

Steady success, healthy growth

Sustainability Report 2020



We create value for our environment, country, and people in accordance with sustainability goals.

As the first representative of the hard discount model in Turkey, we are proud to carry our success since the day we were established, and we work trustfully to carry our success to the future.

Accordingly, we have a strong understanding of sustainability. We care to fulfill our social responsibilities, and we support a value and result-oriented sustainability approach. We will continue our efforts ambitiously to make millions of people happy everyday with high-quality products and services.

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About the Report

2020 Sustainability Report of BiM Birleşik Mağazalar A.Ş. deals with the outcomes of the company's activities in the environmental, social and governance fields between 1 January - 31 December 2020. Being the first sustainability report of the company, this Report covers Turkey operations of BiM Birleşik Mağazalar A.Ş. operating under BiM and FILE brands unless otherwise stated. Only the financial indicators include Turkey and foreign operations of BiM including FILE.

This Report in which BiM presents its sustainability strategy and performance to its stakeholders in a transparent manner has been prepared in accordance with "Core" option of the Global Reporting Initiative (GRI) Standards. The contributions that the company activities have made to the United Nations Sustainable Development Goals (SDG) is also shared in this report.

BiM stakeholders may send any of their questions and opinions to esg@bim.com.tr on sustainability.



We provide high-quality products and services

We started our journey to make high-quality products accessible to society. We carry high-quality products and services to every part of the public through our 9,365 stores with stringent cost management, "Everyday low price" policy, purchasing and operation power. We work to increase customer happiness with our innovative products.



We manage the value chain responsibly

We administer all our value chain operations in an efficient and responsible manner. While encouraging the development of our suppliers by adopting high standards, we aim to increase the competencies of our employees by investing in them, who are the most important link in the chain.





We target a healthy and thriving environment

We care about the responsible use of natural resources for a habitable environment. We focus on energy efficiency and make renewable energy investments for fighting against climate change. Under the scope of waste management, we aim to reduce packaging and food wastes.



We achieve sustainable growth with strong corporate governance

We oversee the benefits of our investors and all stakeholders and aim to create values for them under the scope of corporate governance. We render our financial performance sustainable thanks to our strong corporate management, and we adopt a transparent and ethical understanding of business with efficient risk management.

Message from the Executive Committee

Value-oriented sustainability approach

Dear Esteemed Stakeholders,

Even in 2020 – a particularly tough year due to the COVID-19 pandemic and its associated hardships – we firmly continued the significant mission we assume in Turkey's fight against inflation. During the pandemic period of 2020, we maintained our commitment, without compromises, to our "Everyday low price" policy. When the demand for food products rose, we stood by our customers, keeping our shelves filled with agile stock management.

As BİM, the first representative of the hard discount model in Turkey, the basis of our sustainability approach is formed by our "Everyday low price" policy, and our principle of reflecting cost savings to product prices, as well as our lean business model and the societal mission we undertake to value customers' interests over short-term high profits. In 2020, we built an organizational structure of sustainability, starting the necessary works in accordance with a Board of Directors' resolution; aiming to carry forward our current sustainability approach and activities; and to correctly draw, improve, and report the parameters of responsibility and impact areas. Under this structure and the scope of the activity area, we aim to use solid, impact-based operational competencies in the most efficient manner; and to produce and implement strategies that do not consider sustainability activities as marketing and advertising activities.

We focus on various strategic areas, from quality product availability to responsible value chain management, and from mitigating environmental impacts to sustainable growth under the scope of the BİM Sustainability Approach.

We make high quality products available to all segments of society.

We provided more alternatives to our customers by expanding the number of our products from 750 to 800 in 2020, and we expanded our fruit-vegetable product ranges to contribute to healthy nutrition. We aim to get closer to our customers, and we provide services to customers in a total of 9,365 stores; of these, 8,530 are in Turkey and 835 are abroad, including our new stores. Online shopping is on an upward trend, particularly due to the pandemic and its related restrictions. As of 2021, BİM, serving with 123 stores, responds to customers' needs via a mobile application.

We support the development of the suppliers responsible for the production of our private label products.

We contribute to the local economy by selecting all our suppliers from among the local producers. We paid approximately TL 45 billion to these suppliers in 2020.

We contribute to employment in the regions where we operate.

We have more than 60,000 employees, approximately 56,000 of which are in Turkey. We employed approximately 9,000 people in 2020 and we aim to further recruit an additional net 6,000 employees with the opening of four new regional directorates in 2021.

We are taking steps to reduce the environmental carbon footprint of our operations.

We are making renewable energy investments as a contribution to the fight against climate change, one of the most critical global issues of our time. In a photovoltaic power station installment project planned for 14 warehouses, we have completed as the first stage of our project we completed the power stations for Batman and Arnavutköy warehouses. Through works undertaken in 2021, we intend to further reduce our greenhouse gas emissions. In addition, our sustainable packaging efforts resulted in the conservation of 40 tons of plastic and 49 tons of paper annually.

As a company with high dependability and transparency, we continue our sustainable and profitable growth.

By the end of 2020, our consolidated sales revenues increased by 38%, reaching TL 55.5 billion, and our EBITDA grew by 61% to TL 5.1 billion. Despite the pandemic conditions, our investment target, previously determined as TL 1 billion, reached TL 1.3 billion. We are planning to realize a total of TL 1.75 billion in investments together with the new stores and four logistics centers planned to open in 2021. We continue distributing dividends to our investors on a regular basis in line with our dividend policy.

We hereby are pleased to present our first Sustainability Report to our stakeholders. In this Report, we reflect the BİM Sustainability Approach and share in a transparent manner our 2020 performance in environmental, social and governance fields. We express our sincerest gratitude to all our stakeholders, particularly our employees, whose dedication and hard work contributed to this Report.

With its new store design...



Number of stores renewed

~700

BİM at a Glance

Affordable and high quality products

As of 2020, in Turkey and around the world



Number of employees
60,663

An increase in BİM's net profit by 113%...



Net profit
TL 2.6 billion

Aspiring to provide quality products at best prices to the consumers since its foundation in 1995, BİM is currently the largest retailer in Turkey. BİM renders services with **60,663 workers** in Turkey and abroad as of 2020 at **9,365 stores**, 8,530 of which is in Turkey and 835 abroad and in 69 regional head offices, 64 of which are in Turkey. Annual net sales of BİM, with a sales increase by 124% in the last three years, reached **TL 55.5 billion** on a consolidated basis as of 2020. BİM derived **TL 2.6 billion** net profits in 2020 by increasing its profitability by 113% as compared to the previous year. BİM continued expanding its investments in 2020 and realized investments worth of TL 1.3 billion which was entirely financed with its equity capital.

BİM Shareholding Structure (as of June 30, 2021)

Merkez Bereket Gıda Sanayi ve Ticaret A.Ş.	TL 91,153,984	15.01%
Naspak Gıda Sanayi ve Ticaret A.Ş.	TL 65,800,000	10.84%
Other (Not Publicly Traded)	TL 18,348,000	3.02%
Other (Publicly Traded)	TL 431,898,016	71.13%
Total	TL 607,200,000	100%

BİM, one of the most valuable companies of Turkey, conducts operations that are beneficial to the economy and society and reduce environmental impacts. In terms of its number of employees, it is among the largest companies of Turkey and contributes to the Turkish economy by providing employment in its stores and business partners. BİM, with its efficient cost management and limited product portfolio, is the first representative of hard discount model in Turkey. Starting its journey with its lean business model and "Everyday low price" policy, BİM fights with inflation so as to incessantly provide its customers quality products at best prices and supports economical households. Pioneering the sector and setting an example with its low price policy, BİM will continue its fight against inflation in the following periods.

BİM quality in Turkey and abroad



Total
9,365 stores

The share of BİM private label products in net sales is 63%.

BİM is a retail company rendering services with its private label products under the scope of its policies of low price and fight against inflation. Thus, BİM works on its private label products with especially its suppliers and gradually increases the share of its brands in the product portfolio. BİM provides products with best prices to its customers by avoiding any unnecessary expenses escalating product prices such as marketing and advertising and without compromising on the quality. When BİM went public in 2005, the share of its private labels in net sales was 46%. This share has increased to 63% in 2020. There are nearly 800 products in its product portfolio and these products are updated according to the customer demands and expectations. In 2020, 108 new products were added to the product portfolio while increasing the product variety in the fresh fruit and vegetable category.

BİM Domestic Stores

Stores
8,407

Logistics Centers
62+1*

FILE

Stores
123

Logistics Centers
2

BİM BİM Morocco

Stores
535

Logistics Centers
3

BİM BİM Egypt

Stores
300

Logistics Centers
2

1.2 million m²
storage space on a total of
2.5 million m²
of land

* One of the logistics centers comprises the warehouse of GDP Gıda Paketleme Sanayi ve Ticaret A.Ş., a subsidiary subject to consolidation.

BIM at a Glance

BIM fought with all drawbacks and did not leave its shelves empty all year in 2020.

Increasing BIM presence in Morocco



Number of stores in Morocco
535

BIM continues its overseas operations in two countries, namely Morocco and Egypt. BIM Morocco entity which began operating in 2009 and derived its first net profitability in 2019 has 535 stores and preserved its net profitability despite harsh conditions in 2020. Its operations in Egypt which is the second overseas location began in 2013 and continued in 300 stores in 2020.

BIM considers its suppliers as its business partners, one of the most important stakeholders it has and carries out responsible purchasing and production. BIM supports and develops its suppliers in the entire production processes so that they can produce by taking into account quality in the final product. Enlisted among the companies with the shortest payment period in the sector, BIM is an entity that the suppliers particularly want to work with. Its relation with local and global suppliers based on trust also continued in 2020.

The number of stores serving under the scope of new store design reached 700 at the year-end.

Switching to new store design as of 2020, BIM opened or renewed approximately 700 stores in accordance with this design throughout the year. With this new design, BIM also adopted practices such as heat insulation to boost energy efficiency while gaining a modern look and product visibility. Thus, environmental effects and costs were reduced at BIM stores.

FILE provides services at 123 stores and 2 warehouses.

A Modern Store Experience: FILE

Opening its doors in 2015 as the new retail design of BIM, FILE provides an innovative and special supermarket experience to its customers while sustaining BIM's business approach. Having a wider and refreshing shopping space as compared to other hard discount markets, FILE stores also have special service sections such as personal care, meat-deli and bakery products counters in addition to the staple food products. FILE, offering more choices than BIM in terms of product variety, has experienced a rapid growth since its foundation. It opened 30 stores in 2020 and now provides services at 123 stores and 2 warehouses in Istanbul. Reaching net profitability in 2020, FILE began providing mobile application services in 2021. It is planning to open its third warehouse in Ankara in the second half of 2021.



BIM During the Fight Against Pandemic

Despite the pandemic conditions, BIM opened 1,017 new stores and broadened its product range by 7%.

