance. Moreover, the audits we conduct include compliance with the Ministry of Food, Agriculture and Husbandry's Turkish Food Codex Legislation, as well as inspections on halal food issues and some other areas dependent on the type of product: weight, packaging, labelling, etc. We also classify our suppliers by certain categories.

Our audits are never limited to suppliers only; we also audit our own operations. The stores and warehouses are also subject to audits. We conduct a minimum yearly audit also for the suppliers which provide exclusive Şok Marketler products. 100% of these special products are produced at premises with international food safety management certification and checked in terms of whether they satisfy consumer health and safety requirements.

Şok Marketler branded products are produced at premises with international food safety management certifications.

In 2019, we audited 254 suppliers including the operations of our own branded products and analyzed 1,300 products.

Call Management

Thanks to the ŞOKNET Call Management system, we prevent products with supplier-related quality issues from reaching customers. Any defective products reported by the stores to the Call Management system are tracked by the quality team and product checks are conducted. By identifying product issues, the necessary procedures and actions are carried out. Thanks to this system; in collaboration with the quality team, our stores protect the health and safety of customers, decrease customer complaints and product disposal rates, and develop the quality security systems of the suppliers. We ensure a higher customer satisfaction and save on costs and time with the ŞOKNET Call Management.



Local Supply

As a domestic food retailer, we prioritize local supply in order to render our supply chain sustainable and contribute to the local economy. By supplying 100% of our products from domestic suppliers, we not only support the development of the local producers, but also protect regional products. Working with domestic suppliers also helps us reduce our carbon footprint arising from transportation.



Logistics Management

We take transparency and traceability principles as the basis throughout the entire supply chain. We check our logistics operations with a centralized and holistic system. We are able to perform stock control by monitoring the process from end to end including product receipt, storage, addressing, collection, shipment and returns with the Corporate Resource Planning system and manage our resources effectively. Within the scope of the system, we optimize processes with in-warehouse routing and store shipment routing works.

We get 100% of store products from domestic suppliers and contribute to the development of the local economy. While supporting the development of local producers, we both protect regional products and reduce our carbon footprint arising from transportation.

2

PEOPLE
EMPOWER



PEOPLE - EMPOWER

We care about supporting society's socioeconomic development with our broad stakeholder ecosystem. The sustainability of our job is based on our development with society. Each investment we make to generate social value and support social equality also helps to create a strong social structure, especially for the development of our employees.



We contribute to Decent Work and Economic Growth (Goal 8) and Quality Education (Goal 4) which are among the Sustainable Development Goals, especially with our practices aimed towards our employees.



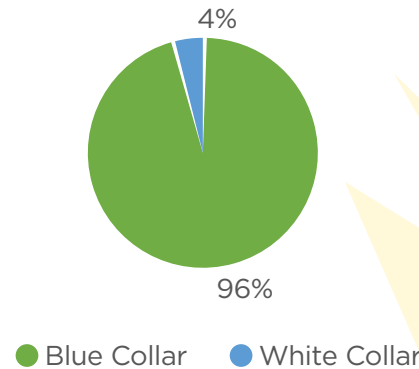
Employees

It is of great importance to focus on customer experience in order to differentiate within the highly competitive retail sector. Competent and happy employees play the biggest role in the satisfaction of customers with their experience. We aim to always provide a happy shopping experience with approximately 30,000 employees and our customers both in our Head Office and in our more than 7,000 stores that spread across Turkey. In order to achieve this goal, we are continuously making investments in our employees, and come up with practices which will contribute to their development, loyal and happy with high motivation.

We are focused on providing our employees a dynamic work environment that is just, healthy, that cares for equality and diversity, and is powered by inclusion. We invest in employee development in order to ensure that they continue to improve with the new opportunities offered by the digitalizing world throughout their professional career. As we continue our growth every year with our business model that contributes to social equality and our competent employees, we contribute to the national economy with the added value we create.

At Şok Marketler, **we employed 30,000 people** in 2019. We increased our number of employees by around **12%** compared to the previous year. Blue collar employees constitute 96% of our labor force.

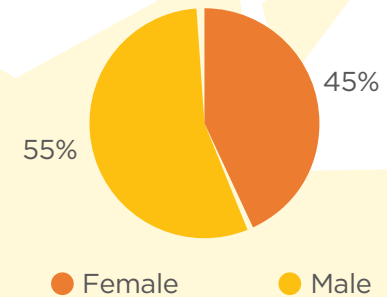
Employee Rate by Category



We stand up against all kinds of discrimination with the Şok Marketler Human Resources Policy that we developed to manage the human resources processes. We support women's employment and aim to increase the percentage of women in decision-making positions. Contributing to the empowerment of women through their participation in socioeconomic life, and supporting women who have taken a break from business life in returning to working life, are among our gender equality goals. Within this goal, we increased the number of female employees by **13%** in 2019 compared to the previous year. According to this, 45% of our total employees are women. 79% of the women employees returned to work after maternity leave.

The number of female employees increased by **13%** compared to the previous year.

Employee Rate by Gender





Employee Development

We believe that human capital is very important in ensuring the sustainability of our success and achieving sectoral competitiveness. As the fastest growing retailer in Turkey, we invest in employee development programs in order to create a human capital that is able to rapidly respond to customers' changing shopping habits and expectations and that works with high levels of satisfaction and engagement.

