



HERE WE GO!

SUSTAINABLY

CORPORATE RESPONSIBILITY REPORT 2021/22

METRO

CONTENTS

3 METRO SUSTAINABLE

- 4 Letter from the Management Board
- 6 Sustainability strategy
- 7 Materiality analysis 2021/22
- 9 Management approach
- 10 ESG priorities

11 Key Performance Indicators and targets

- 12 Key Performance Indicators
- 41 Commitments, positions and targets

51 GRI

- 52 GRI Standards Content Index

68 About this report

- 69 Report profile
- 71 Assurance about this report

74 Imprint

METRO SUSTAINABLE

DEAR READERS,

In this sustainability report, we look back on a financial year that was shaped by global upheaval. Disruption and uncertainties have created challenging environment, which we have encountered with a great deal of agility, energy and resilience in our business day by day. At the same time, we are looking today into a future that calls for a change of thinking.

People flocked back to the gastronomy, life returned to the streets: The last financial year began with a normalization of our everyday life and gradually also of global supply chains. The Russian war against Ukraine then abruptly put this return to global practices to the test again. The world order has been knocked off balance – and with it the network of relationships that hold our worlds together. At the same time, the consequences of global warming are also becoming more noticeable in our lives. The multiplicity of crisis creates risks, also for our business, which ultimately relies on robust supply chains. At the same time, these challenges also bring the opportunity to rethink structures and systems. In this way we can develop new answers together. And we take responsibility for this.



This way, we can preserve the life we love in all its diversity and with its communities. For the life that we love – this is what our customers stand for. For the ingredients – that's what METRO stands for. In this sustainability report, we show how we are rethinking our business in line with our sCore corporate strategy in order to remain fit for the future. Focused, ambitious and oriented towards the challenges where we as a wholesaler can make a significant difference. This is what our ESG strategy, build on sCore, and its three sustainability priorities we define therein stand for.

As part of our sustainability priority **Climate and Carbon**, we want to continuously reduce our CO₂ emissions and contribute to a low-emission food system: in our own business operations, in our logistics and in our assortment. Trading in resources is our core business – and how good we are at it is being reflected in how well we avoid wasting resources along the supply chain, from the natural raw materials to the finished food and its packaging. Resource efficiency strengthens our business, supports our customers and makes a decisive contribution to preserving our livelihoods.

Within our sustainability priority **Ethics and Trust**, we secure the most important asset for our business: reliability as a partner for our customers. The basis for this: Clear commitments to socially responsible and transparent procurement. Reliable conditions create robust supply chains that can be managed more efficiently. Because frequency of failures is being reduced if you know your partners, if you can trace products back to their origin and if you can ensure as much as possible that social and environmental standards are being complied with. In this way, we can consistently keep our promise of reliability to our customers.

Togetherness, dialogue, diversity – at our customers, the focus is on people and their needs. As a partner of our customers, we stand by their side and do everything we can to respond to their requirements in the best possible way. How well we perform at this is determined by the commitment and strength of our employees. For truly implementing our business goals, it is essential to invest into the needs of our employees. Therefore, **equity, inclusion and well-being** constitute our third sustainability priority. Because employees who feel valued, involved and – at the right moment – thoroughly supported create strong performances and build sustainable relationships with our customers.

For the life we love – this is what our customers stand for. Making sure that the diversity, the enjoyment and the hustle and bustle they bring into our societies persists, requires assumption of responsibilities along the entire value chain. As a wholesaler, we are a central link in this chain and take our responsibility in both directions: On the one hand, together with our suppliers, we set standards for the responsible use of natural resources. On the other hand, we provide our customers with pragmatic and proven solutions to make their operations more sustainable and efficient.

With our three sustainability priorities, we have a clear roadmap to save resources in a targeted manner, design responsible supply chains and ensure the well-being of every single METRO employee. This is how we score for our business, create strong relationships with our customers and build strong teams that are passionate about driving true change in our business.

Here we go – sustainably!

SUSTAINABILITY STRATEGY

METRO is a leading company in food wholesale and distribution. We strive to make our professional HoReCa and Trader customers even more successful and do so responsibly with our sustainability approach METRO SUSTAINABLE. We want to drive change towards responsible and sustainable business – within our business operations, but especially in our cooperation with our suppliers through our demand and with our customers through our range of products and services. METRO sees this as an effective lever to address global challenges and to contribute to sustainable development. This is how we score in terms of sustainable business.

By reconciling our needs and goals with the needs of nature, people and future generations, we can be successful in the long term and overcome the conventional limits to growth for ourselves, our stakeholders and society as a whole.

The guiding principle here is the United Nations' 17 Sustainable Development Goals (SDGs) They form the global framework for action in our sustainability activities.

Challenges of an economic, environmental, social and geopolitical nature, such as the Covid-19 pandemic and the Russian invasion of Ukraine, as well as global challenges such as the growth in the world's population, with their consequences for resource consumption, the climate and the food situation, are closely linked to our core business. These challenges are thus drivers of the issues that are of greatest importance to our business and define our work along our sustainability approach.

We are working to address these challenges by focusing on what is most material for us. In the interplay of the sCore strategic business strategy and the METRO SUSTAINABLE sustainability approach, we pursue our operational sustainability strategy, or ESG strategy. With it, we want to ensure that we work on the aspects and concerns that have the greatest impact on our business and on which we can have a major influence through our business activities – together with our partners and customers. With our focus on the food sector, our sustainability strategy sets 3 sustainability priorities: climate and carbon, ethics and trust, and equity, inclusion and well-being.