Throughout 2020, COVID-19 global pandemic affected every sector in different manners; the retail sector and particularly the companies selling staple foods came across inventory and supply chain crises. Equipped with an agile management system via its decentralized organizational structure, BIM accelerates its decision taking and application procedures through its dynamic logistics and information network. Thus, BIM did not leave its shelves empty by continuously supporting its suppliers and following an efficient inventory management during the year. BIM continued providing uninterrupted services to its customers according to its "Everyday low price" policy. By opening 1,017 new stores on consolidated basis and broadening its product range by 7% despite harsh economic conditions in the pandemic period, BIM continued offering quality products at affordable prices. Furthermore, in addition to the measures required by the public authorities, the Company management took many additional measures in this period to protect the health of its employees and customers.

Based on the principles of customer-centric understanding, positive supplier relations, excellent service quality and competent human resources, BIM continues its efficient and sustainable growth target in 2021. BIM will sustain and expand its operations in 2021 by means of its relation with all of its stakeholders, including its employees and customers, based on transparency, fairness and trust.

Bimcell offers special communication solutions with its new internet and mixed packages.

Bimcell: Tailored Communication Solutions

Bimcell, introduced in March 2012, is BIM's brand operating in the field of mobile communications. With its tailored communication solutions through new internet and mixed packages, Bimcell increased the number of subscribers to more than 2.1 million subscribers in 2020. With a population coverage of 98% across Turkey, Bimcell offers innovative and affordable packages such as "pay as you go" alternative by charging per second. Bimcell aims to expand its customer base with new advantageous packages in 2021 as well.

Expanding Bimcell's subscriber base



Number of Bimcell subscribers
2.1 million+

Developments in 2020

BİM broadened its product range by 7%.

Number of employees

60,663

Number of Stores

9,365

Net Sales

TL 55.5 billion

Net Profit

TL 2.6 billion

- By the end of 2020, our consolidated sales volume increased by 38% reaching TL 55.5 billion and our EBITDA grew by 61% to TL 5.1 billion as compared to the previous year.
- BİM invested TL 1.3 billion on a consolidated basis.
- BİM currently has 9,365 stores in total, including 1,017 new stores opened in Turkey and abroad.
- BİM private-label products have a sales rate of 63%.
- Average number of daily consolidated customer visits was 4,7 million.
- Range of products increased from 750 to 800.
- All suppliers are local and their number reached 1,535.
- 891 suppliers were audited in 2020.
- BİM has a total of 60,663 employees, 55,969 of which are in Turkey.
- 441,242 person*hour of OHS training was provided, which is nearly 8 hours per person.
- In this new BİM store design 25% heat and 10% electricity savings on average were achieved.
- Energy density per square meter was 200.8 kWh/m² with a decrease of 4% and GHG density was 125.0 kg CO₂/m² with a decrease of nearly 10% in 2020 as compared to 2018.
- BİM prevented 40 tons of plastics and 49 tons of paper consumption annually at the end of its sustainable packaging efforts, thus saving TL 3 billion.
- BİM recycled the solid wastes, consisting of 91% of nonhazardous waste which was a total of 327 thousand tons in 2020.



Sustainability Management

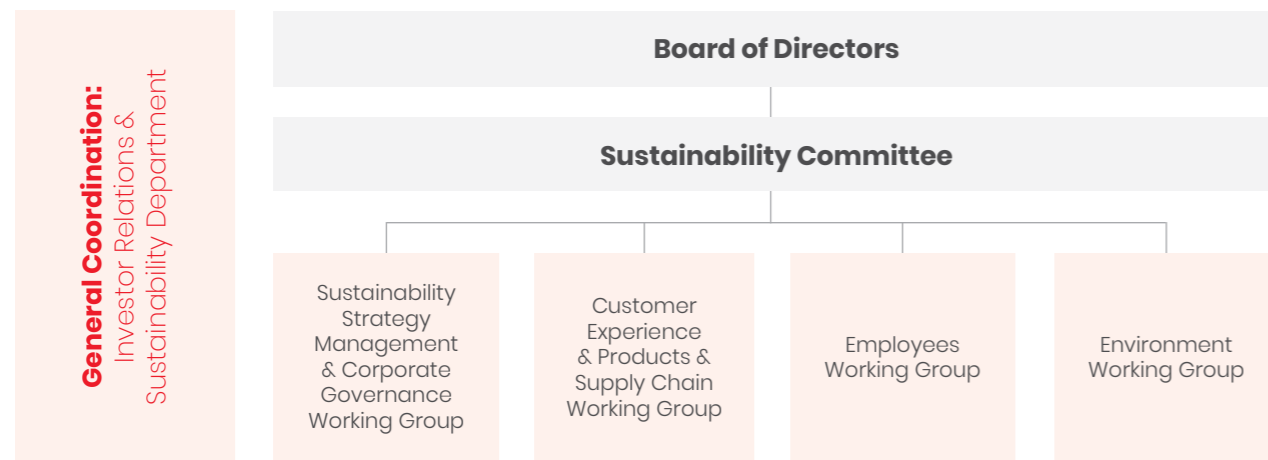
Sustainability integrated into the business model

Business world is within a process of transformation due to climate crisis, limited natural resources, technological developments and changing consumer behaviors. Furthermore, COVID-19 pandemic caused different effects on every sector in the entire world. While demand for food was increasing, various issues, particularly including food safety and supply, unfolded in this process. On the other hand; it has been observed that the companies which proactively manage the risks and opportunities in the environmental, social and governance (ESG) were more resistant to adverse effects of the pandemic process.

Pursuant to BIM's understanding of sustainability, ESG factors should be considered in its activities and decision-making mechanisms for long-term value generation, to make the value generated persistent and to increase them and the risks and opportunities in the fields of ESG should be managed effectively. Accordingly, extensive works were carried out in 2020 for the integration of sustainability into the

business model. With these works, establishment of the sustainability structure, current situation, comparison and prioritization analysis, development of sustainability strategy (BIM Sustainability Approach) and sustainability roadmap were completed. Long-term targets are planned to be announced within 2022 as well.

A Sustainability Committee reporting to the Board of Directors of BIM was gathered together. The committee consists of two members of the Board of Directors, Chief Financial Officer (CFO) and Chief Operating Officer (COO) and the chairperson of the committee is an independent member of the board of directors. Four work groups, namely i) Sustainability Strategy Management & Corporate Governance, ii) Customer Experience & Products & Supply Chain, iii) Employees and iv) Environment, report to the Committee and carry out their duties. Work groups are consisted of the executives and workers from the related units. Actions that can be implemented by every work group are designated on the sustainability road map. Moreover, sustainability goals give direction to the works.



BIM Sustainability Committee Working Principles can be found [here](#).

¹ FAO, COVID-19 pandemic – impact on food and agriculture.

BIM Sustainability Approach

Solutions produced for the benefit of humanity

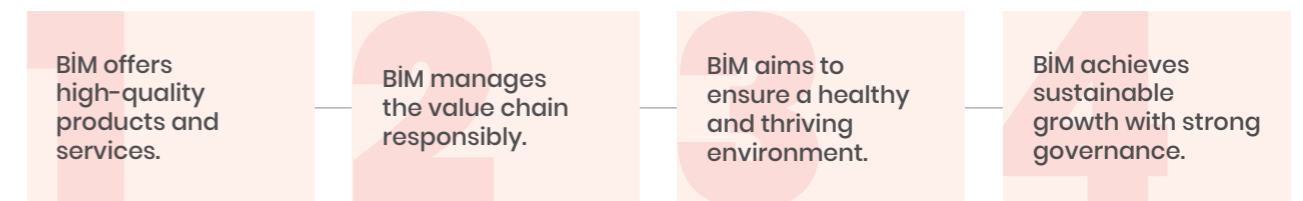
As the first representative of the hard discount model in Turkey, BIM consistently undertakes to improve its sustainability policy and demonstrate shared values for its stakeholders. Reflecting the basis of its sustainability approach, an important societal mission, is the BIM philosophy, consisting of the "Everyday low price" policy, the principle of transmitting cost savings to product prices, and a lean business model.

While prioritizing the interests of its customers over short-term high profits in daily operations, BIM, also considers the interests of humanity and future generations in line with its understanding of sustainability. BIM focuses on issues in which the Company can offer a genuine impact and solutions that work for the benefit of humanity.

BIM has committed to fulfilling its social responsibilities since its foundation. The Company upholds its sustainability approach based on value and outcome, and does not consider its sustainability work as marketing or advertising activity. BIM conducts its communications in this area in a manner that contributes to social awareness. While adopting its sustainability strategy, BIM designates and implements concrete, effective strategies where the Company can optimally leverage its operational capabilities within the scope of its areas of activity. BIM contributes to the United Nations Sustainable Development Goals (SDG) taking into consideration its field of activity, business model and corporate culture.

In line with its business model, BIM provides access to high quality products, and supports household purchasing power with its "Everyday low price" policy, successfully implemented via cost-effective management. The Company also encourages responsible purchasing and production, and operates at locations that are extremely close and accessible to its customers.

The BIM Sustainability Approach defines the Company's vision in accordance with its business model and the sustainability issues under focus:



Sustainability Material Topics

Stakeholder analysis process

In order to determine material issues required to highlight in the field of sustainability, current situation, comparison and stakeholder analyses were conducted.

Current Situation Analysis – Comparison

A comparison with local and global companies was carried out in the sector so as to reveal the current condition of BIM in terms of ESG management. At the end of these evaluations, the current position of BIM in the area and sustainability was clarified and the areas that need to be developed for BIM to boost its performance were determined.

Materiality Analysis

International literature, stakeholder opinions and business strategy were evaluated from an integrated viewpoint for the purposes of determining material issues required to be focused on in the field of sustainability.