With a management approach which takes equality and diversity as a basis and makes use of the innovative opportunities offered by technology and digitalization, we provide training, personal and professional development and career planning opportunities to our employees for their self-development and aim to improve the skills of our employees. We implement a fair assessment system based on performance, experience, behavior and competencies and support all employees in achieving their career targets.

Training

We offer training programs on personal and professional competencies of today and the future, that contribute to development of our employees and support their careers.

We provide need-based training opportunities in order to support the professional and personal competencies of our employees, as well as their career development. Employees working in the head office are able to participate in a broad range of catalog training programs towards developing professional skills such as leadership, communication, presentation techniques, and time management. Employees at managerial and higher positions, on the other hand, can benefit from the leadership training sessions of the same catalog.

As of 2019, we started providing the orientation training of store employees through Şok Academy and gave 58,160 hours of training throughout the year. By moving our training programs to digital platforms, we increased the productivity in terms of time and training content and this also resulted in us reaching 35% more employees compared to the previous year.

As the productivity of the training increased in terms of time and content thanks to digitalization, we managed to reach 35% more employees compared to the previous year.





Şok Academy

We create digital training opportunities to help our employees reach information in the fastest and the most accurate way and contribute to the development of a corporate culture that learns from each other. Launched in 2018, Şok Academy - our digital learning and socializing platform - is accessible by all our employees independent from time and space and in line with business standardizations. With these features, the Platform offers a decrease in costs and increase in efficiency, compared to traditional in-class trainings. We offer a system infrastructure that supports e-learning tools in addition to easily comprehensible content on a user-friendly platform. Our employees can access training sessions ranging from store processes to fundamental management knowledge via computers, tablets and smart mobile devices.

A training library regarding technical and managerial skills needed by blue collar employees in business processes is also available on the Şok Academy platform. Employees can easily access the professional knowledge they need for business processes thanks to these training sessions. Also available via Şok Academy, the Yıldız Holding Training Catalog is a resource that provides the training that our white-collar employees may need. Orientation training sessions helping new employees to adapt to the workplace in a faster and easier way are also available on the Şok Academy platform. We expect all our store employees to

complete their orientation training on the Şok Academy platform. In line with this, the percentage of employees who actively used Şok Academy reached 85% in 2019.

Şok Academy was awarded the “Best” award under the Best Digital Development Training/Program category at the Learning and Development Awards held by Training and Development Platform Association (TEGEP) in 2019.

Şok Academy reached 85% activation rate in 2019.

Taktik Burada: (The Tips You Need): The Leadership Development Program

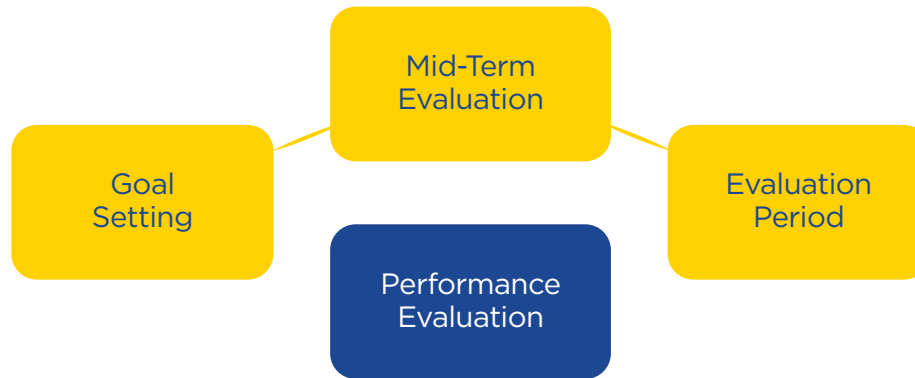
With The Tips You Need: The Leadership Development Program, tailor-made for the managers of our sales operations team, we aim to improve the leadership competencies of our employees. Field managers receive training and coaching support to develop their competencies such as predicting the future, encouraging exemplary performance, innovation, focusing on results, strengthening the team, adding value, matrix leadership and utilizing success within the

scope of this program launched in 2017. As part of the program, we provided four days of in-class training to regional executives, three days for regional managers and six days for branch managers. By further expanding the program to include training content for the development of eight leadership competencies contained in the set of qualifications demonstrated by field managers, we gave one-day coaching training to branch managers.



Performance Management

We implement Yıldız Holding Performance Management System that promotes development as an framework system for all our employees in our head office and support our employees to increase their motivation and competence through this system. Within this framework, we take the results of completed work, as well as the related targets and competency as a basis. In this context, we assess our employees annually in three basic steps: goal setting, mid-term evaluation and evaluation period. After our employees complete their self-evaluations at the end of the year, they are also assessed by their first and second managers. Then the process is completed. We analyze the results of the assessments, as well as the performances of all employees by comparing them with the company success co-efficient.



We break down the main goals of the company into individual goals evenly on the system in order to contribute to the high performance culture. We also evaluate the competencies of our employees with 360 degree evaluation within the scope of the competencies we have determined in the system. Based on these evaluations, we offer a planned career journey to our employees in line with the Human Resources Planning efforts by using the knowledge, skills and competencies set for positions.