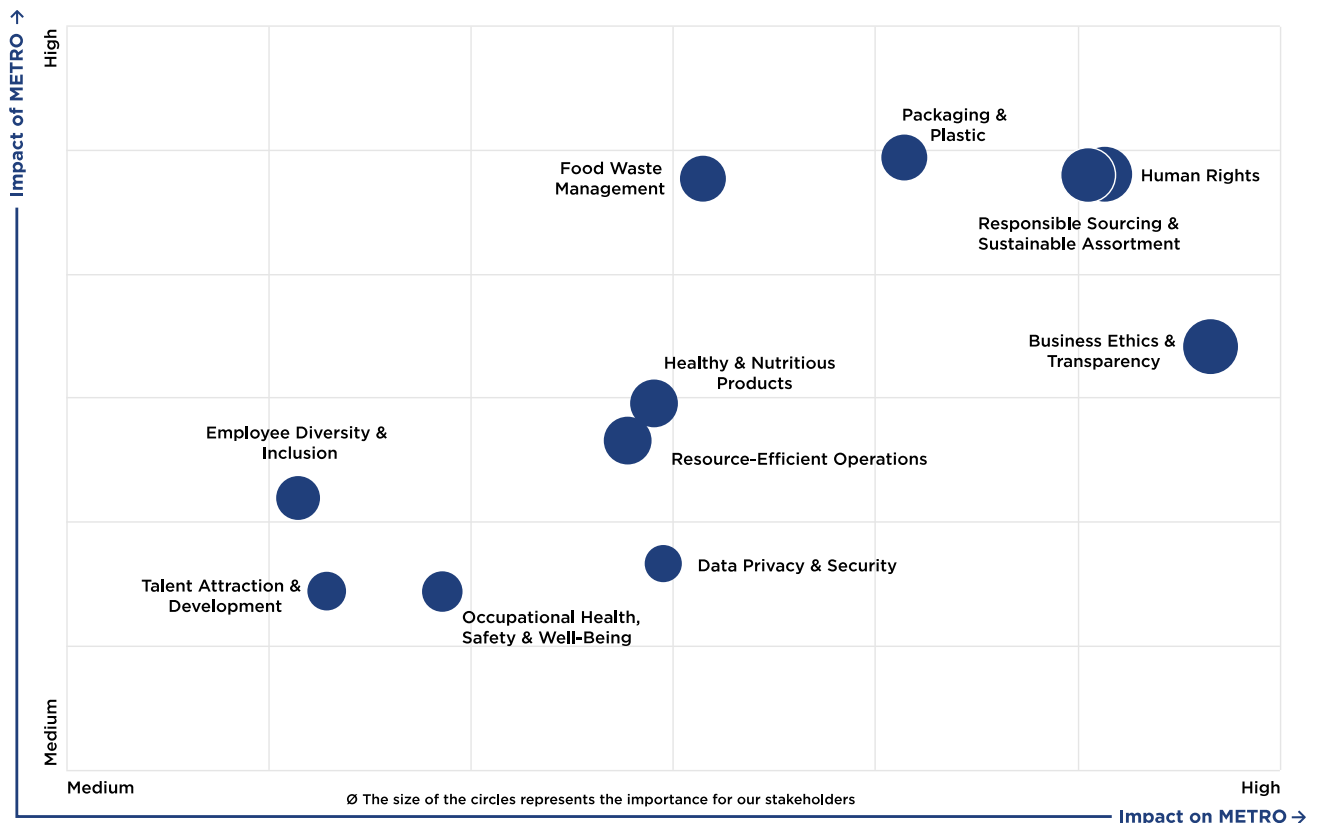
Read more about our sustainability priorities in our [proof point stories](#).

MATERIALITY ANALYSIS 2021/22

In order to identify and assess potential economic, environmental, social and governance topics for METRO, we verified our topics that emerged from the comprehensive materiality analysis 2020/21 in the financial year 2021/22. The assessment of the issues was carried out by the members of the Sustainability Committee to ensure that current developments and regulatory requirements continue to be sufficiently reflected. The assessment covers three dimensions in accordance with the requirements of § 289c of the German Commercial Code (HGB) and the reporting standard of the Global Reporting Initiative (GRI):

- What influence the issue has on METRO’s business, financial result or economic situation (according to German Commercial Code)
- What influence METRO’s business operations have on the issue in question (according to German Commercial Code and GRI)
- How relevant the issue is for the stakeholders affected by it (according to GRI)

The verification confirmed the materiality of the 11 material topics for METRO already identified in 2020/21.



x-axis: Impact of topic on METRO’s business, financial result, or economic situation – for example impacts on sales, investments, costs or the company’s reputation and
y-axis: Impact of METRO’s business operation on the material topics along the value chain – for example in the event of non-compliance with certain laws or environmental or social standards and
Size of the circles in the graph: Relevance of issue for stakeholder affected by it – for example in relation to purchase or investment decisions.

Whilst the topics of Business Ethics and Transparency, Data Privacy and Security and Talent Attraction and Development are part of our key business practices, all other topics including those with the highest priority, namely Responsible Sourcing and Sustainable Assortment, Human Rights, Food Waste Management and Packaging and

Plastic, are explicitly allocated in METRO's sustainability approach and the corresponding ESG priorities (possibly also multiple times) as follows:

ESG priorities	Material topics
Climate and carbon	Resource-Efficient Operations Food Waste Management Packaging and Plastic Responsible Sourcing & Sustainable Assortment
Ethics and trust	Human Rights Responsible Sourcing & Sustainable Assortment Healthy and Nutritious Products
Equity, inclusion and well-being	Employee Diversity and Inclusion Occupation Health, Safety & Well-Being

With all 11 issues being material according to GRI and German Commercial Code requirements, the respective management approach for each of the 11 issues is described already in the non-financial statement of METRO's Annual Report 2021/22 namely the chapters [Actively Managing Sustainability](#), [Environmental and Social Matters](#), [Employee Interest](#), [Business Ethics and Transparency](#) and [Customers](#). Therefore, they are not presented in depth here.

METRO and its affiliates will continue to conduct stakeholder surveys as a basis of their materiality analysis and we are available for dialogue via the options provided on our website and via our e-mail address CR@metro.de.