An exhaustive stakeholder analysis was realized in accordance with AA1000 Stakeholder Engagement Standard. While determining the priorities of the stakeholders:

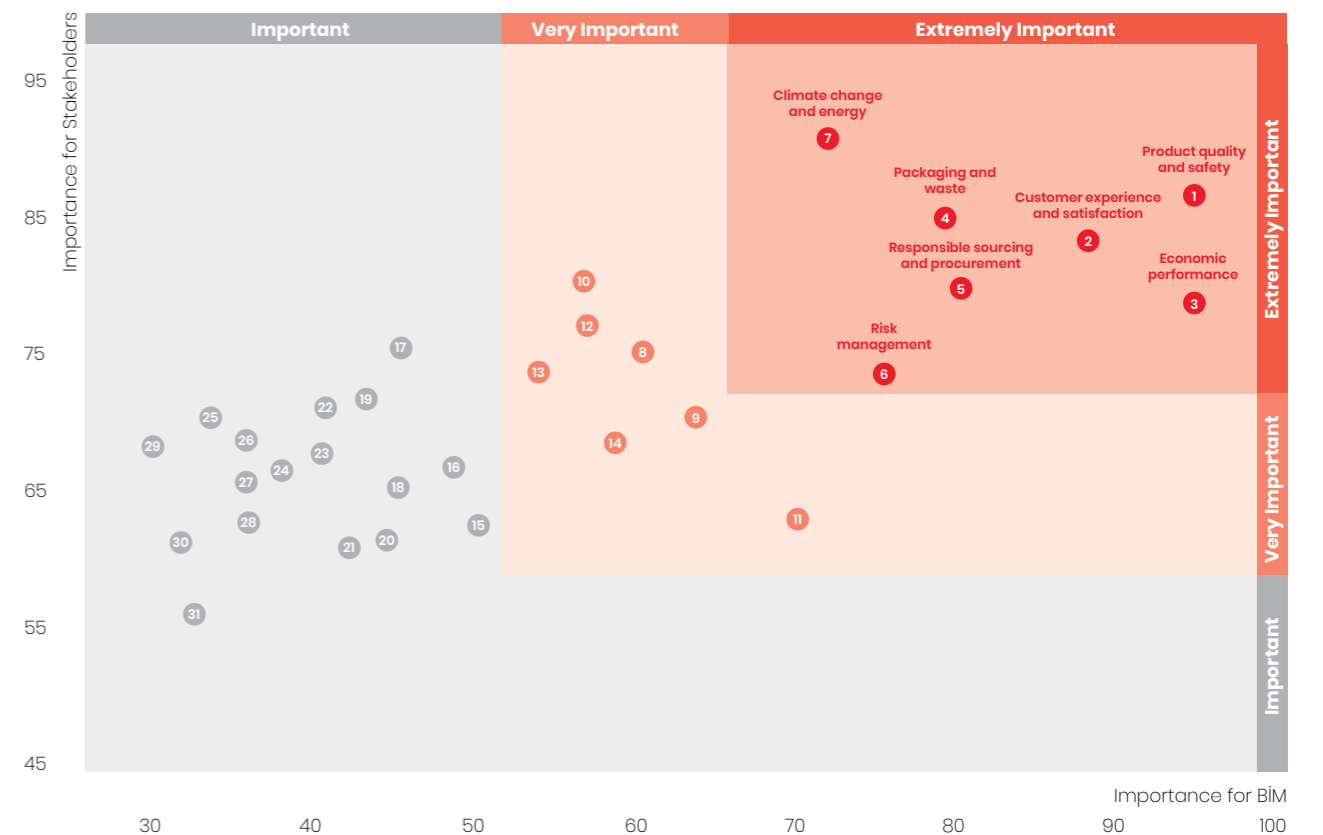
- An online questionnaire was sent to the employees as internal stakeholders and investors, suppliers, business partners, non-governmental organizations (NGOs) and representatives as external stakeholders.
- Insights related to global risks that the World Economic Forum points out under the scope of external trend analysis dwelling upon international and local developments, priority issues that Sustainability Accounting Standards Board (SASB) prepared specially for the sectors, SDGs, European Green Deal, 11th Development Plan of Turkey and retail trends of the post-pandemic period have been reviewed.

While analyzing business priorities of BIM;

- Issues that BIM focuses on in line with the business strategy has been taken into consideration.
- Opinions of the BIM's Board members and senior management were obtained via online questionnaire.
- Impact analysis methodology which ensures that every issue is handled in terms of different effects and opportunities was used as recommended by SASB in determining prioritized issues. The risks and opportunities standing out financially, legally and with respect to innovation and competition.















As a result of the materiality analysis, extremely important and very important material issues were determined.

MATERIALITY MATRIX



Extremely Important	Very Important	Important
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

Sustainability Material Issues

Importance	Related Strategy Area	Material Issue	How is It Managed?	Related Section	Related SDG
Extremely Important	BIM offers high-quality products and services.	Product quality and safety	BIM provides quality and safe products at affordable prices, having them produced specially for its customers. Food safety is assured according to international standards.	Quality Products and Services	
	BIM offers high-quality products and services.	Customer experience and satisfaction	For BIM, customer benefits are more important than short-term high profits. With its no-questions-asked return policy, BIM ensures that the customers return the products they are dissatisfied with, without any further discussion. Locations that are very close to the customers and its quality products and services assure that BIM keeps customer satisfaction at a high level constantly.	Quality Products and Services	
	BIM achieves sustainable growth with strong governance.	Economic performance	Maintaining strong economic performance every year, BIM periodically distributes profit share to its investors in accordance with its dividend policy. BIM contributes to the welfare and purchasing power of the society in line with its "Everyday low price" policy. BIM also reduces its environmental impacts at the same time with its effective cost management that it implements in all operations and decision making processes. While providing a significant support to the employment of the regions where it operates, BIM provides great convenience to its suppliers whom it considers among the most important stakeholders with short payment periods and other means of support.	Sustainable Growth with Strong Governance	
	BIM aims to ensure a healthy and thriving environment.	Packaging and waste	BIM makes efforts to manage the environmental impact of private label packages and activate cost structure. Furthermore, BIM supports the public projects.	Healthy and Thriving Environment	
	BIM manages the value chain responsibly.	Responsible sourcing and procurement	BIM improves social and environmental conditions by making its operations efficient throughout the entire supply chain in line with the responsible purchasing and production principles. BIM supports the suppliers to make quality production at low cost with its high purchasing power and the tailored products. BIM transforms and develops the sector by encouraging the producers of private label products for responsible production. Via efficient monitoring and auditing mechanism, it keeps sustainability and quality of the supply chain at the highest level.	Responsible Value Chain	
	BIM achieves sustainable growth with strong governance.	Risk management	BIM manages the risks and opportunities in a proactive manner for a robust and sustainable growth. In line with the future targets of the company, BIM realizes its effective management of the risks in the field of ESG.	Sustainable Growth with Strong Governance	
	BIM aims to ensure a healthy and thriving environment.	Climate change and energy	With its lean business model, BIM works focused on efficiency by avoiding all unnecessary expenditures including energy consumption. BIM focuses on mitigating environmental impact in its operations in order to support the fight against climate change. Within this scope, BIM takes firm steps to secure energy efficiency and makes renewable energy investments. It increases resource productivity with its effective logistics infrastructure.	Healthy and Thriving Environment	
Very Important	BIM achieves sustainable growth with strong governance.	Business ethics	BIM establishes fair, transparent and responsible relations based on accountability principle with all stakeholders in accordance with local and international legislation and ethical business approach.	Sustainable Growth with Strong Governance	
	BIM provides quality products and services.	R&D and innovation	BIM develops responsible and innovative products with innovation works. It ensures healthy, beneficial, quality and innovative products are manufactured for everybody. BIM offers solutions for responsible purchasing and production for the environment and society and supports sustainable transformation of the business world by collaborating with public and private sector and NGOs.	Quality Products and Services	
	BIM manages the value chain responsibly.	Human rights and fair working conditions	Any discrimination in any issue such as religion, language, race and gender is not tolerated in the human resources policies. Human values are given priority and efforts are made to enhance the quality of life throughout the value chain.	Responsible Value Chain	
	BIM provides quality products and services.	Food accessibility	BIM has high quality and safe products produced specially at low costs for its customers. BIM attains low prices without compromising on the quality by keeping operational costs at the lowest level. BIM avoids from decoration and advertising expenses. It makes high quality affordable for everybody.	Quality Products and Services	
	BIM aims to ensure a healthy and thriving environment.	Food waste	Various projects protecting cold chain in store and warehouse operations are implemented and public projects are supported so as to reduce food wastes. Food wastes are one of the performance assessment criteria of the employees.	Healthy and Thriving Environment	
	BIM achieves sustainable growth with strong governance.	Transparency	BIM transparently shares information on activity, ESG strategy and performance with its stakeholders.	Sustainable Growth with Strong Governance	
	BIM achieves sustainable growth with strong governance.	Corporate governance	BIM oversees the benefits of the investors and all stakeholders and creates values for them under the scope of corporate management. While rendering its financial performance sustainable thanks to its strong corporate management, BIM adopts transparent and ethic understanding of business with an efficient risk management.	Sustainable Growth with Strong Governance	



Quality Products and Services

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Quality Products and Services

Customer-oriented work culture

Growth in total sales



Increase in total sales in the last 3 years
124%

BİM keeps operational costs to a minimum level and reflects the consequent savings to customers as discounts. Effective cost management, the “Everyday low price” policy, and purchasing and operating power, ensure that high quality, safe and innovative products are available to all segments of society. BİM’s journey, which began with 21 stores in 1995, continues with 8,530 stores in Turkey and 835

stores abroad, a total of 9,365 stores. Despite the harsh economic conditions imposed by the global pandemic in 2020, BİM realized 12% growth in the annual number of stores in 2020, opening 1,017 stores. Always considering the needs of its consumers and working from a customer-based perspective, BİM offered more alternatives by increasing its SKU range from 750 to 800, and expanding its product range in 2020. BİM increased its total sales by 124% in the last three years, thanks to the Company’s uncompromising quality and products that are used by a wide segment of society.

BİM offers 800 distinctive products to customers from 9,365 stores located in Turkey, Morocco and Egypt.

With its organizational structure, effective cost management practices and limited product range, BİM is the first representative of the discount model in Turkey. BİM’s discount concept is based on three fundamental pillars:

- Accelerating decision-making and implementation processes by establishing an active logistics and information network among regional head offices and stores through a dynamic organizational structure;
- Avoiding unnecessary expenses that raise product prices; keeping the costs of management, store decoration, personnel, distribution, marketing and advertising at a minimum level;
- Maintaining effective quality standard controls by limiting the product range to around 800 items, and ensuring that products reach customers at the most affordable prices.

Product Quality and Safety

Top quality products at the lowest price

BİM offers quality products at the most affordable prices, and food safety is managed systematically based on the national standards. Targeting to continuously meet customers’ needs completely and consistently, BİM adopts constant improvements in food safety as a company policy. For this reason, the Quality Assurance Unit exists as part of the Purchasing Head Office.

The duties of the Quality Assurance Unit include, but are not limited to, the following:

- Conducting activities to ensure the sustainable quality standards of purchased products as per the defined strategies,
- Conducting activities for legal proceedings of product packages,
- Following up on legal changes and problems in respective product groups,
- Inspecting the quality of products per the procedures,
- Carrying out tests when required and during scheduled times.

The Company’s private label products are produced in facilities that have been awarded international food safety management systems certification; all facilities are audited and assessed in terms of consumer health and safety, and 11,368 product analyses were realized in 2020. There is a full legal compliance policy in terms of product safety and consumer health. All private-label product suppliers and branded product suppliers which do not have international certificates are audited under the categories of product safety, infrastructure and process, cleaning practices, pest control and critical applications. All the products are controlled at laboratories approved by the Ministry of Agriculture and Forestry.

Maximum value to human health



BİM demonstrates the importance it attributes to human health through the quality products it offers. To control the quality of the product portfolio, the Company works in coordination with public and private laboratories and, if necessary, with international laboratories. All food products sold at BİM undergo physical, chemical, and microbiological tests at these laboratories. Food products offered for sale are regularly checked in terms of content such as pathogenic and non-pathogenic microorganisms, toxins, pesticides, veterinary drugs, antibiotic residues, limited use additives and preservatives, GMO presence, etc. Non-food products offered for sale are also checked in terms of legal parameters such as azo-dyes, phthalates and heavy metals that can threaten human health. Furthermore, tobacco and alcoholic beverages that are harmful to human health are not sold in accordance with the Company’s policy.

