

2021 SUSTAINABILITY REPORT

THIS IS OUR WORLD



ABOUT THE REPORT

Bizim Toptan Satış Mağazaları A.Ş. As Yıldız Holding, we are publishing the 2021 Sustainability Report, the fifth of which we have prepared this year, in which we share all our efforts in the environmental, social and governance fields that we carry out in line with Yıldız Holding's "This World is Ours" sustainability approach.

With this report, we present our stakeholders with the sustainability performance of our activities that are responsible for the environment and society and create economic value. This report has been prepared in accordance with the "Core" option of the Global Reporting Initiative (GRI) Standards.

In the report covering our performance from January 1 to December 31, 2021, we reflected the changes by comparing them with historical data where necessary.

[You can send your questions, comments and suggestions to surdurulebilirlik@bizimtoptan.com.tr](mailto:surdurulebilirlik@bizimtoptan.com.tr)

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GENERAL MANAGER'S MESSAGE

Dear Stakeholders,

We left behind another successful year. For both our world and our country, the first half of the year passed with the difficulties of the pandemic conditions. During these difficulties, both our industry and our company continued to work devotedly. Because constantly changing market conditions required agility and keeping up with change in all sectors. In terms of our industry, planning, strategy, maintaining financial strength and people-orientedness were also indispensable in addition to this ability to adapt quickly. The first half of the year was a period in which pandemic measures such as the continuation of 2020 affected both our sector and the sectors in which our stakeholders and customers operate, and it was important to comply with these conditions. In this process, as Bizim Toptan management, our priority, as in the previous year, was to provide uninterrupted service to our people at the best prices, by maintaining the necessary sensitivity in our operations, while protecting the health of our employees and customers. Our people-oriented and service-oriented philosophy combined with our planned strategic steps, we have completed this period by providing uninterrupted service to our customers with health and protecting our operational and financial targets.

With the normalization of pandemic conditions in the second half of 2021, the opening of out-of-home consumption points and the return of our children to their schools made us very happy. As Bizim Toptan, the successful financial and operational results came as no surprise, when the planned steps we are taking as a single trading platform in its field, combined with the new channels we focused on during the pandemic period and the transformation we continued in the digital sense.

Another successful result in 2021 is the improvement performance of our SEÇ business partnership model, which is Turkey's leading purchasing business partnership model in its field. With our SEÇ model, which continues to increase both the number of small retailers benefiting from the system and its geographical spread with a win-win philosophy, we increased the number of SEÇ Market business partners from **1,209** to **1,726** at the beginning of 2021. With our model that supports the sustainable and profitable growth of traditional channel tradesmen, we will continue to contribute to our economy and society in the sustainable development process. We have full faith in the HSE Purchasing cooperation model and development, in which we support the existence and development of the traditional channel, our small retail tradesmen.

We continued to meet the demands of the growing number of customers, business partner dealers and PROSAF customer points with our developing product portfolio and our own branded product portfolio that we expanded with new launches. Our private label product portfolio, which has reached **412**, has broken its own record by reaching **25 percent** of our sales excluding cigarettes. In this process, we continued to procure all of our branded and private label products from domestic manufacturers. In 2021, we worked with **630 different** suppliers. In 2022, we will continue to support domestic production.

In addition to the financial and operational successes we achieved in 2021, we also continued our work in the field of sustainability. With the energy efficiency investments, we made in 2021, we recorded a **3%** decrease in the total electrical energy consumed as KWH. To maintain this success in 2022, we have set our targets to achieve an improvement of **2.5%** year-on-year in total electricity energy consumption and total network water consumption. In addition, with our new generation working model, we aimed to reduce greenhouse gas emissions from personnel transportation by **60%**.

Throughout the year, we continued our fight against both waste and waste management. We have prevented

GENERAL MANAGER'S MESSAGE

the emission of **268 tons** of CO₂, which has the energy to charge **31 million** smartphones, by evaluating **79 tons** of products in the relevant channels during the animal feed operation with the cooperation of Surplus Food.

As in previous years, we continued the training of both our suppliers and our employees in 2021 as well. We worked to improve our goal of a healthy and safe work environment, which we focused on occupational safety. In 2021, we published **2610** Occupational Health and Safety posters from **18** different topics, in our **173** stores across Turkey, by carrying out awareness work, and made on-site observations and controls to ensure that all our colleagues and all our stakeholders work in accordance with our sensitivity to occupational health and safety.

It should be known that each member of Bizim Toptan family is very valuable. And this valuable individual of us works responsibly to offer better to all our customers, stakeholders, society, and future generations. While we continue to aim to do better than the previous day every day and to be the best alternative for all customer groups under all circumstances, we also work every day to leave a better world to future generations compared to the previous day. In these works, we are inspired by Yıldız Holding's sustainability approach, "This World is

Ours" philosophy. With this inspiration, in line with our sustainable growth target in 2021; I am very pleased to present the 2021 Sustainability Report to you, our esteemed stakeholders, about our work in the fields of environmental, social and governance. I would like to thank all my valuable colleagues with whom we have worked together on this path, and I would like to present my respects by promising a much stronger, more successful Bizim Toptan that contributes to future generations in 2022.

Hüseyin Balcı
General Manager

BİZİM TOPTAN

Bizim Toptan Satış Mağazaları A.Ş. We are engaged in the wholesale and retail sale of national and international companies operating in Turkey, with high consumer awareness, in main product categories such as food, non-alcoholic beverages, tobacco products, cleaning, personal care and paper products.

As of the end of 2021, with its multi-channel sales model developing with **173** stores in **70** provinces, a wide customer base, strong Customer Relationship Management (CRM) applications, alternative sales channels and a digital sales platform, the Cash&Carry sector is the largest in terms of number of stores and the most in terms of accessibility. We are the largest and most innovative company.

We have been trading on Borsa Istanbul since 2011. By purchasing SEÇ our franchising partnership system in July 2014, we undertook the supply of member markets within this system. We have become the pioneer and only company in the sector that has a business partnership goods supply system, where we support the economic and social sustainability of our franchising retail business partners.

By simultaneously accelerating our sustainability efforts, we were entitled to be included in the Borsa Istanbul Sustainability Index in 2020.

In line with our strategic plans, we focus on increasing the variety and number of customers, increase store productivity by increasing turnover per store, and develop alternative sales channels and digital sales platform channels.

Wholesalers, merchants, grocers, markets, supermarkets, specialized retailers, our SEÇ business partners, hotels, restaurants and cafes; It constitutes the general customer portfolio of Bizim Toptan. In addition, we offer individual customers the opportunity to shop. In the field of digital commerce, where customer consumption habits are becoming more and more oriented with each passing day and has a great growth potential; We offer our customers the Bizim Toptan Digital sales platform, which is a pioneer in our industry with its many applications.

We enable our customers to shop on our website www.bizimtoptan.com.tr and on mobile platforms.



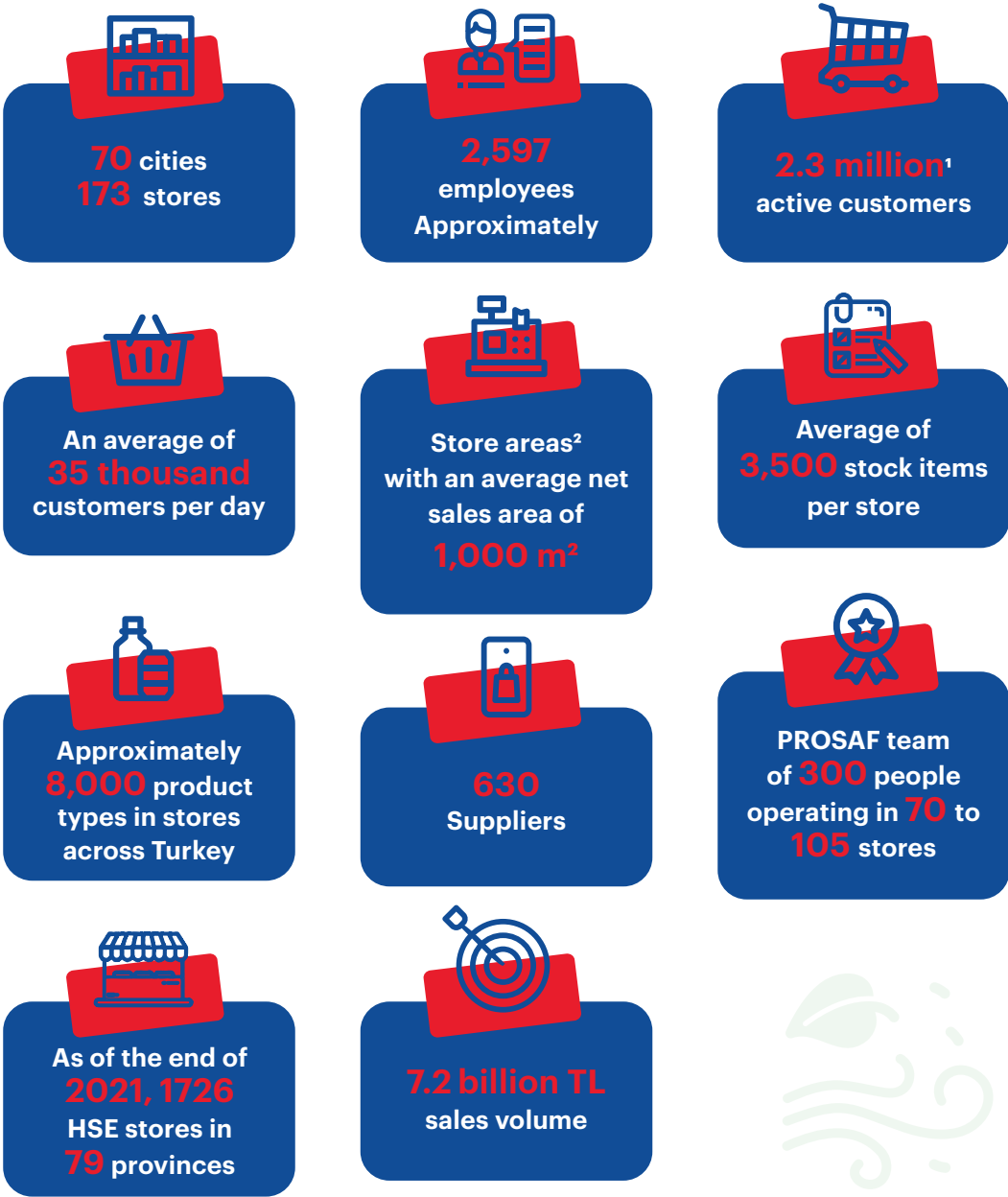
BİZİM TOPTAN

VISION

In the fast moving consumer goods sector; To be the number one wholesaler in Turkey with its widespread, contemporary and reliable concept.