MANAGEMENT APPROACH

All topics identified in our materiality analysis in reporting year 2020/21 as material in the sense of the German Commercial Code and that were again confirmed as being material this year, are also considered material in the sense of GRI. This also reflects in our 3 sustainability priorities. The management approach to dealing with the material issues is described in the Non-Financial Statement of the Annual Report 2021/22 hence is not dealt with separately here.

A detailed overview of where statements on the management approaches to the material topics are made can be found in the [GRI Content Index](#).

ESG PRIORITIES

METRO SUSTAINABLE expresses our approach to sustainability and is the framework and at the same time the driver for all our activities aimed at increasing sustainability in our own business and at our partners and customers. Operationally, we implement this as part of our ESG strategy via our 3 strategic sustainability priorities. We want to share our knowledge with our partners along the value chain and show how suppliers and customers benefit from sustainable choices. They can profit, for example, in terms of energy efficiency and improved waste management and the resulting opportunities related to lower costs, better products with higher margins, new customer groups and a competitive edge. They profit from more efficiency hence less costs, better products with higher margins, new customer groups and a way ahead of competitors.



Climate and carbon

We reduce emissions and waste in our own business operations and contribute to a low carbon food system, for example by offering regional, seasonal or plant-based products as well as raw materials that are not associated with deforestation.

Ethics and trust

We want to be a trustworthy partner for our own employees, suppliers and customers. Therefore, we hold safe and fair working conditions in our own business operations in high regard and promote supply chains in which business is conducted in an ethically appropriate and transparent manner. A key element here is the consideration of human rights and potential impact on the environment.

Equity, inclusion and well-being

In line with the inclusive 'ONE METRO' culture and based on the understanding that our employees are essential to our business, the focus is on creating a safe, equal and inclusive work environment and promoting the health and well-being of employees.

KEY PERFORMANCE INDICATORS AND TARGETS

KEY PERFORMANCE INDICATORS

KPI Profile

Scope

The chapter 'key performance indicators' provides information about METRO's sustainability performance in the form of key performance indicators (KPIs). It is divided into KPIs on the economic performance of the company and KPIs on our strategic ESG priorities: climate and carbon, ethics and trust as well as equity, diversity and well-being. In addition, we report on the KPI community investment.

Reporting period

The reporting year is the same as the METRO financial year, that is from 1 October to 30 September. Key performance indicators are reported for the previous 3 financial years where data is available.

Reporting of the climate protection target also includes the target's reference year 2011. The figure for the reference year relates to the period from 1 January to 31 December 2011. A different reporting period is used in this case because in 2013 METRO changed its financial year from the calendar year to the 12 months from October to September.

Data collection approach and degree of coverage

The key performance indicators reported are based on data that is gathered using various internal reporting systems. As a rule, this data is systematically recorded for each METRO business unit and each country every quarter, in some cases every month. Generally, the KPIs are based on data collected for the whole METRO, that is – where applicable – for all wholesale entities and its stores, back offices and warehouses, the Food Service Distribution (FSD) entities and for the head office in Düsseldorf, hence for all locations or all employees unless stated otherwise in the footnotes of a respective KPI.

The information on "Germany" as the country of the company's headquarters in the section equity, inclusion and well-being includes all METRO companies located in the country Germany. The information on "Germany" in the section climate and carbon includes the METRO companies METRO Cash & Carry Deutschland GmbH and the FSD company in Germany Rungis Express. In previous years, METRO AG and METRO Logistics were also included here under "Germany" in the climate and carbon section. This was adjusted for this financial year.

In the section climate and carbon, it is necessary to extrapolate and estimate consumption data for some KPIs in cases where the primary data is incomplete. The sustainability data management office merges the data from various reporting systems.

The greenhouse gas emissions relating to purchased goods and services, assets and leased assets which are reported in accordance with Scope 3 are modelled because recording primary data for these is highly complex. This modelling is based on sales per product category or on other KPIs for the economic value added by METRO. To perform these calculations, we use so-called economic input-output models, which are founded on the economic flows of goods and services.

The selling and delivery space figures used as a basis for the KPIs are averages for the year.

Unless expressly stated otherwise, all presentations in this report refer to continuing operations.

We do report the key figures on professional continuous development in the equity, inclusion and well-being section for 88% of all METRO employees. These reported figures include all METRO wholesale companies as well as METRO AG.

All of the KPIs in this report have been audited by KPMG AG Wirtschaftsprüfungsgesellschaft.

Deviations from previous reports

In some cases, the figures presented in previous sustainability reports differ from those cited in this report. There are various reasons for this:

For all KPIs given in the section climate and carbon, the data for METRO Japan and METRO Myanmar were removed retrospectively from the data.

Further deviations in the KPIs in the section climate and carbon result from the fact that estimated values from the last quarter of the previous 2020/21 report have now been replaced by real values. For some consumption figures, the utility bills are available so late that we have to work with estimates for the last quarter, which can then be updated with real values in the following year.

In financial year 2021/22, we retrospectively switched to a different emission factor set for all energy-related emissions.

The only deviations are those in comparison with earlier reported figures. Within this present disclosure, KPIs are represented according to a uniform methodology for 3 years, respectively. They thus allow a comprehensible overview of the development.

In addition, the value for the base year 2011 has also been adjusted for the indicator "Status of climate protection target" in the section climate and carbon due to a change in methodology (inclusion of fleet of own logistics vehicles).

We complete our data collection and reporting on an ongoing basis to improve the level of transparency and the way we manage our sustainability performance.

Company

Economic value (value added)

METRO in figures

Key financial figures (in € million)	2020/21	2021/22	Changes	Change in %
Sales (net)	24,765	29,754	4,988	20.1%
Adjusted EBITDA	1,171	1,389	219	18.7%
EBIT	197	429	232	118.0%
Earnings per share in € (basic = diluted)	-0.15	-0.92	-0.77	-
Dividend ¹	0.00	0.00	-	-

¹ Per ordinary and preference share, attributable to shareholders.