Project to Improve Packaging Standards

BİM cares for human health by eliminating hazardous substances in product packaging. The Project of Improving Packaging Standards is aimed at reducing the impact of food-contact packaging on human health, and the environmental impact of packaging wastes.

BİM Private-Label Products

Pioneer in selling private label products in Turkey

Great demand for BİM private label products



Share of BİM private label products in net sales
63%

quality products at affordable prices. Each year, BİM improves its private label product portfolio. When BİM went public in 2005, the share of its private labels in net sales was 46%. This share expanded to 63% in 2020. In 2021, BİM aims to increase the ratio of private label products within total products at both BİM and FILE stores.

The share of BİM's private label products within net sales reached 63% in 2020.

Establishing a new supply system, FILE added new private-label products to its portfolio, in addition to national and international products. Three new private-label brands in basic product categories were introduced to consumers; 33% of the products sold at FILE consist of private label products. Sixty-three new products, launched for the first time in Turkey, were introduced to customers at FILE stores.

BİM offers high quality products produced for its customers and presents these products at the best possible price. With its private label products, highly regarded in the business model, BİM manages its product range effectively and offers products from diverse categories without compromising on quality. The formulas and designs of private label products offered at BİM stores belong solely to BİM and production is conducted by suppliers selected by the Company. Therefore, there is a dynamic management approach for the respective products. The most outstanding feature of these products is that they are relatively cheaper than their counterparts of the same quality.

BİM was the first company to introduce the understanding of selling private label products into the Turkish retail sector. BİM plays a key role in the fight against inflation in Turkey by offering such high-

R&D Activities

Of the new products introduced to customers in 2020, 39% consisted of BİM's private-label products.

BİM focuses on R&D works in order to introduce new products and reach more consumers. Being aware of the significance of its growth strategy, the R&D unit carries out activities together with the suppliers who are key stakeholders of BİM. As a result of the studies and tests conducted with suppliers' participation, 108 new products were introduced to consumers in 2020. The private-label products, which are the main elements of BİM's discount concept, constituted 39% of newly released products in 2020.

Awards to BİM private label products

The first consumer initiative in Turkey, the Consumer Protection Association (TTKD), conducted research to assess consumer interest regarding brand in the olive oil sector. The result showed that 'Sırım Olive Oil', was among the favorite and most preferred brands. In the assessment, Sırım won the "Golden Brand Consumer Award," and was entitled to carry the logo "Recommended to All Consumers." Sırım Zeytinyağı was also granted the "Recommended Brand of the Year Award" by the Eurasia Consumer Protection Association in 2020.

In 2020, the International Taste Institute granted Superior Taste Awards to three BİM private label products (Buono Katmer, XL İnce Çikolatalı Gofret and Gofgof).



Products offered by BİM are divided into four main groups:

BİM private label products	Spot products	Exclusive products	Branded products
Introducing the concept of private-label products to the retail industry with "Dost Süt," BİM leads this concept in Turkey. BİM stores offer only high-quality private label products, produced by suppliers selected by the Company. BİM solely owns the brands and formulas of these products.	These are products kept in stock for a limited time and offered to customers in weekly periods. When spot products are on offer, they increase the number of customers visiting BİM stores and, consequently, increase the sales of standard listed products as well.	These are branded products with packaging and contents specifically designed for BİM. They are available only at BİM stores.	These types of branded products are widely available in the market.

FILEPARA and BİMPARA

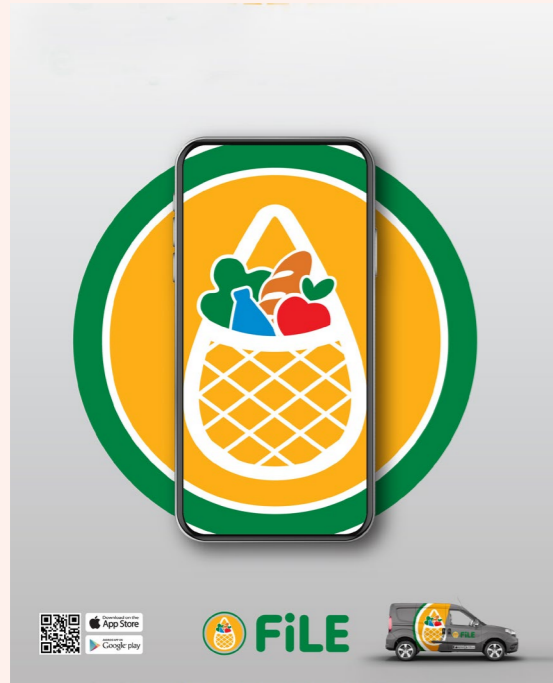


BİM developed a contactless shopping application under the scope of measures against COVID-19. Allowing contactless payments without needing a credit card, FILEPARA was activated in 2020 and BİMPARA was activated in 2021. Such applications also encouraged social aids by carrying them into a digital environment. In addition, BİM averted 55,000 physical card usages in 2021 by providing the fringe benefits offered to its own employees via the BİMPARA application.

Customer Experience and Satisfaction

FILE started providing shopping services via mobile application in 2021.

File mobile application is at the service of customers



Customer satisfaction has been the backbone of BIM's 25-year corporate culture. BIM attaches more importance to the benefits of its customers than to short-term high profits in line with its approach. The Company aims to present an optimal shopping experience to its customers at all times via an unconditional return policy and competent employees.

As the largest player in Turkey's food retailing industry, BIM continued to comprehensively meet its consumers needs even under the challenging

pandemic conditions, thanks to the Company's efficient supply chain and stock management; BIM expanded the customer profile even during this period. In 2020, the number of consolidated customer visits was 4.7 million, despite pandemic conditions; just slightly less than 4.9 million visits in 2019. Bimcell, a virtual prepaid operator, expanded its subscriber base each day, with the number of subscribers reaching 2.1 million as of the end of 2020.

The number of daily consolidated customer visits was 4.7 million in 2020.

BIM demonstrates utmost attention to the needs, expectations and complaints of customers in order to continually improve customer experience and maintain customer satisfaction at the highest level. BIM customers may return any product at any time, unconditionally and without stating any reason, at the closest BIM store by providing the receipt and credit card slip.

Constantly attentive to customers' expectations and continuously reviewing its product range, In 2020, BIM increased the product range from 750 to 800 in a manner aligned with the general concept. In particular, the Company added more options to the fruit and vegetable section, encouraging healthy shopping. On the other hand, tobacco and alcoholic beverages, which are harmful to the health, are not sold.

Online shopping has become more popular among consumers due to the global pandemic, and research suggests that this trend will continue in the post-pandemic period. With 30 new stores, and reaching 123 stores by the end of 2020, FILE started to meet customers' needs via its mobile application in May 2021.

BIM's Philosophy is available [here](#).





Responsible Value Chain

BIM administers all value chain operations in an efficient and responsible manner. The Company encourages the social and environmental development of its suppliers with the high production and quality standards the Company has adopted. BIM considers its employees as the most important link of the value chain and aims to increase their competencies, support their careers and provide a healthy and safe business environment with its investments.

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Supply Chain Management

BİM manages the value chain responsibly.

100% local suppliers



Payment to suppliers

TL 45 billion

10% increase in the number of suppliers over 2018



Total number of suppliers

1,535

Effective value chain management is considered essential in predetermining and managing reputational, financial, environmental and social risks.

Companies that manage environmental and social impacts in the value change via effective supply chain management see improved operational performances and create competitive advantages. Boosting resiliency in the supply chain against unexpected global occurrences such as COVID-19 is accorded precedence. Companies around the world aim to carry their production processes to areas that are closer to the user and diversify by increasing the number of local suppliers with whom they collaborate. Effective value chain management is considered essential in predetermining and managing reputational, financial, environmental and social risks.

BİM, by supporting the development of suppliers responsible for the production of private-label products, pioneers the development of the sector.

BİM supports suppliers in performing quality production at low cost with its high purchasing power and tailored products. BİM, by supporting the development of suppliers responsible for the production of private-label products, pioneers the development of the sector. The Company contributes to the development and productivity of

this ecosystem through the long-term, trust-based relationships established with its stakeholders, and maintains the sustainability of the supply chain at a high level via efficient monitoring and auditing mechanisms. Operating standards under the scope of supply chain management are determined by the Purchasing General Manager. The Purchasing General Manager reports directly to the General Purchasing Committee (GPC).

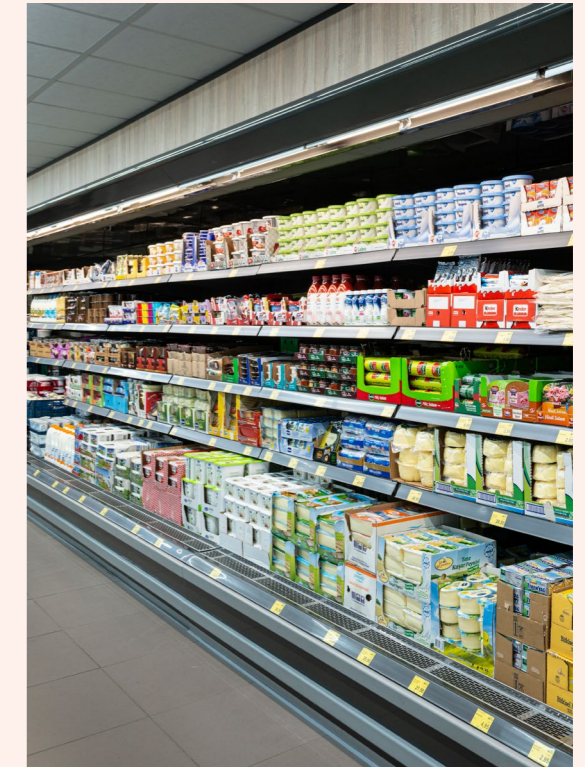
In 2020, the total number of BİM suppliers reached 1,535, an approximate increase of 10% compared to 2018. All the Company's suppliers are local producers and thus BİM supports the local economy. Nearly TL 45 billion was paid to suppliers in 2020.

The Company works with its suppliers within the framework of the BİM General Purchasing Policy; adheres to principles on responsible purchasing and production, and aims to improve human health with its private-label products. With the share of its private-label products in net sales rising to 63% in 2020, BİM intends to lead the transformation of the sector with its high quality and best price policy.

The production sites of candidate suppliers are inspected within the scope of a BİM-specific question list.

BİM conducts regular audits in order to protect its quality and safety standards throughout the entire supply chain. The manufacturing sites of candidate suppliers are audited according to a questionnaire exclusive to BİM, and only those suppliers deemed eligible and sufficient are selected to manufacture for BİM. Existing suppliers are subjected to periodic announced and unannounced inspections. A specific question list contributes to the product safety and infrastructure development of suppliers, which undergo periodic audits. In 2020, the Quality Assurance Unit conducted 891 supplier audits in this respect. Of these audits, 599 were realized at 306 sites of suppliers responsible for private label products. The remaining audits were conducted with suppliers who do not produce private label products. These audits are initiated when the producers are candidate producers and are entered into the BİM system. Suppliers of private-label products with BİM IFS Food/ Non Food, BRC Food/Non Food, and AIB certification are exempted from these audits. For branded product suppliers without these certifications and for private label product suppliers without regarding whether they have these certificates, a single audit is performed covering five topics, namely product safety, infrastructure and process, cleaning practices, pest control, and critical applications.