MISSION

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



¹Data valid as of 31 December 2021. ² It refers to the average store closed area.

CORPORATE MANAGEMENT



Our corporate governance approach is based on the principles of transparency, responsibility and accountability. We consider establishing a relationship based on trust with our stakeholders as one of our most fundamental duties. Our corporate governance approach is based on full compliance with the Capital Markets Board (CMB) Corporate Governance Principles and all legal regulations. The Board of Directors, which consists of eight members, three of which are independent, constitutes the highest body of the corporate governance structure. A total of 8 members of the Board of Directors, elected in the Ordinary General Assembly Meeting in 2020 and appointed in the Ordinary General Assembly meeting in 2021, to replace a board member who left during the year, continues to serve. There is one female member on the Board of Directors. The Chairman of the Board of Directors and the Chief Executive Officer are different persons. The Executive Management, which consists of the Chief Executive Officer and his senior executives, is responsible for execution. The Board of Directors convenes when necessary depending on the activities of Bizim Toptan. Among the committees operating to support the Board of Directors are the Audit Committee, the Early Detection of Risk Committee, and the Corporate Governance Committee. The Corporate Governance Committee also has responsibilities such as performing the duties of the Nomination and Remuneration Committee when necessary. In addition,

the Sustainability Committee, which consists of our company's senior executives and employees, also serves.

In the Corporate Governance Principles Compliance Report, which is included in the Annual Report, where the year-end results of our company are announced, we include the principles of implementation of corporate governance and the reasons for non-applied corporate governance principles. [You can find detailed information about the Corporate Governance structure in the 2021 Corporate Governance Principles Compliance Report on pages 75-90 of the 2021 Annual Report.](#)

[You can access detailed information about the Audit Committee, Corporate Governance Committee and Early Detection of Risk Committee working under the Board of Directors in the Investor Relations section of our corporate website and on the Public Disclosure Platform.](#)

ETHICAL PRINCIPLES

Our Ethical Principles form the basis of our way of doing business. In 2018, Bizim Toptan Satış Mağazaları A.Ş. We collected it under the name of Ethical Principles and adopted it. We expect all our stakeholders, especially our employees and suppliers,

to comply with these principles. We have been providing Ethical Principles training to Headquarters employees since 2019 through OnCampus, an online training platform. As of the end of 2021, we reached a total of 633.5 hours of training in the ethical principles training we provide to our employees. We organized 75.5 hours of these trainings in 2021.

Our stakeholders can report any bribery, corruption or violation of ethical rules to Yıldız Holding Ethics Hotline (0216 524 34 24) or etik.bildirim@yildizholding.com.tr e-mail address. Additionally, Yıldız Holding Customer Relations Center (MİM), call center at 0212 576 33 00 and mim@yildizholding.com.tr e-mail address is among the other channels through which ethical notifications are made. Forwarded notifications are kept confidential. Employees who are found to act in violation of ethical principles are referred to the Disciplinary Board, and the Disciplinary Board, together with the Executive Board, imposes sanctions when necessary, including termination of employment. In 2021, four notifications for Bizim Toptan were submitted to the Ethics Committee and all of them were resolved. No reports of bribery and corruption were received.

In addition to Yıldız Holding Ethics Notification Line, Bizim Toptan Notification Line was created in 2020. When a situation or behavior is contrary to our company's rules and procedures, the rules in

CORPORATE MANAGEMENT



the Disciplinary Board Complaints Sheet, working principles, ethical principles and legal processes, we ensure that prompt action is taken. A total of twelve notifications were submitted during the year. We investigated all incoming notifications and took action when necessary.

[Bizim Toptan Satış Mağazaları A.Ş. You can access the Ethical Principles here.](#)

RISK MANAGEMENT

Within the scope of risk management, we determine the necessary actions by addressing all factors that may damage the reputation of the company, damage the trust relationship established between us and our stakeholders, and hinder the company's achievement of its financial and operational goals. We analyze potential balance sheet risks under five groups: strategic, operational, financial, compliance and reputation. Risk assessment is carried out by the Early Detection of Risk Committee, which reports to the Board of Directors. The committee evaluates the risk factors in a comprehensive way and then creates prevention plans against possible risks. The Strategy, Growth and Data Governance Directorate of Bizim Toptan and Yıldız Holding's Risk Management and Internal Audit units jointly carry out risk management.

By notifying the audit results to the relevant committee members and board members, all work flows of the company and the authorities of the employees are taken under control within the scope of risk management. The Audit Committee, which consists entirely of independent members, is responsible for conducting all kinds of internal and independent audits of our financial data in a sufficient and transparent manner. Studies on establishing a risk management system are also carried out with Yıldız Holding. Detailed analysis and updating of our strategic goals and possible risks in achieving these goals, root cause and probability, and result and probability studies are continuing. It is regularly shared with the Early Detection of Risk Committee by constantly monitoring the risk map we have created.

In 2021, we continued to bring together relevant managers and employees for root cause analysis by organizing risk inventory workshops involving all Bizim Toptan senior management staff. We continued the Near Miss application, which we launched in 2020. With Near-Miss, we continue to ensure that employees can proactively identify risks with applications on their phones. We see this practice as an important step in spreading the risk culture within the company to all employees, including blue and white collars. In addition, we have established responsible committees

in order to take necessary actions by analyzing earthquakes and natural disasters in our stores.

[You can access the Duties and Working Principles of the Audit Committee here.](#)

[You can find detailed information about the Early Detection of Risk Committee on page 86 of the 2021 Annual Report.](#)





Our Sustainability Approach

As Bizim Toptan, we continue to do our part in the transformation of Yıldız Holding, initiated with the “This World is Ours” approach within the framework of Sustainability, and to manage the environmental, social and economic impacts of our activities in this direction.

OUR SUSTAINABILITY APPROACH



Climate change, extreme weather events, environmental problems and limited natural resources are the leading risks stated in the World Economic Forum (WEF) 2021 Global Risks Report.³

In addition, with the COVID-19 epidemic, which started in 2020 and continued in 2021, the world continues to go through a very rapid and radical change. While global trends such as digitalization and rapid urbanization have increased their impact in the world, the climate problem and global developments have started to make their effects felt in the food and supply chain, especially in 2021. As this change has differentiated individual preferences and expectations, the business world is also affected in various ways by changing customer demands and supply conditions. As a company operating in the food and retail sector, we know that we can maintain our competitive advantage by closely observing these changes and taking the necessary actions.

As Bizim Toptan, we continue to do our part in the sustainability transformation initiated by Yıldız Holding with the "This World is Ours" approach, and to manage the environmental, social and economic impacts of our activities in this direction. Bizim Toptan Sustainability Committee coordinates ESG efforts for sustainability management. In line with Yıldız Holding's sustainability

strategy, the committee is responsible for issues such as setting corporate targets, planning and implementing necessary actions, and monitoring ESG performance in order to improve ESG performance.

The Committee is formed and assigned with the approval of the Board of Directors. The execution takes place under the sponsorship of the Deputy Chairman of the Board of Directors, under the chairmanship of the Chief Executive Officer and under the secretariat of the Investor Relations Senior Manager. Eleven members consisting of Marketing and Customer Relations Director, Human Resources Director, Supply Chain and Channel Development Director, Marketing Manager, Brand Manager, Environmental Management Representative, Quality Specialist and Project Manager are responsible for taking decisions regarding sustainability.

Established in 2021, Yıldız Holding Sustainability Steering Committee is sponsored by Yıldız Holding Board Chairman Ali Ülker and is responsible for directing the strategy and targets within the Holding under the chairmanship of Yıldız Holding Vice Chairman and CEO Mehmet Tütüncü. It carries out the consolidation, coordination, follow-up of possible cooperation opportunities, targets and strategies of the critical sustainability projects realized. Yıldız

Holding Sustainability Platform, of which our General Manager is a member, carries out its activities under the sponsorship of Yıldız Holding Board Chairman Ali Ülker and under the leadership of the Sustainability Steering Committee. The platform enables the high-level representation of companies and an active flow of information on sustainability between companies. In this way, good practices are shared between platform companies and learning from each other is encouraged.