Network	2020/21	2021/22	Changes	Change in %
Stores & delivery (number of countries)	34	31	-3	-
Marketplace (number of countries)	2	3	1	-
Hospitality Digital/Eijsink (number of countries)	0	1	1	-
Stores (number of locations)	681	661	-20	-
thereof delivery OOS (number of locations) ¹	(563)	(567)	(4)	-
FSD (number of locations)	67	64	-3	-

¹ OOS refers to the existing METRO store network and includes METRO stores that supply from the store as well as stores that operate their own depot in the store.

sCore KPIs (%)	2020/21	2021/22	Ambition 2022-2025	Ambition 2030
Strategic customer sales share	66	71		>80%
Own brands sales share	17	19		>35%
Stock availability	95	95		>98%
FSD sales share	17	21		>33%
Digital sales share	6	9		40%

Medium-term ambition	2020/21	2021/22	Ambition 2022-2025	Ambition 2030
Sales development (%) ¹	0	21%	3-5% CAGR	>€40 billion
EBITDA development (%) ²	6	17%	3-5% CAGR	>€2 billion
Investments (% of sales) ³	1.3	1.4%	<2.5%	<1.5%
Free cash flow (€ million)	493	190	re-invest in growth	>€0.6 billion
Net debt/EBITDA (0.0 x)	3.0 x	2.3 x	decrease to 2.5 x	<2.5 x

¹ Exchange rate-adjusted, stable portfolio.

² Adjusted EBITDA, exchange rate-adjusted, stable portfolio.

³ Investments without monetary assets and acquisitions of subsidiaries.

Multichannel development

Sales development (in € million)	2020/21	2021/22	Ambition 2022-2025	Ambition 2030
Store-based and other business	20,569	23,299		~1.2 x vs. 2020/21
FSD	4,164	6,386		>3 x vs. 2020/21
METRO MARKETS sales	33	69		
METRO MARKETS marketplace sales ¹	50	130		>€3 billion

¹ Total volumes of METRO MARKETS platform (and third party platforms) excluding VAT and after cancellations but before any deductions; includes disposal sales in full.

Evaluation in relevant sustainability indices and rankings

Index/ranking	Rating/score	Scale	Publication date
Dow Jones Sustainability Index (DJSI) World/Europe	78 Index member	0 to 100	12/2022
ISS ESG	C+ Prime Status	D- to A+	04/2020
CDP Climate Protection	A-	F to A	12/2021
CDP Water Security	B	F to A	12/2021
CDP Forest	B palm oil B- soy B- timber C cattle products	F to A	12/2021
FTSE4Good Global/Europe Index	Index member	-	06/2022
MSCI	AAA	CCC to AAA	11/2022
Sustainalytics	Low risk (17.6) 26 of 194 in the food retailer industry	0 to 40+	05/2022
Bloomberg GEI	Index member	-	01/2022

Explanation: As part of our stakeholder dialogue, we inform the capital market about our sustainability management activities. This means our sustainability performance is rated by independent third parties.

In financial year 2021/22, METRO was again listed in both the Dow Jones Sustainability Index Europe and World.

The CDP results for 2022 will not be published until after the assurance date of this report, so the information is still dated December 2021.

As the MSCI result was only published after the non-financial disclosure of the annual report had been audited, the MSCI rating result shown here differs from the status of the non-financial disclosure.

Climate + Carbon

Greenhouse gas emissions in t CO₂ (CO₂ equivalents)

in t CO ₂ (CO ₂ equivalents)	Reference year 2011	2019/20	2020/21	2021/22
Scope 1 - direct greenhouse gas emissions	518,177	486,035	470,609	451,140
Scope 2 - indirect greenhouse gas emissions	920,960	665,787	639,904	636,016
Scope 3 - other indirect greenhouse gas emissions	3,665,650	2,159,388	2,807,555	2,691,563
Total greenhouse gas emissions	5,104,788	3,311,210	3,918,068	3,778,718

Definition: Level of all main emissions by scope according to methodology of the Greenhouse Gas Protocol.

The following sources of emissions are included:

- Scope 1 = fuel oil, natural gas, liquefied natural gas (LNG), liquefied petroleum gas (LPG), refrigerant losses from commercial cooling and air-conditioning, fuel consumption of company cars and fleet of own vehicles for logistics, emergency power generators
- Scope 2 = electricity consumption, district heating and cooling
- Scope 3 = external logistics for the transport of goods to our stores and warehouses, in-house paper consumption for advertising and office purposes, business trips, goods and services purchased for own use, capital assets, upstream chain emissions and grid losses for all direct and indirect energy sources, waste, employee commutes, leased assets

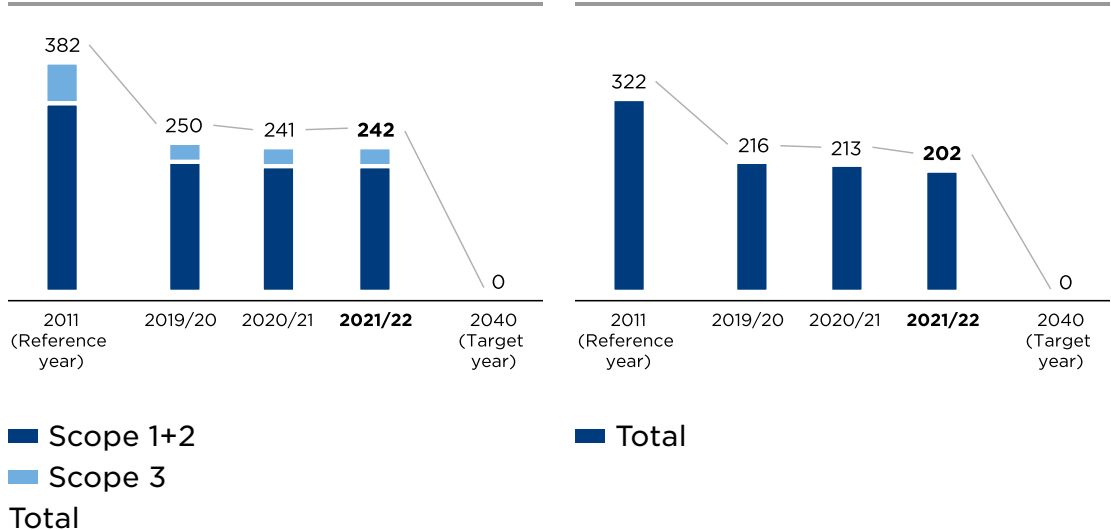
Explanation about the Carbon Footprint, especially about methodology, reporting boundaries and climate protection target are available at <https://responsibility.metroag.de/focus-areas/climate-action>.