Qualification and Performance Based Remuneration

In line with the market salary research studies we conduct every year, we implement a remuneration system that is competitive and market-compatible and is based on egalitarian foundations. Furthermore, we provide side benefits according to the positions of the employees. We reward our managers and more senior level employees with annual performance bonus payments based on Performance Management Evaluation outcomes. In addition, we implement a sales bonus in order to ensure continuous high performance by sales team members. We apply an Instant Reward system in order to provide real time basis support to our employees who have made remarkable contributions to Şok Marketler. In this system, our managers can nominate candidates and after an evaluation process, we reward those candidates considered to be successful.

Career Management

We support the continuous development of our employees with our career management approach, in line with their needs and requests. We ensure that our employees realize their potential by utilizing our current work force in the best way possible, and apply a career management integrated with performance management and training processes in order to make long-term and accurate career plans.

In this respect, every year we prepare Human Resources Career Planning for all our employees working in the head office and branch directorates through a collaboration with the Human Resources Department of Yıldız Holding. We create career maps based on the strengths and potential areas of development thanks to this planning. In addition to this, we determine the efforts to support employee development with the 70-20-10 model, which is a human resources process. We realize development plans with every development tool focusing on needs (coaching, mentoring, in-class training, rotation, project responsibility, etc.).

With our Regional Office Manager Evaluation Center practice, we perform the processes of election, preparation and appointment of the most suitable and qualified internal candidates to the Regional Office Manager positions in strict compliance with the applicable standards. We measure competencies and determine development areas for candidates during the promotion process to senior positions. We give feedback to the branches in line with the evaluations we make at the Head Office. This way we create a pool for qualified Regional Office Manager candidates across the country, in line with the current and future need for Regional Office Managers and contribute to making rapid and correct decisions.

In our stores, we also conduct a Store Human Resources Planning on a quarterly basis. This planning helps to determine promotable store managers, and after case studies, individual

presentations and question-answer sessions we decide on candidates for promotion and provide them with development plans.





Employee Satisfaction and Loyalty

We provide our employees with a work environment where they feel safe, at peace and valued and which is suitable for the quality of the work they conduct while supporting employee satisfaction, motivation and loyalty. In line with this mission, we aim to become the first choice of our business partners and employees. Through our on-going investments in human resources, we aim to make a difference in the sector with our happy workforce while providing a happy shopping experience for every single customer.

In line with our goal to be among the most preferred companies in terms of working conditions and social opportunities, we regularly monitor the satisfaction and loyalty levels of our employees with our Employee Satisfaction Survey. Our employee satisfaction increased by 7 points and employee loyalty by 12 points according to the results of the survey conducted in 2017 with a participation rate of 77% from our employees, compared to the survey conducted in 2015. As our actions to improve the 2017 results are currently ongoing, we will repeat this research next year to measure the improvement.

Occupational Health and Safety

Occupational health and safety (OHS) play a significant role in providing a secure, proper and peaceful work environment to our employees, and accordingly, a great shopping experience

for our customers. To this end, occupational health and safety is among the matters we focus on in terms of sustainability. Our Group Director of Human Resources reports directly to our CEO on a regular basis as the most senior of directors when it comes to occupational health and safety issues.

We comply with the relevant legislation in terms of occupational health and safety, managed with a risk-based and systematic approach. We continue our preparations in order to adapt our approach to international standards, and we aim to receive the ISO 45001 Occupational Health and Safety certificate.

We take action in any matter we consider as a threat to the health of our employees and take necessary steps to improve our occupational health and safety performance. By using different methods in order to manage the occupational health and safety risks, we prepare Risk Assessment Reports for every location. We perform detailed analyses regarding accidents, near misses and related statistics, and take measures to prevent similar cases. We conduct evaluations in various areas such as types and breakdown of accidents, positions of affected employees, place, date and time of the accidents and near miss statistics. The most frequent accidents in 2019 were regarding back problems, jamming body parts and injuries caused by dropping material and vehicle rollover or crash.

We organize training sessions for our employees in order to prevent accidents, support the formation of an occupational health and safety

corporate culture and comply with the legal legislation. We provided a total of 464 hours of training to our employees (8 hours per employee) working in the Head Office during the reporting period. Furthermore, we shared the OHS awareness kit and informative documents with our employees working in the Head Office. In order to improve the conditions for office ergonomics, we placed equipment such as computer stands and backrests.



Corporate Social Responsibility

Acting with social sensitivity, we aim to contribute to the resolution process of social issues in Turkey and develop projects to act in these matters with corporate social responsibility. We encourage our employees to participate in social activities regarding environment, health, education and sports.

Count Me In

Supporting the socioeconomic development of women is one of the building blocks for social development. In 2019, we started to support homemaker to earn economic income from their handicrafts with our Count Me In project. Housewives are able to put their cloth bags they produce for sale in our stores. 7,551 bags were sold in 2019.