Bizim Toptan Sustainability Committee convenes at least twice a year when necessary. Decisions taken by the Committee are regularly reported to the Board of Directors through the Chairman of the Committee. The Sub-Committee (working group), which was established in 2019 to carry out studies under the Sustainability Committee, is responsible for taking decisions on sustainability throughout the company and monitoring their work. Our sustainability performance is submitted for the evaluation of our stakeholders through the sustainability report as a result of the work of the Committee and Sub-Commission.

The Sub-Commission works to implement the decisions taken by the Sustainability Committee and supports the Committee. The Sustainability Committee also regularly reports to the Board of Directors to which it

³ Global Risks Report, World Economic Forum 2021

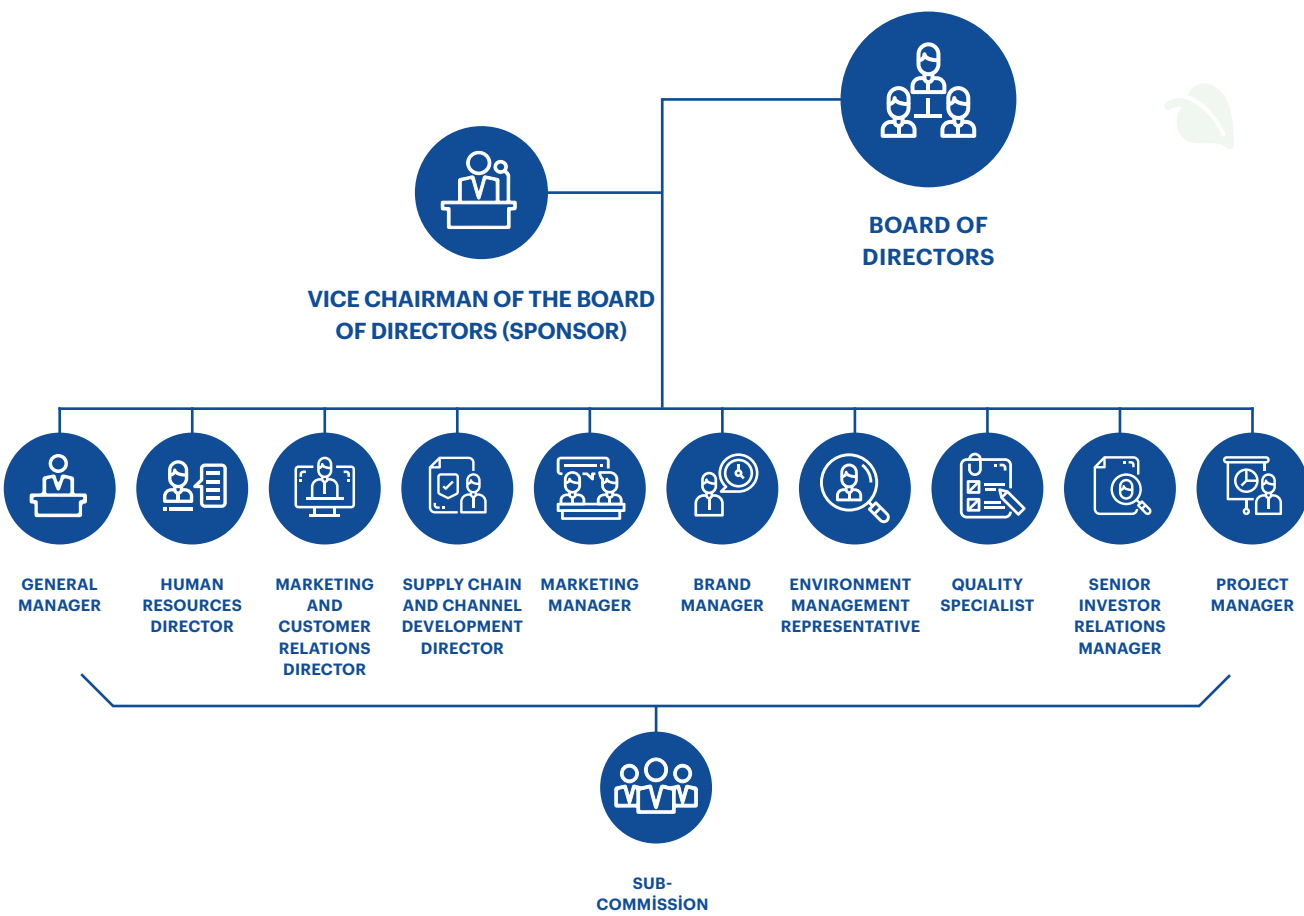


OUR SUSTAINABILITY APPROACH

is affiliated. Working directly under the Committee, the Sub-Commission carries out the task of implementing the decisions taken by the Committee in order to establish sustainability throughout the company. The Subcommittee consists of ten members, including Special Channels Sales Specialist, Maintenance Repair Manager, Demand Planning and Supply Chain Manager, Human Resources Manager, Assistant Quality Specialist, Software Specialist, Sales Operations Manager, Project Manager and a representative from the Finance Directorate.

You can find detailed information about the Duties and Working Principles of the Sustainability Committee on the sustainability tab of our corporate website.

ORGANIZATIONAL STRUCTURE OF THE SUSTAINABILITY COMMITTEE



MATERIAL ISSUES

As Bizim Toptan, we improve our financial, environmental and social impact in line with our sustainable growth target. In this way, we implement practices that will strengthen our society, environment and all stakeholders while improving our company performance.

Employee satisfaction, talent management, quality and product safety, digitalization, logistics and supply chain management are among the top priorities we have determined by taking the opinions of internal and external stakeholders. A goal-setting workshop was held with Committee members in 2019 in order to set targets that will further the company's performance on material issues. We continue to work to improve our sustainability performance. In 2022, the priority issues are; We aim to review and update it in line with changing conditions, expectations and demands.



COMMUNICATION WITH STAKEHOLDERS

We communicate with our stakeholders through different methods.

Type of Shareholder	Method of Communication	Duration
Employees	Internal Information e-mails, internal communication bulletins, meetings, satisfaction surveys, website, social media, OnCampus, (Corporate social communication platform)	Constantly
Customers	Website, Social Media, information e-mails, text messages, surveys, mobile, apps, MiM	Constantly
Suppliers	B2B meetings, email, meetings, site visits.	Constantly
Business Partners	Audits, B2B meetings, emails	Constantly
Non-Governmental Organizations	Joint Projects	At least Twice a year
Investors and Analysts	Investor Conferences, Roadshows, on-demand interviews, webcasts following the quarterly financial results announcement, documents shared via the investor relations website, and statements published on the Public Disclosure Platform (KAP). In addition, the analyst day meeting held once a year with other publicly traded companies of our main shareholder Yıldız Holding.	Constantly



Inspiring the Future with Purpose-Oriented Products and Business Models

We offer our customers quality and safe products in competitive conditions. With our customer-oriented business culture, we aim to always have the highest level of customer satisfaction.

QUALITY AND ECONOMICAL PRODUCTS

With a diverse product portfolio covering approximately **700** brands in total, we offer our customers economical products without sacrificing quality standards. We focus on quality and food safety, which are among our high priority issues, and bring products produced in accordance with international standards to consumers. Thanks to our customer-oriented business model, we always aim to increase customer satisfaction.

In addition to the importance we attach to customer satisfaction, we strengthen the society and reduce our environmental impact by focusing on material issues. We determine our focal points under the guidance of the United Nations (UN) Sustainable Development Goals (SDGs). We contribute to Decent Work and Economic Growth (8) and Responsible Production and Consumption (12) from SDGs.

With 173 stores in **70** provinces, we serve over **2.3 million** customers with approximately **8,000** types of economical and quality products. We aim to have a wide customer network and increase the purchasing power of our customers with the economical products we offer without sacrificing quality.

While delivering the products purchased from **630** different domestic suppliers to customers in order to support domestic production, we keep employee and customer satisfaction at a high level during shipment,

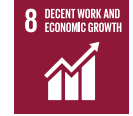
thanks to the distribution plan we have made according to the route optimization application.

Bizim Toptan has a strong Öz Brands/Own Brand business line. With a focus on customer-based portfolio management, Bizim Toptan, which meets customer needs in a channel-oriented manner and produces products that comply with quality assurance procedures and health standards, supports its products with strong launch plans. By communicating its products in all marketing and commercial channels, it provides awareness and brand awareness among consumers and increases customer loyalty. By communicating in all marketing and commercial channels, it provides awareness and brand awareness in the consumer and increases customer loyalty.

Consisting of **22** brands, **40** categories and **412** products, Bizim Toptan's Öz Brand/Own Brand products reached **1.4 Billion TL** in 2021 with a **51.9%** growth on turnover basis.

With this growth, the share of Öz Brand/Own Brand products in Bizim Toptan's sales revenues excluding cigarettes and sugar has increased from **24%** in the previous year to **26%**; its share in sales excluding only cigarettes has increased from **22%** to **25%**. Bizim Toptan also increased the number of customers it reached with its own branded products to **1,637,756** with an increase of **9.1%** compared to the previous year.

Self-branded product portfolio; Bizim Toptan, which manages the private brands team, quality assurance team, trade teams, all sales and field teams, and the supply planning team with the collective responsibilities, will continue to maintain its customer-oriented brand management with strong new brands and product groups in the coming years.