Status of climate protection target

Greenhouse gas emissions in kg CO₂ (CO₂ equivalents) per m² selling and delivery space

METRO

Germany¹



¹ The information on "Germany" here includes METRO Cash & Carry Deutschland and Rungis Express.

Definition: Greenhouse gas emissions from METRO's stores, back offices and warehouses by selling space and space used for delivery operations. Included within the climate protection are the emissions from:

- Scope 1: fuel oil, natural gas, liquefied natural gas (LNG), liquefied petroleum gas (LPG), refrigerant emissions from commercial cooling and air-conditioning as well as fuel consumption by company cars and emergency power generators. In the financial year 2021/22, we expanded Scope 1 and include emissions from the fleet of our own logistics vehicles (FoV).
- Scope 2: electricity, heating and cooling energy consumption
- Scope 3: in-house paper consumption for advertising material and office purposes, business trips and upstream chain emissions and grid losses for all direct and indirect energy sources

Status: Compared to the base year 2011 the Scope 1 and Scope 2 CO₂ emissions (also relevant in the Science Based Target) have been reduced by 33.5% per m² selling and delivery space.

Explanation: We aim to be climate-neutral by 2040 mainly through own investments. In reporting period 2021/22, we expanded our 2040 climate protection target to include emissions from our own logistics fleet (FoV). Due to this expansion, the methodology for determining the CO₂ equivalents per m² of selling and delivery space was adjusted and the key figures for the base year and the previous year's values were corrected accordingly.

In the base year 2011 specific greenhouse gas emissions were 382 kg CO₂/m² of selling and delivery space.

The significant decline in emissions to 242 kg CO₂/m² of selling and delivery space in the reporting period 2021/22 compared with the reference year 2011 can essentially be attributed to 2 factors:

- Measures to reduce consumption relating to energy, company cars, paper and business travel, and to reduce emissions caused by refrigerant loss, as well as investments in green electricity
- General technical and scientific developments as reflected by the adjustment of the emission factors used to calculate CO₂ equivalents. Above all in electricity generation, the emissions factor in many countries is declining due to the increased share of renewable energies.

In addition to its climate protection target, in financial year 2018/19, METRO expanded its climate efforts to the supply chain and as the first German retailer set a recognised Science Based Target (SBTi) for itself. As part of the SBTi, METRO undertakes to reduce its Scope-1- and Scope-2-CO₂ emissions by 60% per square metre sales and delivery area by 2030 compared to 2011. These SBTi Scope 1 and Scope 2 targets are consistent with the reductions required to keep global warming well below 2°C by 2100 compared to pre-industrial levels. In addition, as part of SBTi, METRO is committed to reducing absolute Scope 3 CO₂ emissions (supply chain) by 15% by 2030 compared to 2018.

Trends in the emission sources included in the climate protection target

Greenhouse gas emissions in kg CO₂ (CO₂ equivalents) per m² selling and delivery space

in kg CO ₂ (CO ₂ equivalents) per m ² selling and delivery space	Reference year 2011	2021/22	Change in %
Paper consumption	14	3	-76%
Fleet of own vehicles logistics	7	9	22%
Company cars	12	10	-19%
Business travel	6	0	-95%
Electricity consumption	243	148	-39%
Thermal energy consumption	33	28	-16%
Refrigerant losses	66	44	-33%
Total	382	242	-37%

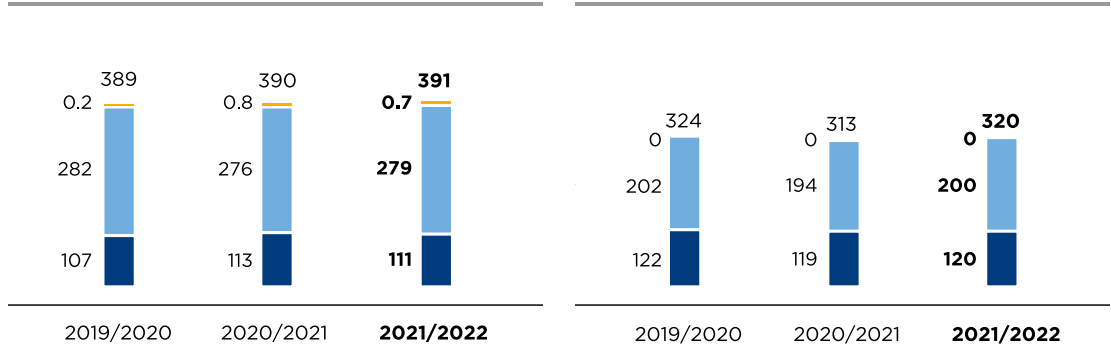
Definition: Trends in CO₂ emissions per m² selling and delivery space from all the emission sources included in the climate protection target compared to the reference year 2011.