3

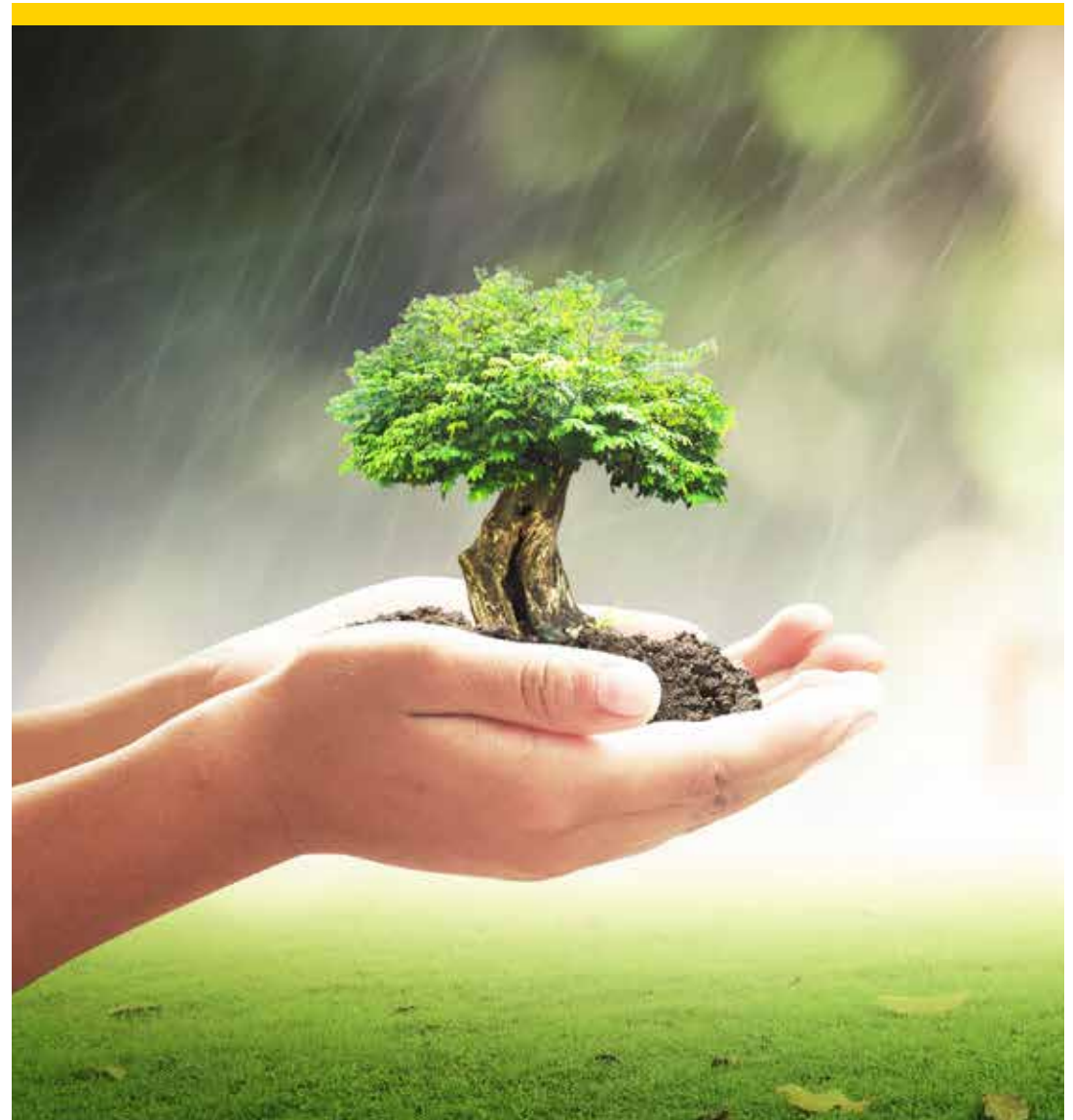
PLANET
RESTORE



PLANET - RESTORE

We believe that maintaining the sustainability of our activities and leaving a livable world to future generations is only possible through good and effective environmental management. We are working to decrease our environmental impact and enhance our environmental performance for a better world.

We contribute to the realization of Climate Action and Life on Land among the Global Goals thanks to our efforts to manage our environmental performance.





Environmental Impact

Natural resources and ecosystems play a major role in the continuity of life. The current situation of the climate crisis, scarcity of natural resources, exponentially increasing environmental pollution and loss of biodiversity affect agricultural activities negatively. For this reason, the protection of natural capital requires all stakeholders, especially the business world and public institutions, to take responsibility. At Şok Marketler, we assess the environmental impacts of our activities and carefully manage these impacts to be an environmentally friendly company. We are making investments in order to decrease our carbon emissions and increase energy efficiency to combat the climate crisis, and we aim to reduce our impact on the environment and natural resources by developing effective water, waste and packaging management practices.

Our Environmental Policy form the basis of our environmental management approach. Having been created based on our impacts in the sector, our Environmental Policy enables us to approach practices for reducing our environmental impact with a holistic viewpoint. In addition to this, the Policy has an important place in terms of consolidating our corporate perception and achieving competitive advantage. Thanks to our environmental management approach, we aim to provide long-term value for all our stakeholders in line with national and international

management standards. We completed the ISO 14001 Environmental Management System Standard certification process which commenced in 2018. We conduct audits in this area every year on a regular basis. Our aim is to manage all of our stores with this certificate.

In 2019, we received an environmental fine amounting to 18,000 TL and made an environmental investment and expense of 7,867,390 TL¹ in order to improve our environmental performance. We allocated around 7.4 million TL for energy efficiency projects and spent 400,000 TL on investment for the placement of energy regulating and consumption reducing systems to the compressor groups in cold chambers of the storages with high power consumption.



Please click [here](#) to access our Environmental Policy and Framework Environmental Management System.

We prepared an Integrated Management Policy in order to use natural resources efficiently to leave them for future generations. We commit to adhering to this policy in all of our processes.



Please click [here](#) to access the Integrated Management Policy.

¹ The average exchange rate was taken as basis while expressing the amount in TL.