PRODUCT SAFETY AND QUALITY

We continue our operations within the framework of the quality standards we have set, from the supply chain to the shelves, so that customers can shop with confidence and safely present the products to their customers. All private label products we offer to customers are checked for compliance with legal regulations and international safety and quality standards. All of the private label products offered for sale in stores comply with the Turkish Food Codex Criteria and we manage our stores in accordance with the quality standards specified in the ISO 9001:2008 Quality Management System.

We regularly conduct supplier audits to ensure that the products have suitable production conditions and features within the scope of food safety and are suitable for human health. We evaluate all private label products offered for sale and all suppliers we work with in terms of consumer health and safety. In this context, we carry out inspection and control processes on compliance with human health, food safety, and production under healthy and hygienic conditions.

In addition, we ensure quality and food safety by performing periodic inspections and analyzes of private label products.

In order to protect the health of employees and customers within the scope of COVID-19, we received the TSE COVID-19 safe service certificate. We provided a safe working and shopping experience through meetings that were moved to the online platform, informative trainings on COVID-19, and our initiatives on the hygiene of common areas. We produce 81% of private label products in facilities certified with international food safety management systems. We evaluate all of these products in terms of consumer health and safety.

[You can find our Quality Concept here.](#)

[You can find our Food Safety Policy here.](#)

You can find our Food Safety Policy here. We provide training to all store employees on Quality, Food Safety, Occupational Safety Systems and Hygiene Standards. With trainings; We ensure that they act with the awareness of food safety responsibility at every stage of the sales process, starting from the goods acceptance process, and provide healthy and safe service to customers. In 2021, **55** executive candidates received a total of **45** minutes of food safety training within the scope of the B-Raise Executive Training Program.

As of 2020, quality control employees started to work in our main logistics warehouses. These studies continued in 2021 as well. Quality control employees provide necessary controls in processes such as quality control, warehouse cleaning and order, and pest control.

Environmental risk audits are carried out when the area is determined for the new stores and warehouses to be opened and the construction works are completed. Evaluating the risk of the environment in terms of pest control, necessary measures are taken in this direction.





Customer Relations and Satisfaction

We always follow the demands and needs of our customers closely. We offer quality, healthy, reliable, advantageous products that meet these demands and needs, and we implement innovative applications.

CUSTOMER RELATIONS AND SATISFACTION

Despite the pandemic conditions that continued in 2021, we offered our customers our pioneering activities in the sector thanks to our multi-channel sales strategy and strong customer relations management. We continued to focus on the satisfaction of our customers, whom we see as our strategic business partners. We always follow the demands and needs of our customers closely. We offer quality, healthy, reliable, advantageous products that meet these demands and needs, and we implement innovative applications. In this way, we increase customer satisfaction, improve customer experience, and focus on different customer and consumer groups. The number of customers increased by **6.2%** compared to the previous year and exceeded **2.3 million**. The number of customers using online channels in 2021 was approximately **230 thousand**. Total sales revenues increased by **34%** compared to the previous year and reached **7.2 Billion TL**.

By working with **173** stores in **70** provinces, we continue to strengthen SMEs while supporting local employment. We offer the products that customers need, in the closest location, with reasonable prices and a wide product portfolio.

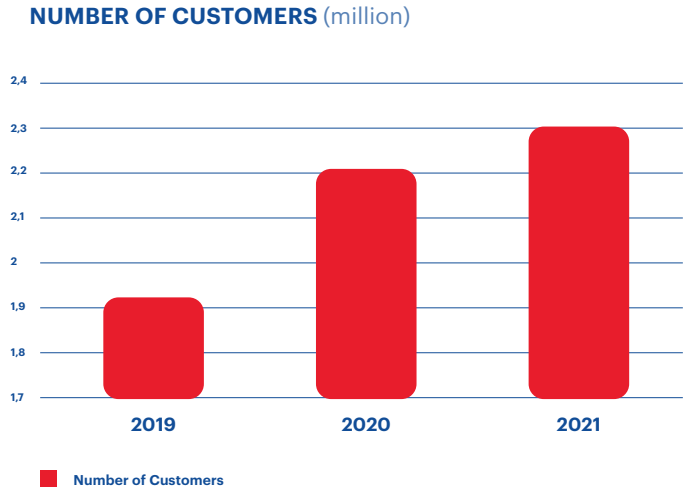
While we set our priorities as “health” and “sustainable, uninterrupted service” in 2020 due to the COVID-19 epidemic, we maintained this stance in 2021 due to the

ongoing epidemic conditions. We prioritized the health of customers and employees. In 2020, we made the Click and Collect Buy application, which was tested in Istanbul in 2019, actively available in all stores by quickly adapting to the shopping habits affected by the pandemic. In 2021, we continued to improve the customer experience in our sales services through the Click and Collect application and Digital Commerce channels.

Despite the ongoing negative impact of the epidemic restrictions on canteen and out-of-home consumption (EDT) customers, PROSAF has started to serve in **105** stores in **70** provinces, covering five more cities. With the Tele-Sales method, which was put into service towards the end of 2020, PROSAF started to provide support to its customers over the phone as well as face-to-face service. In 2021, we continued to serve by improving our Tele-Sales channel.



With strong customer relations management, the number of customers increased by **6.2%** compared to the previous year and exceeded **2.3 million**.



VOICE OF CUSTOMER

As Bizim Toptan, we have transformed into a trading platform that serves our customers through many online and offline channels. In order to keep customer satisfaction at the highest level, we made our customer perception visible by regularly monitoring and evaluating customers' social media, e-mail, call center, website comments and feedback. We created customer experience measurement tools with the Voice of the Customer Project. According to the insight gained from this project, we developed actions in line with customer expectations.

We collected customer complaints, requests, opinions and suggestions by actively using channels such as Customer Relations Center (MİM), Digital Commerce Call Center, Somera, surveys and customer representatives. We digitized all customer-contact processes by making them measurable. By identifying areas of improvement, we made progress in line with the expectations of our customers. In this way, we have improved the customer experience and increased their satisfaction. With all these actions, we completed our target of **3.85** satisfaction score for 2021 with an average of **3.88** at the end of the year, above the target.



CUSTOMER GROUPS AND CHANNELS

Corporate Customers
Companies, factories, tradesmen and craftsmen, public institutions, military facilities.

Traditional Customers
Grocery stores, markets, nut shops, kiosks, canteens, markets at gas stations

HORECA
Bed establishments (hotels), bakery product establishments, restaurant, business kitchens, beverage establishments, fast food, catering etc.

Individual Customers
All individual customers who need to purchase quality products at an affordable price.

SEÇ Market Franchise model dealers.

Wholesalers
Trade-oriented large wholesalers, distributors/service wholesalers, etc

CUSTOMER FEEDBACK

We develop our services in line with the demands collected in every field by receiving the feedbacks of our customers about products and services through various channels.

We receive and respond to customer feedback through MİM's call center at 0850 969 62 96, website communication channel and social media accounts. Notifications received by Yıldız Holding MİM are responded to within 48 hours at the latest by our Customer Experience Management Directorate. In 2021, a total of 8,572 feedbacks (complaints) were received from customers. 70% of these notifications were resolved within the target time at the first contact. We resolve the notifications by ensuring the confidentiality and information security of customers in accordance with the Personal Data Protection Law (KVKK) and Yıldız Holding MİM Policy.

In addition to the studies we carry out proactively, we identify areas of improvement with studies measuring the level of customer satisfaction and take the necessary steps. Our satisfaction score, answered by 92,361 customers across all channels, was 3.88 in 2021. In 2022, our satisfaction target for the store was determined as 4.05 and 3.95 for e-commerce. We send survey text messages (SMS) to our customers to measure their satisfaction after their purchases and take our actions based on their feedback.

PROSAF (PROFESSIONAL SALES FORCE)

With PROSAF, we supply and distribute products to fuel station markets, school and hospital canteens, fast food points, EDT and corporate sales points such as restaurants and cafes. We offer customers all the products they need by making short or long-term agreements, providing special advantages and providing service.

By creating a special product portfolio for each customer group, we provide all the products that customers need in full. We deliver all the brands in our stores to traditional and EDT points on site. In 2021, we are one step closer to our target of becoming widespread all over Turkey, by showing a **78%** growth with a total turnover of **706 million TL**, with 300 personnel in **105** stores in **70** provinces.

We offer customers all products from a single supplier, with advantages such as online ordering, flexible payment options, on-site delivery, easy returns and exchanges.

With a PROSAF sales team of **300** people operating in **105** stores, we offer a wide product portfolio of more than **7,000** branded and private label products from more than **450** suppliers to our customers in **81** provinces with our stores in **70** provinces. With PROSAF, to our customers;

We provide arrangement & display support, easy return & exchange processes, flexible payment advantages, on-site delivery, alternative order channels and operational convenience.

We continue to contribute to our growth with the projects and focus studies we have carried out to meet changing customer expectations.

By increasing investments in our own brands, we offered our customers competitive and high quality products with our **412** products. In order to meet the expectations for the needs of our big customers at the best level, we have increased the loyalty and continuity of our customers by implementing our “key account” customer management process with a corporate sales team of **45** people.

In this way, we increased the number of customers from **23** thousand in 2020 to **25** thousand in 2021 by growing **78%** compared to the previous year and reaching a turnover of **706 million TL**. We are making our future plans with the necessary digital investments and aiming to expand throughout Turkey.



DIGITAL COMMERCE

In light of developments such as technological developments, digitalization changing shopping habits and increasing digital trade volume day by day, we renewed the address of the digital sales platform that we launched in 2017 as www.Bizimtoptan.com.tr.