Energy consumption KPIs 7 ☀️ 13 👁️

Electricity, heating and cooling energy consumption (in kWh per m² of selling and delivery space)

METRO

Germany¹



■ Heating ■ Electricity ■ Cooling

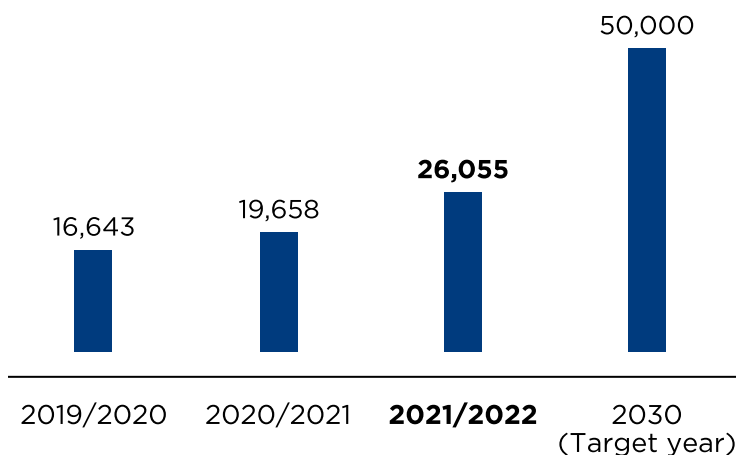
¹ The information on "Germany" here includes METRO Cash & Carry Deutschland and Rungis Express.

Definition: Locations' energy consumption in relation to the space used for sales and delivery operations. Energy consumption consists of electricity consumption and heating and cooling energy consumption (fuel oil, natural gas, liquefied natural gas (LNG), liquefied petroleum gas (LPG), emergency power generators and district heating/cooling).

Target: A part of the KPI presented here is the target for METRO stores not to increase electricity consumption by more than 0.4% in financial year 2020/21 compared to financial year 2021/22 due to effects from Covid-19 and METRO's growth strategy sCore. Electricity consumption in our METRO stores actually increased by 0.1% compared to the financial year 2020/21, which is lower overall than the 0.4% increase in consumption expected from Covid-19 and the sCore growth strategy.

Installed kW Peak

Installed on-site photovoltaic (PV) capacity



Definition: METRO has started in 2008 to install photovoltaic (PV) systems on the roofs of its stores. The size of PV systems is indicated in kilowatt peak (kWp). The capacity indicates how much energy is generated under standard test conditions. METRO reports the cumulated installation of photovoltaic systems on its stores in kWp, it does not matter if the stores or photovoltaic systems are owned by METRO. As long as METRO is using the solar energy from the PV systems for its store operations and the PV systems are located on METRO roofs, those PV systems are reported. Until 30 September 2022, METRO has installed 70 PV systems in 13 countries amounting to an installed capacity of 26,055 kWp.

14 new systems with a total capacity of 6,397 kWp were installed in the reporting year 2021/22 in France, Hungary, India, Netherlands and Spain.

Target: We aim to reach 50,000kWp until 2030.

Total energy consumption (in MWh)

in MWh	2019/20	2020/21	2021/22
Fuel (heating oil, gas, petrol, diesel, LPG, LNG)	503,885	531,944	506,308
Electricity	1,503,095	1,467,324	1,452,229
of which electricity (grid mix)	1,424,832	1,361,379	1,335,527
of which renewable electricity (GoOs certified)	64,105	87,915	92,310
of which self-generated renewable PV energy	14,158	18,030	24,392
District heating	64,207	64,622	67,647
District cooling	1,299	4,157	3,886
Total energy consumption	2,072,486	2,068,047	2,030,070

Definition: Energy consumption for operating the locations and for transportation broken down into the different types of energy used. Fuel includes fuel oil, combustion fuel, natural gas and liquefied natural gas.

The renewable energy figure includes Guarantees of origin (GoO) as well as green electricity contracts with GoOs such and renewable Power Purchase Agreements (PPAs) with GoOs. METRO is purchasing GoOs in combination with green electricity contracts in Portugal and Austria. Additionally we closed PPAs in France in 2021 and in India already in 2014 with off-site solar and wind farms. METRO is using the solar energy from the PV systems for its store operations; the PV systems are installed on METRO store roofs, the energy of those PV systems are reported under self-generated renewable PV energy.

Water  

Water withdrawal and wastewater generated

in l per m ² of selling and delivery space	Reference year 2011	2021/22	Change in %	Water reduction target 2030 (Target year)
METRO	693	685	-1.1%	10.0%
Germany ¹	275	280	1.7%	4.4%

¹ The information on "Germany" here includes METRO Cash & Carry Deutschland and Rungis Express.

Definition: Water withdrawal by the locations in relation to the space used for sales and delivery operations.

Explanation: In absolute terms, METRO drew 3.6 million m³ of fresh water in the reporting period. METRO was thus able to reduce its absolute own consumption by 3.1% compared to the previous year. At the warehouses, stores and back offices, water is primarily used for cleaning and sanitary facilities. In addition to this, water may be used for storing, transporting and selling food, for example for keeping live fish or making ice to chill fresh fish.

On group level, we measure and monitor the amount of water which the company draws from the public drinking water supply. The public drinking water supply is the only source from which we draw significant amounts of water.

We also measure and monitor the total amount of wastewater we generate at the group level. As our locations do not consume a significant amount of water, our calculations are based on the assumption that the volume of wastewater is the same as the amount of fresh water. All wastewater is fed into public sewers. We do not monitor the quality of the wastewater ourselves as this is not relevant given the usage described above.