Climate Change and Energy Management

Due to the increase in consumption in parallel with increasing human population and the corresponding rapid development of production and economic activities, the demand for energy increases with each passing day. The path towards reducing energy consumption and increasing efficiency is through the adoption of effective and innovative energy management. Companies achieving this not only gain economical benefits but also play an essential role in reducing greenhouse gas emissions.

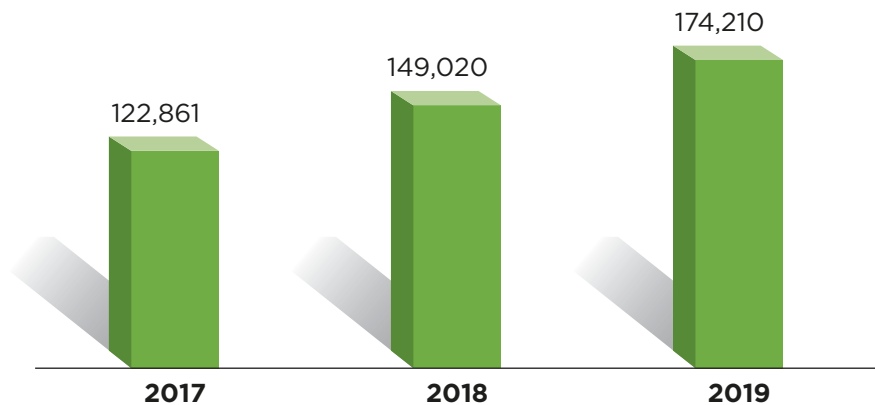
At Şok Marketler, we develop energy efficiency practices in order to decrease energy consumption-related costs and carbon emissions. These practices that increase efficiency and savings also indirectly contribute to the decrease in external dependence for energy.

As part of the Store Energy Efficiency project, we installed efficiency providing equipment in 3,000 stores in 2019. Therefore, we are saving energy by automating applications such as turning on-off the store equipment, air-conditioner temperature control, active consumption and reactive tracking. We aim to decrease our energy costs and environmental

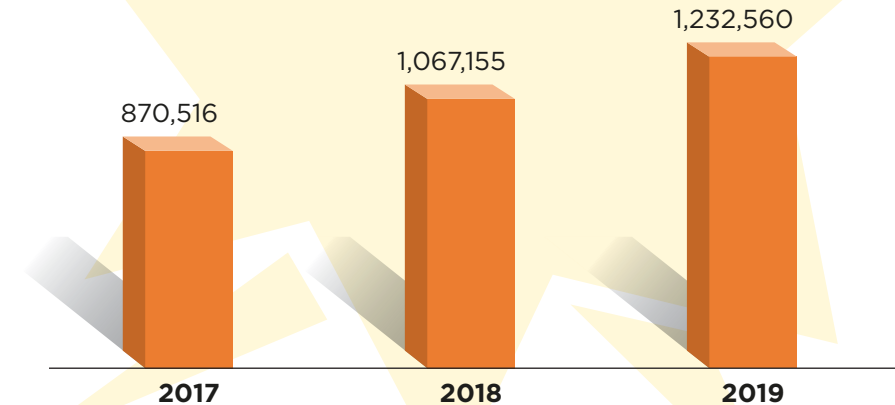
footprint with the extension of this project to all our stores.

Our total energy consumption in 2019 was around 336,410 MWh. Our Scope 1 and Scope 2 emissions are around 174,210 metric tons of CO₂ in total. In order to calculate our carbon and energy intensity, we divide our revenue with these two values. According to this, we both decreased our energy and carbon intensity by 21% in the last two years.

Carbon Emissions (Ton CO₂e)



Energy consumption (MWh)





Packaging and Waste Management



If efficient resource usage and recycling policies are not applied, pressure on natural resources will gradually increase and environmental pollution will continue to increase rapidly every year, especially due to plastic waste. Around 12.7 million metric tons of plastics are dumped into the oceans every year.² In the event that this trend continues, it is expected to have more plastic than fish in the oceans by 2050.³

At Şok Marketler, we consider waste and packaging management as our fundamental responsibility in order to decrease environmental pollution. We aim to decrease air pollutants, as well as solid waste caused by our activities in order to minimize our environmental impact.

The Overall Loss Prevention Committee shows efforts to decrease our food waste by

preventing any kind of loss caused by our business processes in order to ensure operational excellence. Our CEO, CFO, Human Resources Group Director and Loss Prevention Manager discuss food waste related matters in monthly meetings in detail.

Playing an essential role in reducing our waste-related environmental impact, the project entitled Carrying Fruit and Vegetables in Reusable Boxes is setting an example in our sector. With this project, we aim to significantly decrease our waste and reduce the costs related with the use of boxes by carrying fruit and vegetables in reusable special plastic boxes, instead of single use plastic or cardboard boxes. We broadened the scope of the project, which we expect to see its impact grow as the increase in demand for fruit and vegetables grows in the upcoming years, in order to cover all our stores and storage areas.

With the use of the special reusable boxes (after disinfection to meet food safety standards) within the scope of the project, we extend our goals to include the decrease of waste packaging and environmental impacts, product display standardization, ergonomic transport and transportation facilitation, and decreasing of costs. We make digital developments on our Enterprise Resource Planning (ERP) system and track inventory at our stores and storages in order to monitor the positive environmental performance of the project. We prevented 9,875,000 cardboard or plastic box waste in 2019 within the scope of this project.