In order to adapt to the changing consumer demands of the retail industry, we combined the multi-channel digital sales functions of Bizim Toptan Satış Mağazaları on a single platform as the first stage of the digital commerce infrastructure renewal project.

In 2021, as the second phase of the project, the digital sales platforms of PROSAF and PLATINUM (large wholesale customer) sales channels were implemented with the same infrastructure.

CLICK TO BUY

We designed it in such a way that customers can receive their orders placed on the website or mobile application, at any time they want, from any store they want, and we brought them together with our customers. We have provided uninterrupted service to customers during the epidemic period by extending this service, which we call Click and Collect, in all our stores in Turkey in 2020. In 2021, we focused on improving the customer experience in this channel. We continue to create a fast and effective solution to the changing demands of the industry thanks to the Click and Collect application, where more than 5,000 product types are offered to consumers on digital platforms.

We aim to increase the weight of the digital sales channel in our total trade. In this direction, we strive to provide customers with an easier and more reliable shopping experience, where they can save time and benefit from advantageous prices and campaigns, by prioritizing customer satisfaction.

Each order placed through our Click and Collect channel also creates parcel savings as it does not enter into an additional packaging process. In addition, since there is no room for an additional distribution application, there is no additional carbon emission.

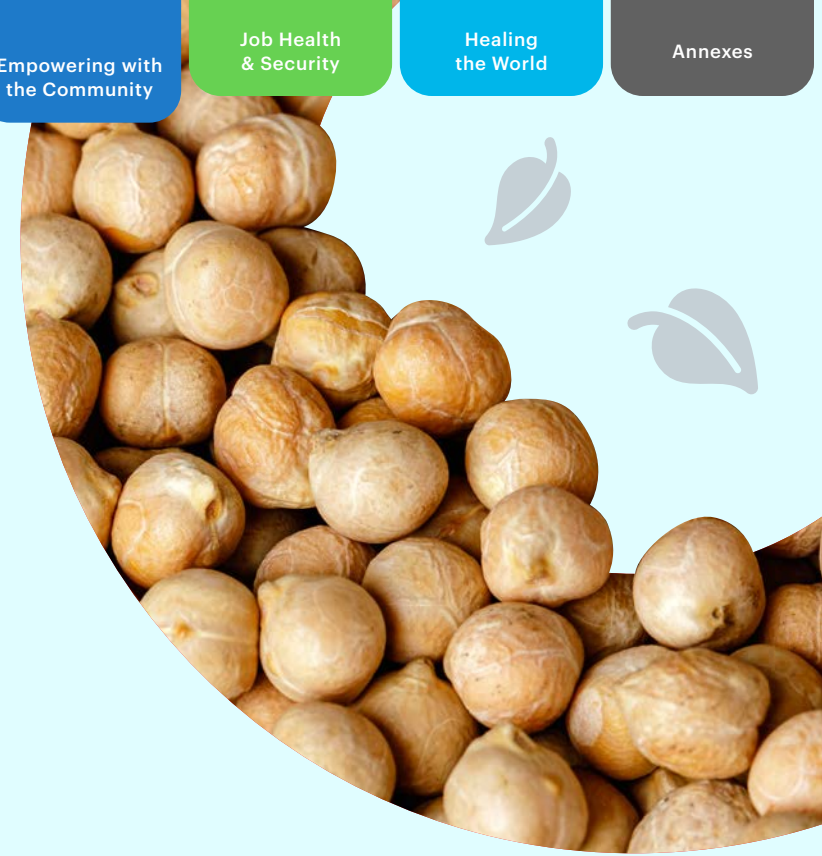
4 ADIMDA KOLAY ALIŞVERİŞ

- 1 bizimtoptan.com.tr'ye tıkla, mağazanı seç
- 2 Sepetini doldur
- 3 Sen gelene kadar siparişin hazırlansın
- 4 Teslim al, arabana yükle

Siparişlerini bizimtoptan.com.tr'den verebilir, senin için hazırladığımız siparişlerini dilediğin mağazadan gelip teslim alabilirsin.

bizimtoptan.com.tr





Empowering with our Shareholders

As the most widespread organized wholesale trade company in Turkey, we work in interaction with many stakeholder groups. We adopt the business model that supports social and economic development throughout our entire value chain. As Bizim Toptan, where the influence of stakeholder capitalism is growing; we achieve our goals together with our employees, customers, suppliers, business partners and society.

STRATEGIC SUPPLY CHAIN MANAGEMENT



As Turkey's largest company in the Cash & Carry sector in terms of the number of stores and the most widespread in terms of accessibility, we position supply chain management among the priority areas in achieving our sustainable growth targets. We focus on efficiency in the supply chain, digitalization, and cooperation with suppliers and business partners. In order to use our resources in the most efficient way, we analyze the risks in the supply chain and control these risks by managing them with a central system.

As of 2021, we are working with **630** suppliers, **59** of which are new and all local. We give priority to local suppliers, thereby supporting domestic production and capital. We are getting stronger with the various collaborations we have established with our suppliers. We directly support local socio-economic development through our work. Since 2017, we have been managing the entire supply chain with a centralized system.

As of 2021, we are working with 630 suppliers, 59 of which are new and all local.

As of 2021, we are working with 630 suppliers, 59 of which are new and all local.

We manage demand-supply and planning-order management and logistics management processes under the Supply Chain Management. It conveys our goods acceptance standards for the products coming from the suppliers to the suppliers, in this way; By avoiding the issues of pallet overflows, weak-strength pallets, product quality problems, possible handling, transfer, etc. in the goods acceptance and dispatch operation. We prevent time wastage. In line with the feedback from suppliers, we improve our ordering, planning and shipping processes. By digitizing most of these processes, we work with suppliers on a common system. Thanks to this system that increases coordination, we both save time and make our business processes more efficient. By optimizing supply chain processes with digitalization, we minimize turnover losses, increase product availability in stocks and improve shipment performance. With the Enterprise Resource Planning (ERP) system, we integrate the communication between field teams and stores into mobile applications. Thanks to this integration, we ensure faster execution of requests and approvals. These applications we have implemented; It supports mutual cost, labor and time savings.

We control the logistics network with good practices such as Warehouse Management System, Vehicle Field Management, Warehouse Automatic Count Parameter, ABC Analysis Report, Route Optimization, and follow

the entry, exit and delivery processes of orders. At the planning stage of orders, we perform occupancy calculations and route optimization according to truck and truck capacities.

Our Main Warehouses in Adana, Gebze and Erzurum; We make regular shipments to our stores on the Asian and European sides of Istanbul, our Cold Storages in Ankara and Bursa, and our cold transfer center in Tuzla.

In 2021, we covered approximately **6 million km** with a vehicle occupancy rate of over 95%.

In our Micro Distribution operations, we are able to deliver our customers' orders the next day with our fleet of **120** vehicles in **81** provinces. By digitizing our processes end-to-end, we offer our customers order tracking applications that allow them to see the status of their orders instantly. While doing all of this, we offer route optimization solutions with advanced analytical algorithms, thus we save **400 thousand** km annually and reduce CO₂ emissions by **13%**. With this environmentalist approach, we provide the equivalent of nearly **2,500** trees annually.



STRATEGIC SUPPLY CHAIN MANAGEMENT



SUPPLIER SELECTION AND CONTROL

As Bizim Toptan, we consider it our responsibility to improve the business processes of our suppliers, which we position as business partners. In order to maintain the mutual trust relationship we have established with our customers, we consider quality and food safety important and priority, and we aim for our suppliers to develop sensitivity in this regard.

We expect the food suppliers that we work with and will start working with to comply with the quality and food safety standards we set. In this context, we conduct periodic inspections and controls of our supplier's production facilities. Before the contract to be made with the suppliers we will start working with, we audit the compliance of the production facilities of the suppliers with the production within the framework of Quality and Food Safety Management Systems (ISO 9001, ISO 22000, BRC, IFS, FSSC 22000). In addition, we expect food suppliers that will produce private label products to have at least one of the Global Food Safety Initiative (GFSI) approved quality certificates. We periodically inspect the suppliers at least once a year and send the produced private label products for analysis at least twice a year and check their compliance with legal limits and standards. After the supplier audit is successful, we start working with suppliers. In case

of non-compliance during the audits, we inform the supplier and take actions.

As of 2021, production is carried out at **73** facilities of our **68** private label product suppliers. **72** of these facilities were inspected in 2021.

In 2021, we audited
%99 of our private label
product suppliers.

In addition to regularly auditing our suppliers, we support them with trainings and contribute to their development. In 2020, we organized trainings covering occupational health and safety, COVID-19 precautions, employee legislation, employee rights and responsibilities. Our supplier trainings continued in 2021 as well. We think it will continue in the future as well.



OUR BUSINESS PARTNERSHIP MODEL

We strengthen the tradesmen with the business partnership goods supply model we have been implementing since 2014. We became the first and only wholesaler company in the sector to implement this model. We have determined our strategy as to grow with business partners with a mutual win-win approach within the scope of B2B.

As Bizim Toptan, we provide affordable, quality goods and services to the markets within the scope of the model, taking advantage of our purchasing power and wide product portfolio. All of SEÇ Market stores are made up of tradesmen who own their own workplaces. With this model, we are positioned as the largest supplier of our business partners, while at the same time contributing to the development of tradesmen by increasing their competitiveness. In addition to logistics, promotion and promotion support, we support the growth of business partners and increase their competitiveness with easy and fast ordering, marketing and operational information sharing.