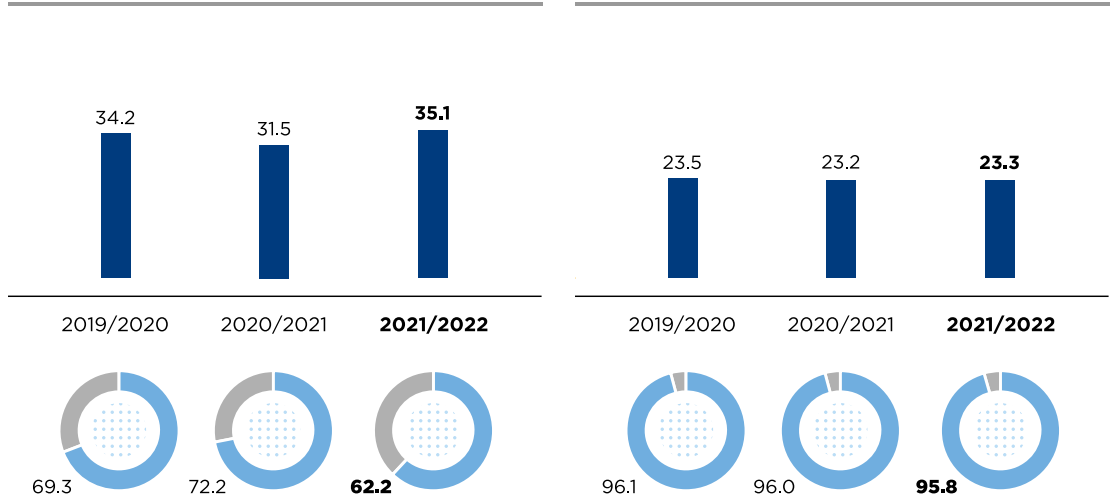
Target: METRO has already met its original target of saving 5% water by 2025 compared to the base year 2016/17. Therefore, METRO has set a new water savings target for the financial year 2021/22: By 2030, specific water consumption in own business operations is to be reduced by 10% per m² of net operating area, compared to the base year 2020/21.

Solid waste   

Amount of solid waste and recycling rate (in kg per m² of selling and delivery space and in %)

METRO

Germany¹



■ Amount of solid waste ■ Recycling rate

¹ The information on "Germany" here includes METRO Cash & Carry Deutschland and Rungis Express.

Definition: Solid waste (excl. food waste) generated in relation to the space used for sales and delivery operations. The recycling rate is calculated as the amount of solid waste destined for recycling, energy recovery and composting in relation to the amount of total waste.

Explanation: In 2021/22, the volume of solid waste (excl. food waste) at METRO in absolute terms, 182,554.231 t, marks an increase by 9.1% from the previous year. This can be broken down as follows:

- Waste for composting (1,957.18 t)
- Waste for energy recovery (10,020.41 t)
- Waste for landfill (16,676.75 t)
- Waste for recycling (101,502.2 t)
- Waste for special waste treatment, such as hazardous waste (1,068.74 t)
- Waste for unknown disposal (515.09 t)
- Waste without selected disposal route (50,813.90 t)

When we calculate the recycling rate, we do not take hazardous waste into account because we cannot systematically record the way in which it is treated (recycled or disposed of) in all of the countries in which we operate. However, based on information from several countries, most of the hazardous waste is also recycled. In reality, the recycling rate is therefore higher.

Food waste reduction target 2025

Food waste reduction is an important topic within the ESG priority Climate and Carbon of METRO's ESG strategy as it has significant economic, environmental, and social impacts on top of significant operational impact for our business. It is estimated that 1/3 of food is wasted from farm to fork, while food waste is responsible for 8-10% of global GHG emissions¹. 957 million people experience hunger in the world according to the UN². METRO has committed itself to the Resolution on Food Waste by the Consumer Goods Forum (CGF) and set a target to eliminate 50% of wasted food in our own operations by the year 2025. We have now set the baseline for this target to fiscal year 2017/18. We are implementing the Food Loss and Waste Protocol standard to measure food waste in METRO's own operations and report on our progress against our food waste reduction target.

We are tackling food waste holistically, with a 5-pillar strategy from farm to fork: (1) supplier engagement, (2) food waste reporting, (3) (technological) food waste solutions, (4) customer and partner engagement, and (5) stakeholder and industry engagement.

In 21 countries and service units we cooperate with food banks to donate surplus food to those in need. In 3 countries, we are working with TooGoodToGo to accomplish this goal. In financial year 2021/22, the dedicated collaboration has 'saved' more than 121,000 meals, which corresponds to a reduction of 303 tonnes of CO₂. Moreover, we are promoting the TGTG platform in 2 countries as a solution to help our customers save food in their operations.

Find out more on our fight against food waste on our website, as well as relevant key figures under "Climate and Carbon".

Ethics + Trust

Number of healthy and nutritious products



no. of products ¹	2020/21	2021/22
Less of sugar/salt/saturated fatty acids/free from additives	603	787
Organic products	430	519
Alternative protein products	14	39

¹ We define product as each separate product offered to our customers. Sometimes identical products have different GTINs (Global Trade Item Number as unique identifier) in the different countries where they are sold. In such cases, these identical products are counted only once.

Explanation: Figures shown here refer to baseline 2018 and own brand products only. They also represent extensions of the product range and do not necessarily only mean a reformulation of existing products.

Reformulation here means reduction of sugar-/salt-/saturated fatty acids content of 0.1g per 100g for products with a minimum content of 0.5g sugar/saturated fatty acids per 100g and 1g salt per 100g.

Organic products reflected in this figure refer to products from biological agriculture and meeting requirements of EU regulations (EU 834/2007, EU 889/2008 and EU 271/2010) and other applicable national organic regulations of non-EU countries.