Additionally, in order to prevent the single-use plastics in the Head Office, we first ceased the use of plastic bottled waters in common areas such as meeting rooms and kitchens and provided glass products to all of our employees for their personal use.

Water Management

The changing and decreasing precipitation regimes due to climate change, as well as the rise in consumption and production increase the need for an effective water resource management with each passing day. The fact that no practices are being developed to decrease consumption or increase efficiency in water resources, which are among the most important natural resources, not only increases the risk in regions with water scarcity, but also produces new risks in regions with an abundance of water. We develop practices that decrease consumption and increase efficiency in order to manage our water consumption. We track water consumption at all our stores and storages and especially at our head office, and inform our employees about unnecessary water consumption with warnings and statistical data.

² Plastic waste dumped from land into oceans

³ New plastic economy

4

ANNEXES



ANNEXES

Environmental Performance Indicators

Energy Consumption ⁴ (GJ)	2017	2018	2019
Building fuel & electricity	860,329	1,058,290	1,222,745
Purchased electricity	860,329	1,051,595	1,211,080
Gas & LPG	0	6,695	11,665
Generator (diesel)	0	0	0
Vehicle fuel	10,187	8,866	9,815
Diesel	8,222	7,021	7,918
Gasoline	1,965	1,844	1,897
Total	870,516	1,067,155	1,232,560
Renewable Energy	0	0	0
Renewable energy (Electricity)	0	0	0
Sold Energy	0	0	0
Total Net Energy Consumption	870,516	1,067,155	1,232,560

⁴ The lower heating values and TOE conversion co-efficient of the energy resources used were taken from the tables available in the "Regulation on Increasing Efficiency in the Use of Energy Resources and Energy" published in Official Gazette No. 28097 dated October 27, 2011.



Greenhouse Gas Emissions⁵ (metric tons of CO₂-equivalent)	2017	2018	2019
Scope 1 Total	758	1,035.8	1,386.7
CO ₂	745.4	1,023.7	1,372.6
CH ₄	1.1	1.9	2.7
N ₂ O	11.5	10.2	11.4
Scope 2 Total	122,103.2	147,985.1	172,823.7
CO ₂	121,707.6	147,517.6	172,241
CH ₄	44.3	53.6	59.3
N ₂ O	351.3	413.9	523.5
Total	122,861.2	149,020.9	174,210.4
CO ₂	122,453	148,541.2	173,613.5
CH ₄	45.4	55.5	62
N ₂ O	362.7	424.2	534.9
Water consumption	2017	2018	2019
Total water consumption (City water -m ³)	245,856	366,230	448,580

Waste (metric ton)	2017	2018	2019
Polyethylene terephthalate (PET)	1,073	1,388	2,627
Polyethylene (PE)	1,221	1,990	3,376
Polyvinylchloride (PVC)	59	33	292
Polypropylene (PP)	1,736	1,894	3,356
Polystyrene (PS)	112	288	162
Paper - cardboard	6,165	7,083	15,713
Steel - tin	827	976	824
Aluminum	154	143	261
Glass	2,058	3,638	3,862
Plastic-based composite	86	130	148
Paper & Cardboard-based composite	1,384	1,999	1,846
Metal-based composite	61	33	191
Wood	-	18	0
Total	14,936	19,612	32,657

⁵ Our greenhouse gas emissions are calculated in line with the Greenhouse Gas Protocol methodology of WRI/WBCSD. CO₂ equivalent factors arising from CO₂, CH₄, N₂O and HFC (coolant gas) emissions are used in these calculations. Global warming potential (GWP) coefficients are taken from IPCC AR5 Evaluation Report.

1 kcal = 4.184 kJ and 1 GJ = 0.2777 MWh. The current TEİAŞ data is used for the calculation of greenhouse gas emissions arising from electricity consumption.



Social Performance Indicators

Number of Employees by Region	2017		2018		2019	
Mediterranean	4,405		4,405		4,102	
Central Anatolia	3,223		3,521		4,203	
Marmara	8,951		10,731		11,218	
Aegean	3,259		4,109		4,084	
Black Sea	2,646		2,926		3,495	
Southeast Anatolia	1,120		953		1,587	
East Anatolia	651		1,098		1,015	
Total*	24,255		27,743		29,704	

Number of Employees by Gender	2017		2018		2019	
	Female	Male	Female	Male	Female	Male
Employees	9,217	13,830	11,921	15,161	13,491	16,213
Total*	23,047		27,082		45,891	

Number of Employees by Employment Type and Category	2017		2018		2019	
	Full-Time	Part-Time	Full-Time	Part-Time	Full-Time	Part-Time
White Collar	920	0	926	0	176	845
Blue Collar	22,127	-	26,007	149	13,315	15,368

Number of Employees by Seniority	2017		2018		2019	
	Female	Male	Female	Male	Female	Male
0 - 5 Years	8,589	12,565	11,093	13,484	12,396	14,021
5 - 10 Years	507	998	664	1,328	907	1,738
10 Years and over	121	267	164	349	188	454



	2017		2018		2019	
	Female	Male	Female	Male	Female	Male
Maternity Leave						
Number of Employees on Maternity Leave	947	0	1,117	0	532	881
Number of Employees Returning to Work after the End of the Maternity Leave	936	0	1,095	0	422	881