We aim to be in a leading position in the retail sector with the vision of SEÇ Market, which has four pillars: Corporate Identity & Standardization, Brand Positioning, Digital Brand and Creating Happy Customers. With SEÇ Market, which is positioned as the "Market of Your Neighborhood", we ensure that the culture of craftsmanship is blended with the modern retail sector.

We act with the vision of becoming a "Digital Brand" at a time when digitalization is affecting all sectors. Our work on the new HSE Portal system continued in 2021 as well. With the new portal, it is aimed to create a platform where market dealers can easily manage their supply processes and control their financial structures, which can be used more effectively by the field team, both technologically and in terms of infrastructure.

2021 has been an important year in the journey of SEÇ Market, which continues with the "Accelerated Growth" strategy. After establishing Seç Marketcilik A.Ş. in August 2020 with the partnership of **90%** Bizim Toptan and **10%** Yıldız Holding, our growth strategy gained momentum. By the end of 2021, we have increased the number of our stores to **1,726** stores in 79 provinces with **408** new stores on the net. SEÇ Market, which contributed **TL 1.4 billion** to Bizim Toptan's sales revenues, increased its share in Bizim Toptan's total turnover to **20%**. We will continue from where we left off with the vision and strategies we have determined in 2022, with the SEÇ Market model, the value of which is increasing day by day.

As of the end of 2021, SEÇ Market reached 1,726 stores in 79 provinces and increased its share in turnover to 20% by contributing 1.4 billion TL to Bizim Toptan's sales revenues.



OUR BUSINESS PARTNERSHIP MODEL

SUPPORTS OFFERED BY THE SEÇ MARKET MODEL TO TRADESMEN:

Partner-based win-win model

Easy and fast ordering system

Retail expertise support

Opportunity to start a business with minimum investment

Marketing support

Low operating cost

Regular and stable supply of quality products from a single source at low cost

Positive contribution to the working capital management of SEÇ Market dealers, with options such as purchasing products in installments and in installmentssermayesi yönetimini olumlu katkı

The advantage of providing customer loyalty by selling exclusive brands

HIGH FLEXIBILITY

Regional SKU Presentation

Quick Decision Making

Adaptive Store Format

HIGH SCALABILITY

Low Cost/Fast Turnaround

Low Working Capital

Cost Effective Real Estate Management

Adaptive Distribution Capacity

EMPLOYEES



We adopt a human-centered approach that aims to create long-term value for our employees. The happiness of our employees plays an important role both in the success of our company and in the happiness and satisfaction of our customers. We aim to grow stronger and sustainably grow with happy and qualified employees who are experts in their fields. For this reason, while providing a healthy and safe work environment to our employees, we also offer all the necessary opportunities for their career development.

We pay attention to equal opportunity and fairness in all human resources practices, from recruitment and application processes to promotion and remuneration, from career development and training to performance management. Within the scope of our effective career and performance management approach, we plan employee developments that will facilitate adaptation to rapidly changing trends and customer expectations. We attach importance to attracting young talents to Bizim Toptan and keeping them within the company, and we develop innovative applications to achieve this.

In 2021, the number of employees in the headquarters and stores reached **2,597**. **38%** of our employees are **30** years old or younger. The ratio of women among

the employees is **13%**. **91%** of the employees are field workers. In 2021, we provided employment to **41** disabled people, including 1 woman and 40 men.

During the COVID-19 epidemic, we continue our digitalization efforts in human resources practices, and carry out the necessary work for our employees to work safely and efficiently. In this process, we switched to a hybrid working model for all employees.

We have developed and continue to develop our IT infrastructure and team to adapt to the hybrid model. During the epidemic, we saw that we were able to turn our goals into performance with hybrid working models for managers and employees. We anticipate increasing employee satisfaction and performance by expanding digitalization processes in the coming periods.

You can access the human resources approach, which includes issues such as business rules, equality of opportunity, discrimination and employee rights, from Bizim Toptan's Ethical Principles and Yıldız Holding's Ethical Principles and Working Principles.



CORPORATE SOCIAL RESPONSIBILITY



In addition to our leadership in the sector in which we operate, we also prioritize providing benefits to the society in which we operate. We work to strengthen the society with practices that respect and support the environment, education and public health.

As a company operating within Yıldız Holding, we have been contributing to the Make Happy Day of November every year since 2014. In this context, we cooperate with various non-governmental organizations. "Make Happy Be Happy Day", we organized an all-day event in our head office in 2021. We made a donation to Darüşşafaka Society on behalf of our special employees.

A Beautiful Movement team, a social responsibility group formed by female employees, continued its activities in 2020. During Ramadan, 44 food parcels were prepared and delivered to families in need. On the occasion of Eid al-Fitr, holiday clothes were delivered to 15 children who were continuing their education in a primary school in Yüksekova. Winter clothes were donated to 13 children studying in a primary school in the east. As a nice movement team, we will continue to make our children smile every year.

EMPLOYEES

and year-end evaluation (year-end evaluation). With the performance management system, we evaluate both the target itself and how it was achieved. Competency Evaluations are carried out under the leadership of Yıldız Holding Human Resources, according to the 360-degree evaluation system with the competencies of “Become a Star”.

Every year, we organize a Goal Setting Workshop with a balanced scorecard methodology for all white-collar employees at the headquarters. With this methodology, we evaluate employee performance in terms of financial, customers, business processes and human aspects with a performance evaluation system consisting of three stages once a year.

Field workers are included in the performance evaluation process twice a year through the IKON system. In the evaluation process, employees are evaluated in three stages: task, competency and target-based. In addition, it is included in the premium system based on key performance indicators such as profitability, customer satisfaction, stock management and auditing for field workers quarterly. In 2021, we subjected a total of **2,597** people, including field and office workers, to performance evaluation.

We use the performance system to determine year-end premiums. We apply a remuneration systematic based

on the workload of the position, we use bonus systems based on objective measurements, where all employees move towards the same goal.

B-Raise Store Manager, Customer Representative and Sales Representative Training Programs are under the umbrella of the B-Raise Manager Training Program, which aims to train qualified managers with different perspectives that will carry Bizim Toptan into the future.

With the B-Raise Store Manager Training Program, we provide training to our store manager candidates through internal trainers experienced in company culture, internal audit, customer management, finance, and human resources. With the field leg of the training, we enable the manager candidates to experience all the roles they will manage by taking charge in different units from the cash register to the department, from the warehouse to the receiving of goods in pilot stores located in various regions of Turkey. **55** employees participated in this program in 2021.

We implemented the Customer Representative Training Program in order to train customer representatives

who will take an active role in the process of acquiring new customers for the stores by including them in the training process and to expand the talent pool. **37** employees participated in the program in 2021.

The Sales School, which was established to comply with PROSAF in order to deliver all the brands in the stores to traditional and out-of-home consumption points on-site, includes in-class trainings and field trainings consisting of technical trainings for field sales teams that have just started to work. A total of **33** employees joined the Sales School in 2021.

We created the “Data Translator Class 101” program in order to improve the digital competencies of Bizim Toptan employees. Accordingly, we collected requests from Bizim Toptan employees who wanted to be included in this program, and as a result of the evaluation, we completed the program with 16 people.

With OnCampus, a corporate social communication and learning-development platform, we aim to align all our employees with the same perspective and

Employee trainings (person*hour)	2018	2019	2020	2021
Total hour of Employee trainings(Excluding HSE Trainings)	43,104	39,823	25,647	46,580.2
Yearly average training hour per employee	21.4	18	10.1	17.3

EMPLOYEES



understanding of quality by providing trainings on technical, professional and personal development issues with internal resources. With this platform, where our employees can share their best practices and achievements, we also contribute to the formation of a culture of learning from each other. As of 2021, we provided a total of **31,389.7** hours of training on the platform.

EMPLOYEE SATISFACTION AND ENGAGEMENT

We believe that qualified, happy and highly motivated employees are indispensable for making a difference and being competitive in our industry. In this direction, we care about the satisfaction and loyalty of our employees and we take actions in this direction.

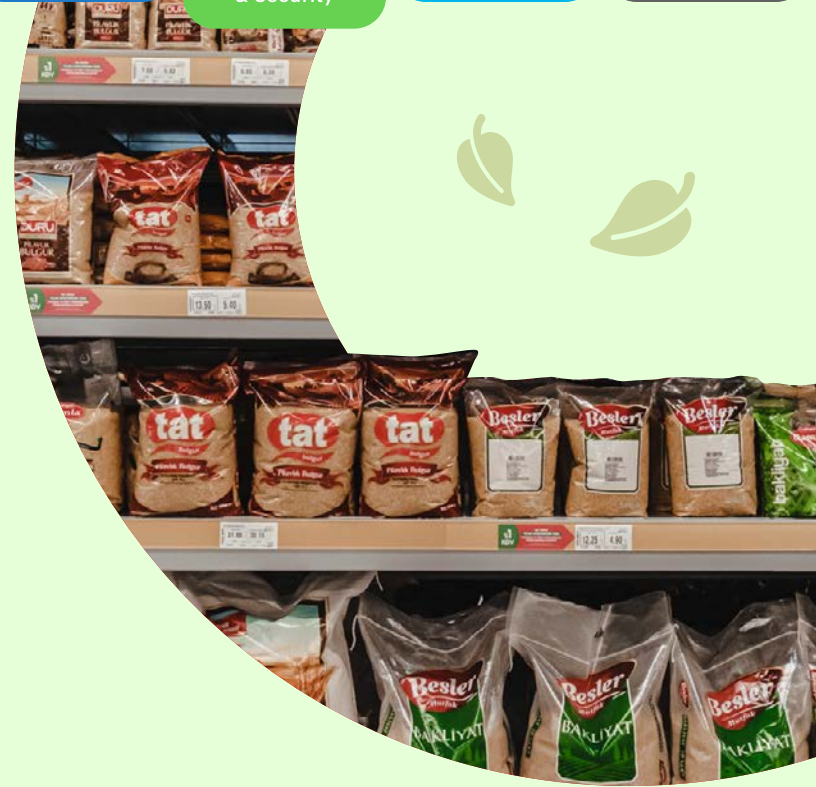
We believe that productivity and employee communication play an important role in increasing satisfaction. We have implemented the online orientation process for our colleagues who have just started working in central functions. Our aim was to accelerate the adaptation of our new colleagues within the scope of the new working model. In the process, we included innovations such as buddy support, buddy information guide, store orientation, orientation and buddy process evaluation questionnaire into our process.

