

## BİM Sustainability Approach

BİM, being the first representative of the hard discount retail model in Turkey, is committed to advancing with its sustainability approach, generating shared value for its stakeholders. BİM's philosophy, which undertakes an important social mission with its "everyday low price" policy, its principle of reflecting cost savings in product prices, and its simple business model, demonstrates the basis of its sustainability approach.

In its daily operations, BİM not only keeps the interests of its customers above short-term high profits, but also safeguards the benefit of humanity and future generations in line with its sustainability approach. BİM focuses on issues where it can produce real results, contribute to the solution of problems, and never hesitates to make a sacrifice for the benefit of society.

Keeping its social responsibilities at the highest level since its establishment, BİM advocates a value and result-oriented sustainability approach. It does not consider sustainability as a marketing and advertising activity. It conducts its communication activities in order to raise social awareness. While adopting a sustainability strategy, BİM produces and implements concrete, impact-oriented strategies, which allow it to use its operational capabilities most efficiently within its field of activity. BİM aims to contribute to the United Nations Sustainable Development Goals (SDG), considering its industry, business model and corporate culture.

BİM's business model is to make high-quality products accessible to everyone; it contributes to the purchasing power of households with its "everyday low price" policy, successfully implemented by the company thanks to effective cost management practices. It encourages responsible procurement and production, and it serves at the locations most accessible to its customers.

The BİM Sustainability Approach expresses its corporate vision in line with the business model, and material sustainability issues:

1. BİM offers high-quality products and services.
2. BİM manages the value chain responsibly.
3. BİM aims to ensure a healthy and thriving environment.
4. BİM achieves sustainable growth with strong governance.

**1. BİM offers high-quality products and services.**

BİM makes high quality accessible for society. By managing costs effectively, it brings quality products and services to every segment of society, thanks to its “everyday low price” policy and its purchasing power and operational size. It makes high-quality, safe and innovative products accessible by keeping customer benefits above all else.

- **Accessible High Quality:** BİM offers customers reliable products of the highest quality at the most affordable prices by keeping operational costs at the lowest level. It avoids extravagant decorations and advertising costs. It manufactures high-quality products at low costs purposely for its customers, offering the best price and quality ratio accessible to everyone. Thus, producing more benefits at a lower cost.
- **Innovative Products:** BİM develops reliable, cutting-edge products through innovation. It ensures healthy, beneficial, quality, and innovative products for everyone. BİM supports, encourages and contributes to responsible procurement and production.
- **Satisfied Customers:** BİM keeps customer benefits above high short-term profits. With its no-questions-asked return policy, it allows customers to return products they are not satisfied with, without any dispute. It maintains customer satisfaction at the highest level with stores located near its customers and with its quality products and services. Thanks to its agile decision-making processes, the company continues to offer products and services of sustainable quality to its customers through its extensive network of stores.

<b>Relevant material issues</b>	Product quality and safety, customer experience and satisfaction, food accessibility, economic performance, R&D and innovation
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<b>Contribution to SDGs</b>	   
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**2. BİM manages the value chain responsibly.**

BİM manages its operations in the value chain efficiently and responsibly. It supports the capacity-building of its suppliers by adopting high standards in procurement. It invests in training and development programs to further increase the competencies of its employees, who are the most important link in the value chain.

- **Responsible Procurement:** BİM is fully committed to responsible procurement and production principles. It improves social and environmental conditions by streamlining its operations throughout the entire supply chain. It protects human rights and works to improve the quality of life.
- **Evolving Supply Chain:** With its high purchasing power and private label products, it supports suppliers’ high-quality production at low costs. BİM transforms and develops the industry by supporting the expansion of private label product manufacturers and suppliers. It considers suppliers to be one of its key stakeholders, contributing to their operational growth and productivity through long-term relationships built on trust. The company ensures environmental and social sustainability in the supply chain through effective monitoring and regular auditing.

- **Competent Employees:** BİM increases its employees' competency by boosting investments and contributing to career development with human resources policies. Qualified and skilled employees enable BİM to maintain service quality and customer satisfaction at the highest level, adding value to both. It supports the Turkish economy by creating thousands of jobs. BİM strictly prohibits any discrimination due to religion, language, race, sex etc.

<b>Relevant material issues</b>	Responsible sourcing and procurement, human rights and fair working conditions, economic performance, R&D and innovation
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<b>Contribution to SDGs</b>	    
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### **3. BİM aims to ensure a healthy and thriving environment.**

BİM works to ensure a habitable environment is left for future generations. In combating climate change, BİM focuses on increasing energy efficiency and renewable energy generation. Within the scope of waste management, it works to prevent packaging and food waste.

- **Combating Climate Change:** BİM focuses heavily on reducing its operational impact on the environment to mitigate climate change, one of the most crucial global environmental issues. In this context, it takes concrete steps to ensure energy efficiency and prioritizes renewable energy investments. It increases resource use efficiency with its effective logistics infrastructure.
- **Zero Waste:** BİM takes concrete steps to reduce packaging and food waste and supports community initiatives to reduce waste. It strives to protect the environment by effectively managing and reducing waste and raises customer awareness.

<b>Relevant material issues</b>	Climate change and energy, packaging and waste, food waste, economic performance, R&D and innovation
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<b>Contribution to SDGs</b>	    
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### **4. BİM achieves sustainable growth with strong governance.**

BİM's corporate governance principles benefit all stakeholders along with its investors; it generates value for them. It is committed to showing great financial performance thanks to strong corporate governance and adopts a transparent and ethical business approach with its effective risk management.

- **Sustainable Growth:** While maintaining strong growth through its investments, it also distributes dividends to its investors in accordance with the adopted dividend policy. BİM contributes to the welfare and purchasing power of society with its "everyday low price" strategy.
- **Risk Management:** BİM proactively manages risks and opportunities for stable and sustainable growth. In line with the company's future goals, it performs effective risk management in environmental, social, and governance (ESG) areas.

- **Transparent and Ethical Business Approach:** BiM establishes genuine relationships with all stakeholders based on the principles of fairness, transparency, responsibility, and accountability. It transparently shares its performance and makes information accessible to its stakeholders.
- **Collaborations:** BiM aims to create benefits for all its stakeholders via its sustainability approach. In this context, it contributes to the sustainability transformation of the business world by collaborating with communities, the private sector, and NGOs under its material sustainability topics.

<b>Relevant material issues</b>	Risk management, business ethics, transparency, corporate governance, economic performance, R&D and innovation
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<b>Contribution to SDGs</b>	   
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## Material Issues

Extremely Important Material Issues	Very Important Material Issues	Material Issues	
1. Product quality and safety 2. Customer experience and satisfaction 3. Economic performance 4. Packaging and waste 5. Responsible sourcing and procurement 6. Risk management 7. Climate change and energy	8. Business ethics 9. R&D and innovation 10. Human rights and fair working conditions 11. Food accessibility 12. Food waste 13-Transparency 14-Corporate governance	15. Talent management 16. Technology and digital transformation 17. Occupational health and safety 18. Fight against bribery and corruption 19. Water and wastewater 20. Contribution to local development 21. Product information 22. Employee engagement and satisfaction	23. Circular economy 24. Sustainable agriculture 25. Equal opportunity and diversity 26. Stakeholder engagement 27. Data privacy and cyber security 28. Multi-stakeholder initiatives and collaborations 29. Biodiversity 30. Animal welfare 31. Social responsibility programs