Supplier audits continued without interruption



Number of supplier audits conducted in 2020

891

Exemptions to certified suppliers



Suppliers of private-label products with BİM IFS Food/Non Food, BRC Food/Non Food and AIB certification are exempted from audits.

² WEF, The ongoing impact of COVID-19 on global supply chains.

Employees

BIM supports its employees in their careers.

Companies should invest in human resources so as to provide flexibility in the face of global trends such as digitalization, changing employee demographics and consumer behaviors and to stand out as a brand with high customer satisfaction or as a preferred brand. Companies with competent and qualified employees are able to assess the risks and opportunities coming along with trends. The majority of the retail sector employees work at stores and supporting the development of these employees who are in the first contacts with the customers is a value for companies, customers and the sector.

BIM invests in its human capital to increase their competencies and support their careers with its human capital policies. Competent and qualified BIM employees provide quality services in their business processes and constantly keep customer satisfaction at high level. These investments made in the competencies of the employees not only add value to BIM, but also ensure that skilled employees are cultivated for the retail sector. BIM backs up Turkish economy with its employment volume that has been on increase in line with its organic growth strategy. Company does not make any discrimination in its business processes, particularly in employment and provides a fair and equal business environment.

BIM employees and executives play a key role in companies' achieving their targets. Targets of BIM Organization document sets forth what the company provides to the employees and executives and expects in reaching such targets.

Employment

Retail sector offers direct employment in business processes such as store, logistics, warehousing and packaging; and indirect employment with many partnerships in terms of production. The sector also provides common value for the society thanks to its wide ecosystem. Furthermore, due to the nature of its operations, the modern hard discount retailing sector does not allow any informal employment, but rather fosters production, employment and drop in inflation.

Thanks to its high employee engagement and organic growth, as of the end of 2020, BIM is among the companies in Turkey providing the most employment. In 2020, the number of employees increased by 17%. BIM has a total of 60,663 employees, of which approximately 56,000 are in Turkey. In Turkey, nearly 5% of BIM employees are office and administration staff while 95% is store

and warehouse staff. 40% of the employees are female while the rate of female employees within the office and administration staff is nearly 35%. This rate is 41% in store and warehouse employees.

Although the financial conditions of the companies have been negatively affected due to the pandemic conditions, BIM has generated nearly 9,000 net employment and continued fostering development and sustainable growth of Turkish economy. In 2020, 81% of the recruitments were people under the age of 30, and 42% of them were women. Successful corporate culture and vertical career policy encouraging employees result in high employee engagement and ensure that employee turnover rate remains below the sector average.

Through its decentralized structure, the Company does not only contribute to a single region, but rather to the entire country. For 2021, BIM aims to raise the number of regional offices in Turkey to 68 by opening four new regional head offices and, thus, to generate further employment for 6,000 persons.

Career Management and Trainings

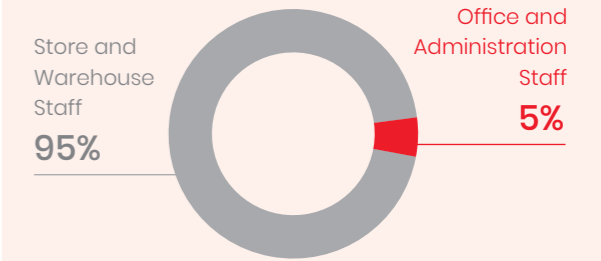
BIM applies the principle of equality for the career development of its employees. One of the privileges of the company in terms of career management is to fill strategic vacancies through internal recruitment. Accordingly, the majority of current management staff are employees who either started their careers at BIM or have been at the Company since its foundation and were promoted due to their outstanding performances. This policy not only ensures the adoption of corporate culture but also positively impacts employee motivation.

Supporting employees' development...

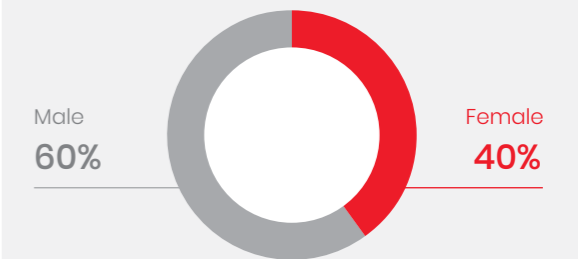


BIM provides career opportunities and a business environment where the employees will maintain their development and attaches importance to training programs. Within this scope, orientation training and programs for both recruits and promoted employees are provided; the topics to be addressed during the training are standardized through internal regulations.

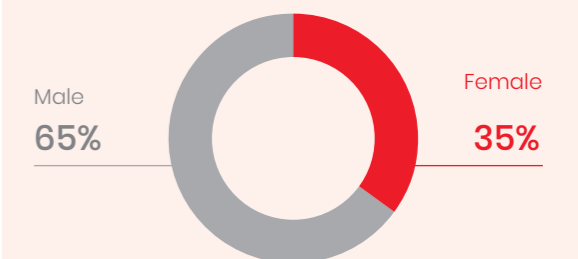
Employees by Category



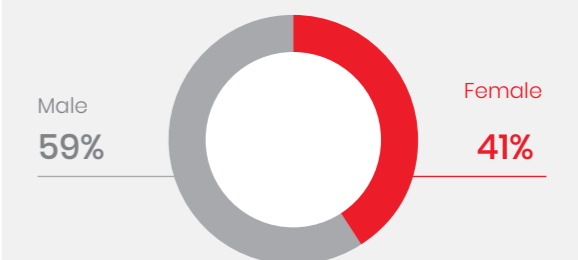
Employees by Gender



Office and Administration Staff by Gender



Store and Warehouse Staff by Gender



Organic growth strategy...



Increase in the number of employees 17%

Thanks to its high employee engagement and organic growth, as of the end of 2020, BIM is among the companies in Turkey providing the most employment. In 2020, the number of employees increased by 17%. BIM has a total of 60,663 employees, of which approximately 56,000 are in Turkey.

Employees

Pilot training program conducted in Çorlu increased customer satisfaction by 32% and employee satisfaction by 10%.

BİM conducts objective performance evaluation for its employees, assesses current performances of the employees and determines the areas where the employees need to improve. In 2020, nearly 17% of the office and executive employees has been subjected to a regular performance and career development evaluation.

In 2020, BİM created a training program for store and regional managers to support employee development.

In addition to following an effective career management, companies' supporting personal and professional skills of its employees through various education, development and leadership programs plays a key role in fulfilling strategic targets and boosting sectoral competencies. Particularly the investments made in the employees' competencies in the retail sector assure employee engagement and high customer satisfaction by developing sales skills.

BİM provides career opportunities and a business environment where the employees will maintain their development and attaches importance to training programs. Within this scope, orientation training and programs for both recruits and promoted employees are provided; the topics to be addressed during the training are standardized through internal regulations. Additionally, occupational training is offered for positions requiring expertise; OHS and hygiene training is delivered for recruits regularly. Furthermore, the decentralized organizational structure of the company allows young executives to take initiatives and provides opportunities for them to develop their skills.

BİM drafted an educational program within a curriculum such as a corporate academy for store and regional managers in order to foster employee development in 2020. With a project started in Çorlu region, the company considers showing positive effect of the corporate training activities on the business activities in the short term and establishing a Development Academy via which training activities will be extended so as to cover all BİM employees in the long term. Under the scope of the pilot training project started in Çorlu region, all employees were given 3,164 man*hour training, including 2,250 man*hour training given to store employees. 3.6 hours of training was provided per employee. 15% of these trainings were held as classroom training and 85% as online training. This and other similar programs that will enhance the competencies of BİM employees will take the retail sector further, making it possible to bring up persons specialized in their areas.

As part of the project, a mobile application was used to deliver the online trainings to the employees, and the effect of the in-class and online trainings on the employees was analyzed. With a control group established, nine regional managers and their teams completed the trainings. Project outputs have been analyzed with employee and field surveys realized after the trainings given in two categories, namely online and in class. While test trainings made an improvement in the customer satisfaction by 32%, an increase by 10% was achieved in the employee satisfaction specifically for target group at the end of 360° appraisals.



Occupational Health and Safety

Assuring that all employees work in a safe and healthy business environment is among the most prioritized targets of BİM. The company managing occupational health and safety (OHS) issues together with Occupational Health and Safety Committee within the framework of legislation constantly monitors its performance in this issue and reports accident statistics. 43% of the employees are represented in this Committee.

OHS risks in the areas of office, warehouse and logistics due to decentralized structure are handled and managed separately. The most authorized executive concerning the management of the risks and monitoring of the performance is Regional General Manager responsible for OHS and is on the second reporting line to the Chief Executive Officer. In accordance with these risks, BİM organizes various trainings in order to expand OHS culture and increase employee competencies. The company gives 441,242 man*hour OHS training in 2020 and the number of training hours per employee was nearly 8. The number of training hours given increased by approximately 15% as compared to 2018.

In addition to its own employees, the company also takes care of the health and safety of the subcontractor firm employees by stipulating each of the OHS rule violations as a penal clause in the contracts made with contractors for warehouse construction.

During the 2020 operations period, extensive measures were taken due to COVID-19, and arrangements were made in working conditions, including the shift system.



Healthy and Thriving Environment

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Healthy and Thriving Environment

Committed to combatting climate change

Sustainable environmental investments



Environmental investments and expenditures in 2020
TL 6 million

Climate change, the depletion of natural resources and environmental pollution pose a crucial threat to the environment and to communities. In the Global Risks Report of the World Economic Forum (WEF) issued in 2021, it is stipulated that, when the likelihood and extent of impacts are considered, the adverse impact of extreme weather conditions and climatic conditions, environmental damage due to human activities, and biodiversity loss on supply and production processes will increase and pose a risk in terms of the sustainability of the work. Accordingly, in order to maintain environmental sustainability and the continuity of business models, the business world is responsible for combatting climate change, preventing environmental pollution and protecting nature.

BİM aims to contribute to a healthy and thriving environment and sustainable future. The Company focuses on energy efficiency and renewable energy investments in line with the fight against climate change. Under the scope of waste management, BİM conducts activities to prevent packaging and food waste. Developing projects and applications regarding this issue, BİM set aside TL 6 million for environmental investments and expenses in 2020, and received no penalties concerning the environment.

BİM began working to obtain its ISO 14001 Environmental Management System standard in 2021 and aims to complete the process in 2022.

Climate Change and Energy

Projects to increase energy efficiency

Climate change exacerbates extreme weather conditions and increases the frequency of such conditions; it destabilizes precipitation systems and worsens drought. Insufficient measures taken regarding climate change have resulted in a crisis. Given the current impact and future analyses, all sectors, particularly the public and business world, must take effective action to limit global warming to well below 2, preferably to 1.5 degrees Celsius, as determined by the Paris Convention. Among these actions, focusing on energy generation and consumption processes that generate high greenhouse gas emissions are essential. In order to mitigate the greenhouse gases emitted as a result of these processes, developing projects and applications that improve energy efficiency, and purchasing or directly generating electric energy from renewable resources are necessary.