We implemented our “Applications That Make A Difference” project, which aims to increase employee motivation by announcing our colleagues who create value with their enthusiasm and dedication and set an example through internal communication channels.

As part of the HR Online Goya project, we held online meetings where our human resources team and field workers came together. In particular, we met with our colleagues in the field roles and answered their questions while chatting about our processes and agendas.

Our Human Resources team held online meetings under the name of “Human Resources Tea Talks” as part of employee engagement activities. We met with our colleagues in central functions on a departmental basis and exchanged ideas about our agenda, new working model and expectations.

In order to strengthen the communication with our employees, we continued to publish the internal communication bulletin from BİZDEN to convey the developments within Bizim Toptan. Thus, our employees every quarter; We keep you informed about company developments, success stories and awards.



Job Health & Security



Occupational Health and Safety is our top priority for our Wholesale Stores. In line with our sustainability strategy, we continue to prioritize the health and safety of our personnel, customers, suppliers and subcontractors by regularly reviewing the risk and danger scopes of **173** stores located in **70** provinces every year.

JOB HEALTH & SECURITY

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At the headquarters, the OHS committee of **17** people, consisting of senior managers, meets regularly every **2** months under the chairmanship of the General Manager and holds meetings. General Manager in the OHS Board, 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 our workplace doctor.

In 2021, we completed certified first aider training from scratch for our **52** personnel and certified first aider update trainings for **192** of our personnel. In 2021, we met with our subcontractor/supplier companies and held our meetings within the scope of Occupational Health and Safety, and made our evaluations on the cultural structure and sustainable system. We observed the progress of our stores within the scope of Occupational Health and Safety by making **2056** GOYAs in 2021. In 2021, we conducted fire drills in **173** stores in **69** provinces with the support of the fire brigade, and ensured that our **938** personnel received fire training. We have determined our risks for possible earthquake scenarios by having non-structural element analysis of our **145** stores. As we do every year, we brought together our **33** stores with battery charging areas in 2021. We created awareness in our stores by printing **2610** posters on **18** different topics.

In 2021, there are no fatal accidents or occupational diseases in our company. A total of **67** accidents were detected, of which **60** were employees and **7** were subcontractors. After the occupational accidents experienced, we investigate the main causes of the accident by performing root cause analysis. In this context, if there is an action that needs to be taken due to technical or building physical conditions,

we transfer the matter to the relevant units and follow up. We provide training to employees who return to work after an accident, and we evaluate the casualty.

In 2021, we provided our employees with **9.9** hours of basic Occupational Health and Safety training per person.



Protecting the World

We protect our natural capital, which is critical for meeting the needs of future generations and ensuring the continuity of the industry. We improve our environmental impact with projects for energy efficiency and savings.

ENVIRONMENTAL MANAGEMENT

As the effects of climate change increase, and as a result of extreme weather events and droughts, agricultural areas are getting smaller and smaller. According to the World Resources Institute (WRI), it is predicted that **40%** of the world's agricultural lands will face water stress by 2040.

5 In the face of this situation, which poses a risk for the sustainability of agricultural activities, we are aware of our responsibilities as a land-bound company that provides **47%** of its turnover from food. In this direction, we try to reduce the environmental impact of our operations by developing projects to reduce carbon emissions from our operations and increase energy efficiency. We aim to make our operations sustainable with good practices within the scope of water and waste management.

The World-Healing discourse of Yıldız Holding, which we are a subsidiary of, within the scope of This World is Ours sustainability approach, guides us to reduce our environmental impact. In the light of this discourse, we determine the effects of our business on the environment and aim to improve our performance in terms of energy, water and waste.

The main focus areas we have determined to reduce our environmental impact are:

- Ensuring the development of environmental awareness and protection of the environment in line with our goals, with the support and participation of our employees and all relevant stakeholders,
- Reducing waste at its source, re-evaluating and using natural resources efficiently,
- Reducing the carbon footprint by using energy efficiently,
- To ensure that the products we offer to our customers are sustainable on the basis of their life cycle,
- Fulfilling all environmental compliance obligations constitutes the elements.

As a company operating in the retail sector, our main environmental impacts are carbon emissions from logistics, energy consumption in warehouses and markets, and packaging waste. In order to manage this effect systematically, we obtained ISO 14001:2015 Environmental Management System Certificate covering all Bizim Toptan stores and the head office in 2019, and

our certificate was renewed with the audits carried out by TSE last August without any errors.

Documents and documents are shared over the Quality System Document Management System, an intranet system accessible to all employees. All studies regarding the requirements of ISO 14001 standards are continuously reported to the relevant unit managers and to the senior management once a year.

TS EN ISO 14001:2015 Basic Environmental and Internal Auditor training was given to a team of **18** people consisting of the stocktaking team, head office employees and regional managers in order to understand the scope of the Environmental Management System, to adopt the system and to perform environmental management in a systematic way.

We uploaded the aforementioned training content to the compulsory training category in OnCampus in order to raise environmental awareness in all our employees. In 2021, a total of **970 person*hours** of training on sustainability and environment were given.

In addition to our understanding of conducting our activities in an environmentally responsible manner, we comply with legal obligations.

The Environmental Policy and ISO 14001 Environmental Management System define the framework of the environmental management approach at Bizim Toptan.

ENVIRONMENTAL MANAGEMENT

We identify possible environmental risks in all our business processes in order to prevent the impact of adverse environmental conditions on our business due to our operations. These include:

- Risks affecting the company's policy, vision, mission,
- Risks arising from internal and external environmental analysis affecting the relevant parties and the company,
- Common risks affecting the overall Environmental Management System,
- Risks arising from the company's impact on the environment,
- It creates risks arising from legal and other conditions.

In 2021, we focused on energy efficiency, infrastructure improvement and waste reduction to improve our environmental performance. You can find our Wholesale Environmental Policy here.

The total electrical energy consumed in the previous year was reduced by 3% in 2021.

[You can also access the Basic Principles of the Environmental Management System here.](#)

ENERGY EFFICIENCY

Following the Paris Agreement in 2015, which aims to keep global warming below 1.5 degrees, with the European Green Deal put forward by the European Union in 2019, it has become more important to take precautions against the damages caused by climate change.

As Bizim Toptan, we focus on the main environmental impacts of the retail sector in which we operate, and work to reduce logistics and operational greenhouse gas emissions and to provide energy efficiency in our operations. For this purpose, infrastructure was improved in air conditioning and lighting systems within the scope of energy efficiency, and route optimization studies were carried out. Infrastructure integration studies of cooling, air conditioning and lighting systems have been completed in order to control energy consumption. Rehabilitation was carried out in accordance with the energy management system with a remote monitoring system in all stores, and in 2021, the hourly, daily and monthly electricity consumption of all stores was monitored on a category basis. As a result of these energy efficiency investments, the total electrical energy consumed in the previous year was reduced by 3% in 2021.

WASTE MANAGEMENT

It is seen that there is an increase in single-use plastics and packaging waste with the effects of population growth and the COVID-19 epidemic. Changing daily habits to increase the use of plastics in the belief that it is more sterile is exacerbating the waste crisis, which is already a critical environmental problem.

We adopt the philosophy of responsible production and consumption. Waste, which is one of the important effects of our activities, is one of the main issues we focus on within the scope of environmental management. Since the majority of our waste is packaging waste, we develop practices that will reduce and recycle these wastes in the waste management approach.

We categorize the wastes, separate them at the source, and ensure that they are recycled through licensed companies. Mixed packaging waste from each store is collected through municipalities, municipalities and contracted institutions. In addition to our own recycling practices, we also carry out communication activities to raise awareness of our customers, who are a part of the supply chain, about recycling.

ENVIRONMENTAL MANAGEMENT

● In order to prevent waste in our country, to use natural resources efficiently, to reduce waste generation, and to develop studies for the separation of wastes at the source, T.C. Zero Waste application was launched by the Ministry of Environment and Urbanization. In this context, together with the Basic Level Zero Waste Certificate certification process of the stores, we carried out the certification processes for each store through the system for the Zero Waste Certificate by working on the management, separation and recovery of the wastes.

● We collect paper, plastic, metal, glass, electronic and battery wastes in offices, kitchens and warehouses in defined bins in common areas and send them for recycling.

● Batteries formed in stores and brought by customers We placed waste battery boxes in all stores within the scope of sending them to the Portable Battery Manufacturers and Importers Association authorized by the Ministry of Environment and Urbanization.