	2017		2018		2019	
	Female	Male	Kadın	Male	Female	Male
Number of New Employees by Gender and Age						
Younger than 30	8,963	12,331	8,968	9,553	10,399	10,526
Aged between 31-49 years	1,270	2,079	1,328	1,890	1,321	1,756
Over the age of 50	0	28	3	22	5	11
Number of Newly Hired Employees	10,233	14,438	10,299	11,465	11,725	12,293

	2017		2018		2019	
	Female	Male	Kadın	Male	Female	Male
Number of Employees Resigning by Gender and Age						
Younger than 30	2,475	5,719	7,685	7,954	5,819	6,751
Aged between 31-49 years	278	578	414	934	948	1,445
Over the age of 50	0	14	0	0	3	29
Number of Employees Resigning	2,753	6,311	8,099	8,888	6,770	8,225

	2017	2018	2019
	Employee Training		
Total Training Hours	207,423	245,088	58,160
Total OHS Training	9,411	12,521	464



	2017		2018		2019	
	Female	Male	Kadın	Male	Female	Male
Performance Evaluation						
Number of Employees Subject to Regular Performance Evaluation	162	785	110	371	97	258
	2017		2018		2019	
	Female	Male	Female	Male	Female	Male
Number of Subcontractor Employees by Gender						
Subcontractor Employees	4	25	6	10	5	22
Total*	29		16		27	

	2017		2018		2019	
	Full-Time	Part-Time	Full-Time	Part-Time	Full-Time	Part-Time
Number of Subcontractor Employees by Category						
Subcontractor Employees	25	4	13	3	24	3

OHS Performance*	2019
Number of accidents	1,060
Number of incidents resulting in death	0
Occupational diseases ratio	0
Time lost due to accident	2,520
Accident frequency rate (IR)**	1.71
Occupational diseases ratio (ODR)***	0
Lost day rate (LDR)****	4.07
Absenteeism rate*****	0.02

*Occupational Health and Safety performance is reported only for 2019 due to changes in data collection processes.

**Accident frequency rate: Total number of accidents / (Total hours worked-Lost hours) * 200,000;

*** Occupational diseases ratio (ODR): Number of occupational diseases * 200,000 / Total hours worked;

****Lost Day Rate: Total number of lost days * 200,000 / Total hours worked;

*****Absenteeism rate (AR) is calculated by using the formulas Lost business hours / Total hours worked.



CERTIFICATE

DQS Holding GmbH has issued an IQNet recognized certificate that the organization

ŞOK MARKETLER TİCARET A.Ş.

Alemdağ Cad. Kısıklı Mah. Hanımseti Sok. 35 B/1
Üsküdar - İstanbul
Turkey

with the organizational units/sites as listed in the annex

has implemented and maintains an **Environmental Management System**.

Scope:

Retail services, purchasing and sales of goods.

Through an audit, documented in a report, it was verified that the management system fulfills the requirements of the following standard:

ISO 14001 : 2015

Issued on: 2019-06-21
Expires on: 2022-06-22

This attestation is directly linked to the IQNet Partner's original certificate and shall not be used as a stand-alone document.

Registration number: DE-31301445 UM15


Alex Stoichitoiu
President of IQNet


Michael Drechsel
Managing Director of
DQS Holding GmbH



IQNet Partners*:

AENOR Spain AFNOR Certification France APCER Portugal CCC Cyprus CISQ Italy
CQC China CQM China CQS Czech Republic Cro Cert Croatia DQS Holding GmbH Germany FCAV Brazil
FONDONORMA Venezuela ICONTEC Colombia Inspecta Sertifiointi Oy Finland INTECO Costa Rica
IRAM Argentina JQA Japan KFQ Korea MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland
NYCE-SIGE Mexico PCBC Poland Quality Austria Austria RR Russia SII Israel SIQ Slovenia
SIRIM QAS International Malaysia SGS Switzerland SRAC Romania TEST St Petersburg Russia TSE Turkey YUQS Serbia
IQNet is represented in the USA by: AFNOR Certification, CISQ, DQS Holding GmbH and NSAI Inc.

* The list of IQNet partners is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com



GRI CONTENT INDEX

GRI Standard	Disclosure	References	Omission
GRI 101: Foundation 2016			
GRI 102: General Disclosures 2016			
GRI 102: General Disclosures 2016	Organizational Profile		
	102-1	4	
	102-2	4, 5	
	102-3	https://www.sokmarket.com.tr/en/contact/address-info	
	102-4	4, 5	
	102-5	https://sokmarketyatirimciiliskileri.com/en/share-information	
	102-6	5, 6	
	102-7	5, 6	
	102-8	38, 39, 40	
	102-9	18, 19, 20	
	102-10	There are no significant changes.	
	102-11	10, 11	
	102-12	12	
	102-13	12	
	Strategy		
	102-14	3	
	102-15	9, 10	
	Ethics and Integrity		
	102-16	8, 9	
	Governance		
	102-18	7, 8, 9	
	102-19	10	
102-20	10		
102-21	11		
102-22	7		



GRI Standard	Disclosure	References	Omission	
GRI 102: General Disclosures 2016	102-23	7		
	102-24	2019 Annual Report https://www.sokmarketyatirimciiliskileri.com/images/PDFs/AnnualReports/SOK_FRAE_2019.pdf		
	102-25	2019 Annual Report https://www.sokmarketyatirimciiliskileri.com/images/PDFs/AnnualReports/SOK_FRAE_2019.pdf		
	102-35	https://sokmarketyatirimciiliskileri.com/en/remuneration-policy		
	Stakeholder Engagement			
	102-40	12		
	102-41	There are no employees working under a collective bargaining agreement.		
	102-42	12		
	102-43	10, 11		
	102-44	10, 11		
	Reporting practice			
	102-45			
	102-46	2019 Annual Report https://www.sokmarketyatirimciiliskileri.com/images/PDFs/AnnualReports/SOK_FRAE_2019.pdf		
	102-47	10, 11		
	102-48	5		
	102-49	11		
	102-50	1 Jan 2019 - 31 Dec 2019		
	102-51	2018 Sustainability Report		
	102-52	Annually		
	102-53	4		
102-54	4			
102-55	42			
102-56	There is no external assurance received.			