BİM intends to reduce the environmental impact in its operations so as to contribute to the fight against climate change, one of the most critical global environmental issues. Within this scope, the Company implements projects and applications that will boost energy efficiency, and makes investments towards electricity generation from renewable energy. At the same time, works are realized to increase resource efficiency in logistic activities and mitigate greenhouse gas emissions.

Energy Efficiency and Renewable Energy Investments

The majority of BİM's energy consumption consists of the stores' energy use. Increasing energy efficiency at the stores both reduces the Company's environmental impact and provides financial savings. Accordingly, the store format was renewed in 2020, and important improvements were made in terms of energy savings and thermal insulation. In BİM's new store model, stone wool and windows with high insulation are utilized to provide internal thermal insulation, while energy-saving LED lighting models were employed to reduce energy consumption. Due to these applications, an average of 25% in heat and 10% in electricity savings were achieved. As well, an automatic control board application was started for lighting and energy-consuming tools for non-business hours. In 2020, BİM opened approximately 700 stores featuring this new design and started renovations for both its current and newly opened stores.

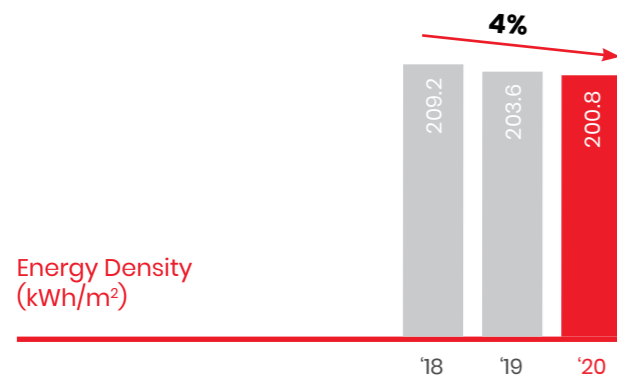
³ WEF, The_Global_Risks_Report_2021.

Climate Change and Energy

Heat insulation is realized by reinforcing the external thermal insulation of buildings and by implementing curtain walls/glass facade systems.

In addition, measures are taken to ensure energy efficiency at the warehouses. In the first stage, heat insulation is realized by reinforcing buildings' external thermal insulation and implementing curtain walls/glass facade systems. Additionally, an "energy scale" follow-up system was installed in order to measure electricity consumption at 14 warehouses. Thus, steps will be taken to increase energy efficiency; and optimization works will be realized by regularly following up on consumption records. During 2020, in BIM's Turkey operations, energy intensity per square meter decreased by 4% compared to 2018, with 200.8 kWh/m² measured.

BIM generates electric energy from renewable resources. Within this scope, a project to mount photovoltaic power stations on the rooftops within the region was initiated and an investment of TL 6.5 million was made. In the project, starting with installments on the roofs of 14 warehouses in total, the installments of Batman and Arnavutköy warehouses have been completed at the first stage; these are estimated to generate 2,083 MWh electric energy on an annual basis. The capacity of the Batman warehouse was expanded in 2021 and photovoltaic power stations in six other warehouses are planned to be installed. Batman regional warehouse generates 70% of its electric energy via a photovoltaic power station; it is estimated that annual generation of seven photovoltaic power stations will reach 18,500 MWh. With a total electric generation of 210 MWh in 2020, 201.6 tons of carbon dioxide emissions were prevented. Across all BIM operations, the greenhouse gas density per square meter has contracted by nearly 10% since 2018, reaching 125 kg carbon dioxide equivalent.

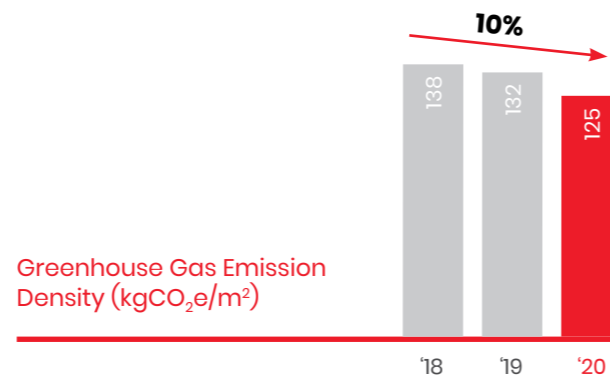


Efficiency in Logistics Activities

BIM focuses on efficiency in terms of source consumption and is engaged in works to optimize fuel consumption in logistic activities within this scope. With its decentralized structure, BIM conducts its logistic activities via warehouses. Warehouses opened in proximity to the stores raise performance efficiency and reduce fuel consumption between warehouse and store. In addition, the physical condition of the trucks used in logistic activities is also important. The Company ensures that trucks transporting between the warehouses and the stores are nearly 100% full, while 54% of these trucks are equipped with Euro 6 engines with low-emission standards and the most up-to-date fuel efficiency.

File Market makes use of the Fleet Tracking System in its logistics activities. The system provides efficiency in fuel consumption by informing drivers on optimal vehicle use and the most efficient routes to the 123 stores where the system is activated.

As of 2020, Company-wide fuel consumption to net sales ratio shrank 0.08 base points to 0.21%.



Packaging and Waste Management

Reducing food waste

For efficient use of resources and the provision of food safety, food and plastic wastes must be managed effectively.

Today, the majority of environmental pollution is due to plastic wastes. Plastic, a cheap and durable material, has come into widespread use due to changing consumer habits and an increasing human population. However, recycling practices that fall short against galloping plastic consumption cause pollution to increase every year. Research shows that by 2050, unless measures are taken, there will be more plastic than fish in the world's oceans and seas.⁴ Beside plastics, food that is globally lost or wasted leads to both inefficient resource use and greenhouse gas emission as a result of decomposition in warehouse facilities. According to data from the United Nations Food and Agriculture Organization (FAO), one-third of the food produced annually is lost or wasted; the direct economic impact is estimated to be USD 750 billion annually.⁵ Considering the environmental, societal and economic outcomes of such waste, an enormous responsibility rests with the business world. For the fight against the climate crisis, as well as efficient resource utilization and the provision of food safety, food and plastic wastes must be managed effectively. Within this scope, it is essential to develop projects and applications to prevent waste generation, to evaluate wastes in an appropriate manner, and to support circular models with innovative methods.

BIM has a significant impact on the management of product packaging, thanks to its private-label products.

BIM takes firm steps to reduce packaging and food wastes, including encouraging public projects aimed at reducing waste. Additionally, the Company develops applications to strengthen its physical infrastructure and integrate efficient waste management principles into its corporate culture, and makes efforts to raise awareness among consumers while protecting the health of the environment. BIM has a significant impact on the management of product packaging, thanks to its private-label products. The Company founded a new unit and made necessary assignments to manage the environmental impact of private label packaging and activate a cost structure. This Unit carries out works to increase the efficiency of packaging sources used for products and to widen sustainable raw material alternatives. In this respect, standardization was first implemented for the dried nuts and fruits, and tea and cookies products, preventing the consumption of 40 tons of plastic and 49 tons of paper annually. In addition to positively affecting human health and environmental sustainability, financial savings are achieved via these applications; a potential savings of TL 3 million could be achieved.

⁴ Ellen MacArthur Foundation, New Plastics Economy Catalysing Action.

⁵ FAO, Food wastage footprint- Impacts on natural resources.

Packaging and Waste Management

Approximately 4,200 BIM stores obtained Zero-waste Certificates in 2020; application and approval procedures are ongoing for the remaining stores.

BIM's packaging conservation activities offered the Company a potential savings of 89 tons in resource consumption and nearly TL 3 million, annually.

BIM transfers nylon and cardboard waste generated from operational activities to municipalities and to licensed companies that recycle packaging waste. In this manner, almost all the solid wastes generated in warehouses and stores are recycled. In 2020, the Company recycled a total of 327,000 tons of solid wastes, 91% of which were nonhazardous waste, and 9% of which were food wastes.

Plastic bag consumption has radically declined at BIM stores since January 1, 2019, when plastic bags became subject to a charge, per a decree issued by the Republic of Turkey, Ministry of Environment and Urban Planning. BIM began offering cloth bags, suitable for multiple uses, to customers at affordable prices so as to further reduce plastic bag consumption. Following these applications, in 2020, the consumption of plastic bags decreased by 12,000 tons annually compared to 2018.

During the pandemic, flyers were not distributed at the store, saving 2.4 million tons of paper annually.

In 2020, important achievements were also reached in paper conservation. Due to the pandemic, flyer distribution at the stores was stopped, saving 2.4 million tons of paper annually. Also, at the end of 2020, hard copy approval was removed from various approval mechanisms at the Head Office, and various electronic approvals (invoices, expenses, permits, etc.) via an e-approval portal were implemented. Works continue for the e-approval portal to be implemented in all regional offices as well.

Dedicated areas were allocated in stores for the separation of recyclable wastes.

Launched by the Republic of Turkey, the "Zero Waste" project aims to raise awareness on waste reduction and environmental pollution. BIM started activities under the scope of this project, allocating dedicated areas within its stores for the separation of recyclable wastes. Approximately 4,200 BIM stores obtained a zero-waste certificate in 2020; application and approval procedures are ongoing for the remaining stores.

Food Waste

As food products comprise 75% of BIM's net sales, food losses are important in terms of the Company's environmental impact. Food wastes currently comprise 9% of BIM's non-hazardous wastes. BIM consistently aims to develop and implement projects to reduce food wastes, as well as to improve the ratio of food waste to net sales; the Company's performance is monitored in proportion to net sales. In 2020, food wastes were 11.6 kg per square meter and 3.4 tons per store, 28,411 tons in total. The proportion of these wastes to turnover was measured as 0.37% in 2020, with BIM demonstrating the sector's best performance in this area.

Among the food waste mitigation projects is keeping the cold food chain intact in logistics operations. The project was launched and, at this time, truck beds used for distribution are supplied with ATP-FNB-X and/or FRC certificates in accordance with the

Reefer Container's ATP (Agreement on Transport of Perishable Food) allowing the transport of products at temperatures between +4 and -20 degrees. As of the end of 2020, 9% of the 970-truck fleet was integrated with refrigerator bodies. In 2021, an investment of TL 13 million is planned for refrigerator bodies. All trucks are expected to be transitioned into refrigerated trucks by 2026. Furthermore, BIM associates wastage per store with employees' performance assessments, thus encouraging attention to this issue. The annual reduction of food wastes per store is reflected in employee bonuses.

As of the end of 2019, BIM decided to boost its fruit-vegetable sales in order to contribute to healthy nutrition. The proportion of fruit-vegetable sales to turnover nearly doubled in 2020 compared to the previous year. In addition, 3,500 tons of plastic wastes were eliminated annually by switching from packaged fruit-vegetable to bulk product sales.