● As part of our cooperation with AGED (Association of Waste Paper and Recyclers), we collect our private label products, whose Expiration date is approaching, from the market and send them for recycling.

● Worn out cardboard boxes used in e-commerce activities are processed in a packaging processing

machine and turned into a new high-quality packaging material. We avoid the use of a secondary packaging with this method, which is used only to prevent the products from being damaged while sending them by courier. By recycling packaging waste, we reduce our environmental impact and achieve financial savings.

● In the project we realized in cooperation with Deha Biodiesel and Deniz Temiz Association TURMEPA, waste vegetable oils are collected in plastic bottles in waste oil bins in Bizim Toptan Stores. We donate per liter to TURMEPA for the vegetable waste oils collected in the bins of Bizim Toptan stores by Deha Biodizel.

We prevented the emission of **268 tons** of CO₂, which has the energy to charge **31 million** smartphones, by evaluating **79 tons** of products during the animal feed operation in cooperation with Surplus Food in the relevant channels.

WATER CONSUMPTION

We implement practices for efficient water use in stores and headquarters. We focus on reducing our water-related environmental impact through practices aimed at monitoring water use and reducing it through systemic improvements.



SOCIAL PERFORMANCE INDICATORS

Number of Employees	2019		2020		2021	
	Women	Men	Women	Men	Women	Men
By Gender	192	2021	282	2,256	326	2,271
Total	2,213		2,538		2,597	

Number of Employees by Category	2019		2020		2021	
	Women	Men	Women	Men	Women	Men
Number of white collar employees	46	126	69	150	79	156
Number of Blue collar employees	146	1,895	213	2,106	247	2,362
Total Number of Employees	2,213		2,538		2,597	

* There are no employees under the collective bargaining agreement

Number of employees by years	2019		2020		2021	
	Women	Men	Women	Men	Women	Men
0-5 years	172	1,152	235	1,327	270	1,322
5-10 years	18	451	38	545	48	473
10 years or over	2	418	1	392	8	475

New Employements	2019		2020		2021	
	Women	Men	Women	Men	Women	Men
Number of new hires during the year	85	835	108	565	146	474
Under 30	61	487	73	355	103	321
Between 30-50 (including 30 and 50 years olds)	24	347	35	205	43	150
Over 50	0	1	0	5	0	3

Subcontractor Employees	2019		2020		2021	
	Women	Men	Women	Men	Women	Men
Subcontractors by gender	5	40	21	9	12	43
Number of subcontracted employees by working time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	45	0	30	0	55	0

Number of employees by hours	2019		2020		2021	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Employees by working hours	2,209	4	2,533	5	2,596	1
Total Number of Employees	2,213		2,538		2,597	

SOCIAL PERFORMANCE INDICATORS

Executive Employees	2019		2020		2021	
	Women	Men	Women	Men	Women	Men
Between 30-50	4	44	5	52	10	71
Over 50	0	4	0	7	0	9
	Women	Men	Women	Men	Women	Men
Members of board of directors by gender	1	7	1	7	1	7

Employees leaving by Gender and Age	2019		2020		2021	
	Women	Men	Women	Men	Women	Men
Under 30	71	345	55	266	82	350
Between 30-50	23	282	16	194	35	273
Over 50	0	3	0	4	0	6
Total	94	630	71	464	117	629
Employee Turnover	32,2		19,1		19,1	

Pregnancy Leave	2019		2020		2021	
	Women	Men	Women	Men	Women	Men
Number of employees benefiting from maternity/parental leave	4	148	5	148	11	144
Number of employees returning to work after maternity/parental leave ends	4	148	2	14	7	144

Performance Evaluations	2019		2020		2021	
	Women	Men	Women	Men	Women	Men
Number of employees subject to performance evaluation	45	126	273	2,235	326	2,271

Training Hours (HSE trainings excluded)	2019	2020	2021
Total employee training hours	39,823	25,647	46,580
Training hours per employee	18	10.52	17.3
Total subcontractor training hours	60	0	0

*2020 yılında COVID-19 salgını sebebiyle taşeron eğitimleri gerçekleştirilememiştir.

Occupational Health and Safety	2019	2020	2021
Total Accidents	46	45	60
Accidents that resulted with death	0	0	0
Occupational Diseases	0	0	0
Occupational Diseases ratio*	0	0	0
Accident Frequency**	1.84	2.30	2.43
Accident Frequency Ratio***	1.87	15.98	8.03

*Occupational disease rate (ODR): Number of occupational diseases * 200,000 / Total working hours;

** Accident Frequency rate: Total number of accidents / (Total working hours) * 200,000;

*** Accident Severity rate: Total lost days / (Total working hours) * 200,000;

Health and Safety Trainings	2019	2020	2021
Total hours of HSE training	4,308	28,654	24,049
Training hours per employee	4.3	12.1	9.9
Total Training hours of subcontractors	160	556	1120

Anti-Bribery and Anti-Corruption	2019	2020	2021
Number of detected corruption cases	17	3	7
Number of disciplinary penalties given to employees for corruption	16	3	7
Number of public cases related to corruption	5	3	7

ENVIRONMENT PERFORMANCE INDICATORS

Energy Consumption (MWh)	2019**	2020	2021
Buildings fuel & Electricity	28,886	36,078	35,205
<i>Purchased Electricity</i>	27,870	33,491	32,572
<i>Natural gas & fuel oil & LPG</i>	954	2,255	2,295
<i>Generator (diesel)</i>	62	332	338
Vehicle Fuels	6,817	8,536	8,686
<i>Diesel</i>	6,817	8,536	8,686
<i>Gasoline</i>	0	0	0
TOTAL	33,757	44,614	43,891
Sustainable Energy	0	0	0
<i>Sustainability Energy (Electricity)</i>	0	0	0
Sold Eergy	0	0	0
TOTAL NET Energy Consumption	33,757	44,614	43,891

*Energy consumption is provided in TL and is calculated by taking into account annual average unit prices (EMRA, Natural Gas distribution companies, etc.). The lower calorific values and conversion coefficients of energy resources are taken from the Tables of Lower Thermal Values of Energy Resources and Conversion Coefficients to Petroleum Equivalents of ANNEX-2 of the "Regulation on Increasing Efficiency in the Use of Energy Resources and Energy" published in the Official Gazette dated October 27, 2011 and numbered 28097.

** 2019 data has been recalculated.

Greenhouse Emissions * (tonnes CO ₂ -equivalent)	2019	2020	2021
Scope 1	1570.0	2,934.2	2,985.8
<i>Vehicle</i>	1,319.2	2,312.3	2,353.0
<i>Fuels used in the facility</i>	234.1	532.7	542.1
<i>Generators (diesel)</i>	16.7	89.2	90.8
Scope 2	14,317.6	15,973.0	15,493.8
<i>Electricity Consumption</i>	14,317.6	15,973.0	15,493.8
TOTAL	15,887.7	18,907.2	18,479.7

*Greenhouse gas emissions (tons CO₂ equivalent) data are provided in TL and are calculated as an average value.

** 2019 data has been recalculated. Greenhouse gas emissions are calculated according to the GHG protocol. The Global Warming Potential (GWP) coefficients were taken from the 6th Assessment Report of the Intergovernmental Panel on Climate Change (IPCC).

Water Consumption (m ³)	2019	2020	2021
Tap Water	11,092.4	33,729	34,578

*Water data is provided in TL and is calculated as an average value, taking into account the İSKİ workplace tariff.

Raw materials used packaging (tons)	2019	2020	2021
Plastic (bag)	-	49.55	44.24
Plastic weight composite (Stretch)	98.34	-	126.80

* 2019 data is provided as the number of plastic bags.

Packaging Waste	2019	2020	2021
Plastic bag (unit)	3,269,732	4,955,397	4,423,595

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GRI 102: General Indicators 2016			
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	102-3	44	-
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	102-5	2021 Annual Report, s. 14 Annual Reports Bizim Toptan Investor Relations (biziminvestorrelations.com)	-
	102-6	2021 Annual Report, s. 16, 17 Annual Reports Bizim Toptan Investor Relations (biziminvestorrelations.com)	-
	102-7	2021 Annual Report, s. 16, 17 Annual Reports Bizim Toptan Investor Relations (biziminvestorrelations.com)	-
	102-8	26, 37, 38	-
	102-9	23-25	-
	102-10	No important change has been made	-
	102-11	7	-
	Strategy		
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	102-22	2021 Annual Report, s. 25, 29 Annual Reports Bizim Toptan Investor Relations (biziminvestorrelations.com)	-
	102-23	6	-
	102-24	6	-
	102-25	6	-
	102-35	Remuneration Policy Bizim Toptan Investor Relations (biziminvestorrelations.com)	-
	Stakeholder Analysis		
	102-40	11	-
	102-41	There is no employee under the collective bargaining agreement.	-
	102-42	11	-
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	102- 46	4	-
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	102-48	No important change has been made	-
	102-49	No important change has been made	-
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	102-56	Denetim alınmamıştır.	-
GRI 200:Economic Standard Series			
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	Reporting		
	103-1	Financial Statements Bizim Toptan Investor Relations (biziminvestorrelations.com)	-
	103-2	Financial Statements Bizim Toptan Investor Relations (biziminvestorrelations.com)	-
	103-3	Financial Statements Bizim Toptan Investor Relations (biziminvestorrelations.com)	-
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	Digitalization and Smart Stores		
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