GRI 200: Economic Standard Series	Disclosure	References	Omission
Economic Performance			
GRI 103: Management Approach 2016	103-1	6	-
	103-2	6	-
	103-3	6	-
GRI 201: Economic Performance 2016	201-1	2019 Annual Report https://www.sokmarketyatirimciiliskileri.com/images/PDFs/AnnualReports/SOK_FRAE_2019.pdf	-
	201-3	2019 Annual Report https://www.sokmarketyatirimciiliskileri.com/images/PDFs/AnnualReports/SOK_FRAE_2019.pdf	-
Procurement Practices			
GRI 103: Management Approach 2016	103-1	18, 19, 20	-
	103-2	18, 19, 20	-
	103-3	18, 19, 20	-
GRI 204: Procurement Practices 2016	204-1	18, 19, 20	-
GRI 300: Environmental Standards Series			
Energy			
GRI 103: Management Approach 2016	103-1	32, 33	-
	103-2	32, 33	-
	103-3	32, 34, 36	-
GRI 302: Energy 2016	302-1	36	-
	302-4	36, 37	-
Water and Waste Water			
GRI 103: Management Approach 2016	103-1	34	-
	103-2	34	-
	103-3	34	-
GRI 302: Water and Waste Water 2016	303-3	37	-



GRI 300: Environmental Standards Series		Disclosure	References	Omission
Emissions				
GRI 103: Management Approach 2016	103-1	32, 33	-	
	103-2	32, 33	-	
	103-3	32 - 34, 36 - 37	-	
GRI 305: Emissions 2016	305-1	37	-	
	305-2	37	-	
Wastes				
GRI 103: Management Approach 2016	103-1	34	-	
	103-2	34	-	
	103-3	34	-	
GRI 306: Waste 2016	306-2	37	-	
Environmental Assessment of the Suppliers				
GRI 103: Management Approach 2016	103-1	18, 19, 20	-	
	103-2	18, 19, 20	-	
	103-3	18, 19, 20	-	
GRI 308: Environmental Assessment of the Suppliers 2016	308-1	18, 19, 20	-	
GRI 400: Social Standards Series				
Employment				
GRI 103: Management Approach 2016	103-1	22, 23	-	
	103-2	22, 23	-	
	103-3	22, 23	-	
GRI 401: Employment 2016	401-1	39	-	
	401-3	39	-	




GRI 400: Sosyal Standart Serileri	Disclosure	References	Omission
Labor Force/ Management Relations			
GGRI 103: Management Approach 2016	103-1	22, 23	-
	103-2	22, 23	-
	103-3	22, 23	-
GRI 402: Labor Force/ Management Relations	402-1	The minimum legal notice period is complied in operationa changes.ir.	-
Occupational Health and Safety			
GRI 103: Management Approach 2016	103-1	28	-
	103-2	28	-
	103-3	28	-
GRI 403: Occupational Health and Safety 2016	403-1	28, 40	-
	403-5	28, 40	-
	403-9	40	-
	403-10	40	-
Training and Education			
GRI 103: Management Approach 2016	103-1	24, 25	-
	103-2	24, 25	-
	103-3	24, 25	-
GRI 404: Training and Education 2016	404-1	24, 25, 40	-
	404-2	24, 25	-
	404-3	24, 25, 39	-
Diversity ve Equality of Opportunities			
GRI 103: Management Approach 2016	103-1	23	-
	103-2	23	-
	103-3	23	-
GRI 405: Equality of Opportunities and Diversity 2016	405-1	7	-




GRI 400: Sosyal Standart Serileri	Disclosure	References	Omission
Local Communities			
GRI 103: Management Approach 2016	103-1	29	-
	103-2	29	-
	103-3	29	-
GRI 413: Local Communities 2016	413-1	29	-
Customer Health and Safety			
GRI 103: Management Approach 2016	103-1	15, 16, 17	-
	103-2	15, 16, 17	-
	103-3	15, 16, 17	-
GRI 416: Customer Health and Safety	416-1	15, 16, 17	-
Topics That Are Not Covered by Standarts			
Responsible Product ve Fair Trade			
GRI 103: Management Approach 2016	103-1	14, 15	-
	103-2	14, 15	-
	103-3	14, 15	-
Customer Experience			
GRI 103: Management Approach 2016	103-1	15, 16	-
	103-2	15, 16	-
	103-3	15, 16	-
Food Waste/Loss			
GRI 103: Management Approach 2016	103-1	34	-
	103-2	34	-
	103-3	34	-

www.sokmarket.com.tr

 /SokMarketler

 /sokmarketler

 /SokMarketler

 /sokmarketler