Preventing waste generation



Prevented plastic waste
3,500 tons

An annual 3,500 tons of plastic wastes were eliminated by switching from packaged fruit-vegetable to bulk product sales

Water Management

Minimum impact on water resources

Considering the operational volume of BIM, the Company's use of water resources is less impactful than its other activities with regard to environmental issues. Municipal water is consumed by employees at BIM offices, stores and logistic centers; the wastewater is cleaned in treatment facilities in the related region

and then recharged. Nearly 434,000 m³ water was consumed in 2020. While the number of BIM employees in Turkey increased nearly by 19%, water consumption increased by only 14% as compared to 2019.

Biodiversity

Supporting biodiversity

Changing site conditions depending on human activities, climate change and environmental pollution causes a contraction in biological diversity. This loss, which causes the deterioration of ecosystems, affects all production processes, mainly agricultural production. Biodiversity should be monitored in order to ease the pressure on natural resources and protection programs should be designated for endangered species.

BIM evaluates protection of the biodiversity and the impacts of the Company's operations on various species and, with respect to these impacts, acts in accordance with the requirements of the United Nations Convention on Biological Diversity.





Sustainable Growth with Strong Governance

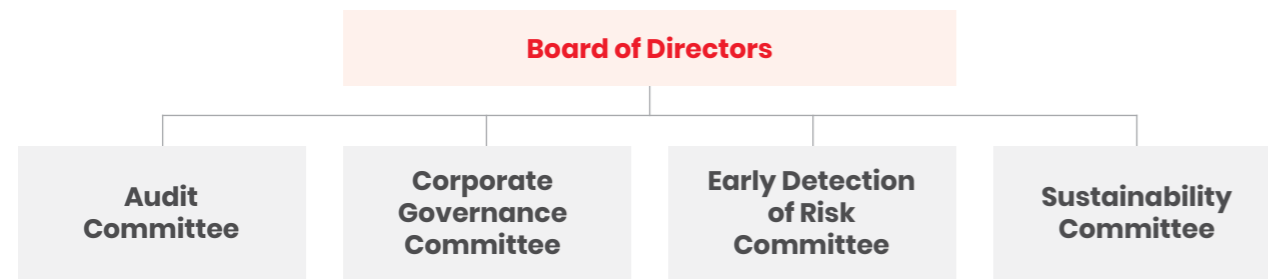
- 53 Foreseeable Economic Performance
- 54 Risk Management and Internal Control

Sustainable Growth with Strong Governance

A company that cares for the interest of its stakeholders

BİM protects the interests of all stakeholders in the ecosystem in line with its understanding of fair, transparent and responsible corporate governance based on the principle of accountability. BİM guarantees its sustainable growth through its trust-based relations with stakeholders, including investors and shareholders, as well as with its unceasing investments.

There are six members, including two independent members, in the Board of Directors, which is the Company's top level management body. The operations of the Board are strengthened by diversity, with members offering a range of knowledge, experience and competencies. The Audit Committee, the Corporate Governance Committee, the Early Risk Assessment Committee and the Sustainability Committee carry out activities, reporting directly to the Board of Directors. The Company complies with the obligatory provisions of the Capital Markets Board Corporate Governance Principles Communiqué and aims to comply with non-obligatory principles to the maximum extent.



The rules that the employees should comply with are set forth in the Personnel Regulation. Targets of BİM Organization document organizes relations with employees, suppliers and customers with respect to certain issues, including but not limited to the code of ethics and fight against bribery and corruption.

BİM Corporate Governance Principles Compliance Report is available [here](#).

Foreseeable Economic Performance

Investor and shareholder trust

Being among the companies with the highest level of predictability and transparency, BİM assures its investors and shareholders. BİM distributes profits to its investors on a regular basis, in line with its dividend policy. Investor relations activities at BİM are carried out by the Investor Relations and Sustainability Department, which reports to the Reporting and Investor Relations Directorate. The Unit carries out activities in accordance with the Capital Markets Board legislation to provide its investors accurately and promptly with the most correct and complete information, as per the Company's Information Policy. In 2020, 38 material disclosures were made, and information was provided to investors and shareholders at three investor conferences.

By the end of 2020, our consolidated sales volume increased by 38% reaching TL 55.5 billion and our EBITDA grew by 61% to TL 5.1 billion as compared to the previous year. BİM's sales revenues in the last three years increased by 124%; thus, the

compound annual growth rate of BİM in the last five years was realized as 26%. The store portfolio expanded by 12%, with 1,017 new stores opened on consolidated basis, reaching a total 9,365 stores in Turkey and abroad.

By carrying out activities with negative net working capital, BİM finances itself through its cash collection. In 2020, the Company financed all its investments from its strong equity capital and reached a total of TL 13 billion in consolidated investments. BİM sets an investment target of a total of TL 175 billion for 2021. BİM does not utilize bank loans as the Company finances both domestic and foreign operations with its internal resources. Moreover, BİM does not have a significant amount of foreign currency deficit, as most of the Company's operations are carried out in Turkish Lira. Therefore, interest rate changes and exchange rate variations do not cause any critical risk for BİM.



* 2018 figures express the values before Turkish Financial Reporting Standards n. 16 (TFRS 16). TFRS 16 standard has been implemented as of January 1, 2019.

Risk Management and Internal Control

BİM proactively manages the risks and opportunities in its fields of activity for sustainable growth; thus carries out all its activities considering the risks it is exposed to by taking risk prevention measures. Within this framework, the risk management methods defined by the Board as per the risk appetite have become part of the Company's policies and procedures as well as its business processes. Additionally, pursuant to the regulations of the Capital Markets Board and relevant provisions of the Turkish Commercial Code, an Early Detection of Risk Committee has been established within the Company. This Committee is responsible to ensure the early detection of risks that could endanger the existence, development, and continuity of the company, as well as to implement the necessary measures against those risks. The Committee has identified the types of risks that the Company may be exposed to and the associated risk indicators. Developments in these risk indicators are continuously monitored and analyzed, and appropriate risk prevention actions are regularly assessed.

Risk exposures were closely monitored through predefined indicators within 2020. The Early Detection of Risk Committee convened five times in 2020. The Committee informed the Company's Board of Directors through reports regarding the outcomes they reached and the assessments they made. BİM placed suitable internal control mechanisms against risks in the business processes. In addition, the Company also developed organizational structures, policies, job descriptions, procedures and monitoring practices. The Company has an Internal Audit Unit tasked with assessing and developing the effectiveness of risk management, internal control, and corporate governance processes, helping the Company develop these and achieve its goals. The Internal Audit Unit operates under the Audit Committee, which consists of Independent Members of the Board of Directors. This unit identifies any major potential risks or deficiencies in internal control systems and identifies measures to be taken to reduce these risks in the relevant management units. The unit then reports the actions taken and their outcomes to senior management and the Audit Committee. All the activities of the Company are under the scope of the Internal Audit Unit. The activities are audited within the framework of annual plans prepared as a result of risk assessment.

The Company manages strategic, operational, credit/counterparty, exchange rate, liquidity, compliance and reputation risks it is exposed to as a result of its activities.

Risk Category	Risk Definition	Method of Risk Management
Strategic risk	Strategic risk is the probability of loss arising from miscalculations in the Company's strategy or errors occurring in the implementation of the current strategy.	The Company's strategic objective is to ensure high productivity in the discount food retailing industry, to expand into the countries in the future where this concept can be applied, and to provide services to the consumers there. Consistently offering quality products, increasing operational efficiency, providing discounted prices, increasing the ratio of private-label products in the product portfolio, and reducing costs by increasing the productivity of suppliers are also among the Company's objectives. Compliance with strategic objectives is closely monitored through supervision by the management and by means of the budget. Furthermore, customer preferences and the actions of other players in the market are closely monitored. Accordingly, the product portfolio is periodically reviewed and renewed in line with these needs. Additionally, the Company has realized a business model under FILE brand that targets various customer segments to expand its market share in the retail industry. In 2020, the Company started works at FILE regarding online shopping which increased enormously due to the pandemic and began its operations in May 2021.
Operational risk	Operational risk consists of potential damages due to inadequate and unsuccessful work processes, employees and systems, or due to external events.	The Company has created appropriate policies and procedures for business processes, has made functional segregation of duties within the organization, and has set up approval and authorization mechanisms as part of these processes. In addition, procedures have been put in place for the protection and reconciliation of physical assets. Effective reporting and monitoring practices also have been established. Operational procedures and practices are regularly reviewed by the management and audit agencies. The development opportunities are assessed in terms of more efficient and productive operations, the favorable ones are put into effect. The Company's essential processes are carried out through a computer program that is widely used all over the world. Capacity-building activities are carried out to meet the need for remote work, brought on by the new era that started with the pandemic. Also, various projects are carried out to expand the use of information technologies in business processes. Data security is prioritized in both design and implementation phases, while these processes are carried out. The recent Izmir earthquake showed once again the fact that Turkey is a country with earthquake risks. In this context, the Company has started studies to determine the earthquake risk it is exposed to in the regions where it operates.
Credit risk/counterparty risk	The Company may be exposed to these risks for reasons such as credit card receivables, money collected from stores by contracting companies, bank deposits, financial investments made and advances that may be paid to some suppliers.	The Company has defined the selection procedures of parties with which it has built a business relationship and has determined the information and documents to be obtained from these parties. In this way, the responsibilities for the commitments of the other party are examined before commencing business relations, and business relations are initiated with those considered appropriate. The Company works with reputable financial institutions. The operational and financial status of the subsidiaries and affiliates to which financial investments are made are closely monitored. Appropriate warranties are also taken for advance payments that are made as a natural process of the business.
Foreign exchange risk	Exchange rate risk is the probability of loss arising from uncertainties in exchange rate variations.	The Company's transactions are for the most part in Turkish Lira, and assets and liabilities in foreign currencies are not significant. The Company is exposed to exchange rate risk mainly due to its operations in Morocco and Egypt. Their impact, however, is low.
Liquidity risk	Liquidity risk is the risk when the assets held cannot meet the cash demand.	The maturity alignment between the assets and liabilities is in favor of the Company. The liquidity requirement is closely monitored, asset and liability maturity adjustments are made, and sufficient cash reserves are maintained.
Compliance risk	Compliance risk consists of the possibility of loss due to failure to fulfill legal obligations, or an adverse effect on operations because of changes in the regulations.	Based on its structure and operations, the Company is subject to various laws and regulations. In determining its policies and procedures, the Company has taken into consideration the requirements of the relevant legislation and has established its processes in compliance with these requirements. The amendments in relevant regulations are monitored through internal sources, consultants and sectoral associations. The potential effects are evaluated. The strategies and business procedures are revised if required.
Reputation risk	Reputation risk refers to the current and possible effects of negative public opinion on the Company.	The company is mainly exposed to reputation risk based on products sold, customer services, employee relations and legislation. An effective control framework has been established for product and customer services with limitless return policy, scheduled supplier inspections, product analyses and testing. Besides, all customer complaints are handled and finalized with precision. The regulations stipulated by labor legislation are complied with. The Company considers its employees as the key element for success and offers them an environment and career opportunity to improve themselves. Executive appointments are made mainly from internal human resources, which in turn enhance employee satisfaction.

Corporate Memberships

Turkish Union of Chambers and Stock Exchanges (TOBB) - Turkish Retail Trade Council
 Turkish Council of Shopping Centers & Retailers (TCSCR)
 Food Retailers Association

Stakeholder Dialogue

According to Impact	Stakeholder Group	Communication Method	Communication Frequency
Direct Economic Impact	Employees	Internal communications, internal meetings, annual report, sustainability report, PDP remarks	During the year
	Suppliers	Meetings, formal correspondences, annual report, sustainability report, PDP remarks	
	Shareholders and Investors	Conferences, informative meetings, investors' meetings, annual report, sustainability report, PDP remarks	
	Customers	Website contact form, annual report, sustainability report, PDP remarks	
Indirect Economic Impacts	Financial Institutions and Analysts	Informative meetings, investors' meetings, annual report, sustainability report, PDP remarks	Several times in a year
	Business Partners	Meetings, formal correspondences, annual report, sustainability report, PDP remarks	
	Public Institutions	Meetings, formal correspondences, annual report, sustainability report, PDP remarks	
	Non-Governmental Organizations	Meetings, annual report, sustainability report, PDP remarks	Four-five times in a year
	Media	Press releases, interviews, annual report, sustainability report, PDP remarks	Several times in a year
Presenters of New Opportunity, Information and Understanding	Universities	Meetings, annual report, sustainability report, PDP remarks	Several times in a year

Performance Indicators

Social Performance Indicators

Employees By Gender and Category	2018		2019		2020	
	Female	Male	Female	Male	Female	Male
Total number of employees	17,865	25,862	18,726	28,348	22,524	33,445
Office and administration staff	898	1,662	974	1,769	1,016	1,872
Store and warehouse staff	16,967	24,200	17,752	26,579	21,508	31,573

By Category and Type of Work	2018		2019		2020	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Number of employees according to full time/part time working	41,414	2,313	44,895	2,179	53,576	2,393
Office and administration staff	2,556	4	2,740	3	2,885	3
Store and warehouse staff	38,858	2,309	42,155	2,176	50,691	2,390

Employees by Work Duration	2018		2019		2020	
	Female	Male	Female	Male	Female	Male
0-5 years	14,300	15,687	14,499	17,196	17,628	21,269
5-10 years	2,574	5,939	3,129	6,365	3,610	6,716
10 years and more	991	4,236	1,098	4,787	1,286	5,460

New Employees	2018		2019		2020	
	Female	Male	Female	Male	Female	Male
Number of new hires	10,879	11,183	7,636	10,369	10,344	13,995
Below 30	8,823	6,755	6,412	7,022	9,045	10,561
Between 30-50	2,051	4,317	1,221	3,305	1,296	3,391
Above 50	5	111	3	42	3	43

Turnover	2018		2019		2020	
	Female	Male	Female	Male	Female	Male
Total number of employees leaving work	7,784	8,630	6,775	7,883	6,546	8,898
Below 30	6,559	5,792	5,553	5,243	5,260	5,691
Between 30-50	1,218	2,760	1,216	2,567	1,275	3,067
Above 50	7	78	6	73	11	140
Employee turnover rate calculated by including the employee who resign	44%	33%	36%	28%	29%	27%

Employees in the Management	2018		2019		2020	
	Female	Male	Female	Male	Female	Male
Below 30	3	0	1	0	1	0
Between 30-50	75	449	78	474	86	501
Above 50	3	19	3	27	3	36
Board of Directors	0	5	0	6	0	6

Performance Indicators

Performance System	2018		2019		2020	
	Female	Male	Female	Male	Female	Male
Number of employees subject to regular performance assessment	63	353	66	378	74	414

Trainings*	2018	2019	2020
Total Training Hours	-	-	3,164
Average Training Hours Per Employee	-	-	3.6

* Employee trainings started as a pilot project in BIM's operations in Çorlu region. Total training hours and average training hours per employee are applicable only for Çorlu region.

OHS Data	2018	2019	2020
Accident Frequency Rate*	1.99	2.00	1.78
Occupational Disease Rate (ODR)**	0.00	0.00	0.00
Absenteeism Rate***	60.27	40.60	20.34
Number of Fatalities	7	5	4

* Accident Frequency Rate = Total accidents with injury x 200,000 / Total hours worked

** Occupational Disease Rate = Total occupational disease cases x 200,000 / Total hours worked

*** Absenteeism = Number of days lost due to accident x 200,000 / Total hours worked

OHS Trainings	2018	2019	2020
Total Training Hours	382,535	379,778	441,242
Average OHS Training Hours Per Employee	8.75	8.07	7.88

Environmental Performance Indicators

Greenhouse Gas Emissions* (ton CO ₂ equivalent)	2018	2019	2020
Scope 1	246,239	251,890	274,593
Equipment	64,236	65,676	73,073
F-gases	167,974	170,780	183,740
Fuels used in the facility	14,029	15,433	17,779
Scope 2	184,969	211,015	212,395
Electricity consumption	184,969	211,015	212,395
Total	431,208	462,906	486,988
Greenhouse Gas Density (kgCO₂e/m²)	138.0	132.5	125.0

* Greenhouse gas emissions have been calculated according to World Resources Institute, WRI / World Business Council on Sustainable Development, WBCSD Greenhouse Gas Protocol. GWP values have been updated in line with IPCC AR5 report. Lower heating values and conversion factors of the energy resources are based on the ANNEX 2 Lower Heating Values and Factors of Conversion to Petroleum Equivalents of the "Regulation on Increasing Efficiency in the Use of Energy Sources and Energy" published in the Official Gazette No. 28097 dated October 27, 2011.

Energy Consumption (MWh)	2018	2019	2020
Buildings (Fuel-Electricity)	434,368	486,945	533,082
Electricity purchased	365,113	410,753	445,310
Natural gas - fuel-oil - LPG	69,255	76,192	87,773
Vehicle Fuel Oil	219,419	224,364	249,360
Diesel	219,419	224,364	249,360
TOTAL	653,787	711,309	782,442
Renewable Energy	0	0	210
Renewable Energy (Electricity)	0	0	210
TOTAL NET Energy Consumption	653,787	711,309	782,652
Energy Density (kWh/ m²)	209.2	203.6	200.8

Non-hazardous Waste Amount (tons)*	2019	2020
Total non-hazardous waste	287,193	327,080
Recycled	272,037	298,669
Food waste	15,156	28,411

* There is no hazardous waste originating from BIM's own activities.

Water Consumption (m ³)	2018	2019	2020
Municipal Water	340,000	382,000	434,000

GRI Content Index

GRI Standard	Disclosure	Page Number(s) and/or URL(s)	Omission
GRI 101: Foundation 2016			
GRI 102: General Disclosures 2016			
	Organizational Profile		
	102-1	1	-
	102-2	12-15	-
	102-3	https://english.bim.com.tr/Categories/633/contact-us.aspx	-
	102-4	13	-
	102-5	12	-
	102-6	12-15	-
	102-7	12-15	-
	102-8	36-37, 57	-
	102-9	34-35	-
	102-10	12-15	-
	102-11	54-55	-
	102-12	56	-
	102-13	56	-
	Strategy		
	102-14	10-11	-
	102-15	54-55	-
	Ethics and Integrity		
	102-16	*2020 Annual Report, p. 20-21 https://english.bim.com.tr/AnnualReports/2020/2020%20Annual%20Report.pdf	-
	102-17	*2020 Annual Report, p. 77, 79 https://english.bim.com.tr/AnnualReports/2020/2020%20Annual%20Report.pdf	-
GRI 102: General Disclosures 2016	Governance		
	102-18	18, 52	-
	102-19	18	-
	Stakeholder Engagement		
	102-40	56	-
	102-41	There is no employee covered by collective bargaining agreement.	-
	102-42	20, 56	-
	102-43	20, 56	-
	102-44	21-23	-
	Reporting Practice		
	102-45	12, 53	-
	102-46	1	-
	102-47	20-23	-
	102-48	This is the first sustainability report of BIM.	-
	102-49	This is the first sustainability report of BIM.	-
	102-50	1	-
	102-51	This is the first sustainability report of BIM.	-
	102-52	This is the first sustainability report of BIM.	-
	102-53	1	-
	102-54	1	-
	102-55	60-62	-
	102-56	No external assurance sought.	-

GRI Standard	Disclosure	Page Number(s) and/or URL(s)	Omission
GRI 200: Economic Standard Series			
Economic Performance			
GRI 103: Management Approach 2016	103-1	12, 53	-
	103-2	12, 53	-
	103-3	12, 53	-
GRI 201: Economic Performance 2016	201-1	12, 53	-
	201-3	*2020 Annual Report p. 118, 131 https://english.bim.com.tr/AnnualReports/2020/2020%20Annual%20Report.pdf	-
GRI 300: Environmental Standards Series			
Energy			
GRI 103: Management Approach 2016	103-1	42-44	-
	103-2	42-44	-
	103-3	42-44	-
GRI 302: Energy 2016	302-1	59	-
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	302-4	43-44, 59	-
Water and Effluents			
GRI 303: Water and Effluents 2018	303-3	48, 59	-
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GRI 103: Management Approach 2016	103-1	43-44	-
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GRI 305: Emissions 2016	305-1	58	-
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	305-4	44, 58	-
Waste			
GRI 306: Waste 2020	306-1	45-47	-
	306-2	45-47	-
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GRI 103: Management Approach 2016	103-1	42	-
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GRI 103: Management Approach 2016	103-1	34-35	-
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GRI 308: Supplier Environmental Assessment 2016	308-1	34-35	-

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GRI Standard	Disclosure	Page Number(s) and/or URL(s)	Omission
GRI 400: Social Standards Series			
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GRI 103: Management Approach 2016	103-1	36-37	-
	103-2	36-37	-
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GRI 401: Employment 2016	401-1	57	-
Occupational Health and Safety			
GRI 403: Occupational Health and Safety 2018	403-1	39	-
	403-2	39	-
	403-3	39	-
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	403-5	39, 58	-
	403-7	39	-
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Training and Education			
GRI 103: Management Approach 2016	103-1	37-38	-
	103-2	37-38	-
	103-3	37-38	-
GRI 404: Training and Education 2016	404-1	38, 58	-
	404-2	37-38	-
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Diversity and Equal Opportunity			
GRI 103: Management Approach 2016	103-1	36-37	-
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GRI 405: Diversity and Equal Opportunity 2016	405-1	37, 57	-
Supplier Social Assessment			
GRI 103: Management Approach 2016	103-1	34-35	-
	103-2	34-35	-
	103-3	34-35	-
GRI 414: Supplier Social Assessment 2016	414-1	34-35	-
Customer Health and Safety			
"GRI 103: Yönetim Yaklaşımı 2016"	103-1	27	-
	103-2	27	-
	103-3	27	-
GRI 416: Customer Health and Safety 2016	416-1	27	-
Material Topics That Are Not Covered by the GRI Standards			
Responsible Sourcing and Procurement			
GRI 103: Management Approach 2016	103-1	34-35	-
	103-2	34-35	-
	103-3	34-35	-
Risk Management			
GRI 103: Management Approach 2016	103-1	54-55	-
	103-2	54-55	-
	103-3	54-55	-

Content Consultant:



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