Alternative protein products reflected in this figure refer to alternatives to animal

¹ <https://helmholtz-klima.de/en/aktuelles/climate-avoiding-excessive-food-waste>

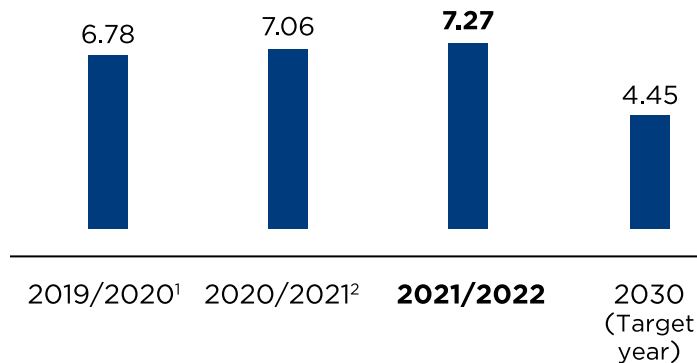
² <https://www.un.org/en/food-systems-summit/news/2021-going-be-bad-year-world-hunger>

proteins (meat, milk, fish, eggs and their derivatives) produced using novel or new technologies and ingredients, which include: Plant-based extracts e.g. pea proteins, cell-cultures (synthetic) proteins e.g. meat grown in a lab.

Target 2023: Offer 1,500 own-brand products METRO-wide (thereof 150 common and 1,350 locally sourced) with less sugar, salt and saturated fatty acids, completely or partially free from additives and organic certified and/or alternative protein products by end of December 2023.

Lost-time injury frequency rate (LTIFR) per million hours worked 3 ↘ 8 ↗

METRO countries



¹ This figure has not been subjected to the limited assurance business review in accordance with ISAE 3000 by KPMG AG Wirtschaftsprüfungsgesellschaft. In addition, the figure excludes the national subsidiary Japan.

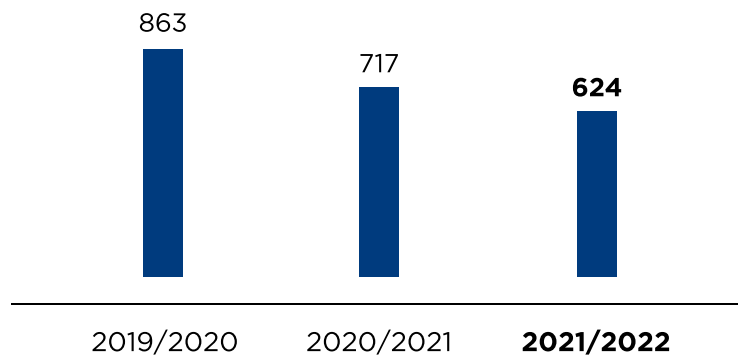
² The national subsidiary Japan is not included in the calculation of this key indicator

Definition: The LTIFR captures the number of incidents with at least 1 missed day of work (not including the day of the incident) per 1 million hours worked. Fatalities and cases of permanent sick leave or disability are likewise included, whereas accidents while commuting are not.

Explanation: In 2020, we began transforming our operational safety system “Occupational health and safety management systems” based on the principles of ISO 45001. During the financial year 2020/21 we have set up a group-wide Operational Safety Management System (OSMS) for METRO. With communication campaign “Safe@Metro” which was launched in the beginning of 2022, we expect to increase safety awareness and decreasing work-related incidents.

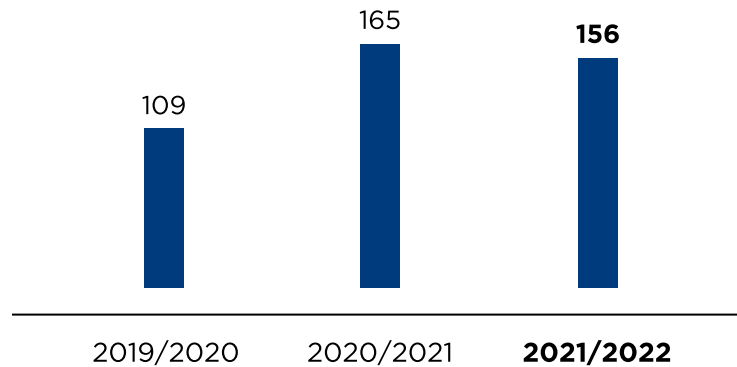
Producers in risk countries 1 8

Risky Non-Food Producers¹ (number)



¹ This includes producers of commercial goods (non-food own brands and own imports) who carry out the last decisive and value-giving production step.
 Risky producers for Non-Food are considered to the following criteria (and/or):
 I. Inherent risk - Producers located in a risk country according to amfori BSCI
 II. Fact based risk - Critical incidents (site or worker level) (negative press, history of bad audit results, local union reports, NGO reports)

Risky Food/Near-Food Producers¹ (number)



¹ Risky producers for Near-Food are considered to the following criteria (and/or):

I. Inherent risk - Producers located in a risk country according to amfori BSCI

II. Fact based risk - Critical incidents (site or worker level) (negative press, history of bad audit results, local union reports, NGO reports)

Risky producers for Food are considered to the following criteria (And/Or):

I. Inherent risk

a. Producers located in a risk country

b. Producers that produce products from the following commodity groups and/or in a particular sector/industry independent from the risk country status:

1. Fish and seafood (fishery on sea if the vessel is above 24 meters length or is more than 72 consecutive hours on sea and aquaculture farms if the farm is located in a risk country)

2. Meat (slaughtering and processing factories)

3. Fruit & vegetables (farm level when typically carried out by migrant seasonal / temporary workers)

4. Coffee (farm level) → all sourcing countries

5. Cocoa (farm level) → all sourcing countries

6. Soy (Tier 1) (farm level) → all sourcing countries from deforestation areas

7. Palm oil (Tier 1) (farm level) → all sourcing countries from deforestation areas

All process steps have to be considered (ultra)-fresh, processed, canned and frozen. This considers products where the commodity is main ingredient (first or second consideration in ingredient list). Additionally, producers who produce products with:

8. Palm oil as ingredient

9. Soy as animal feed

c. Governance & organisational structures: workforce mainly women or migrants or seasonal/temporary workers or workers without established or regular contracts

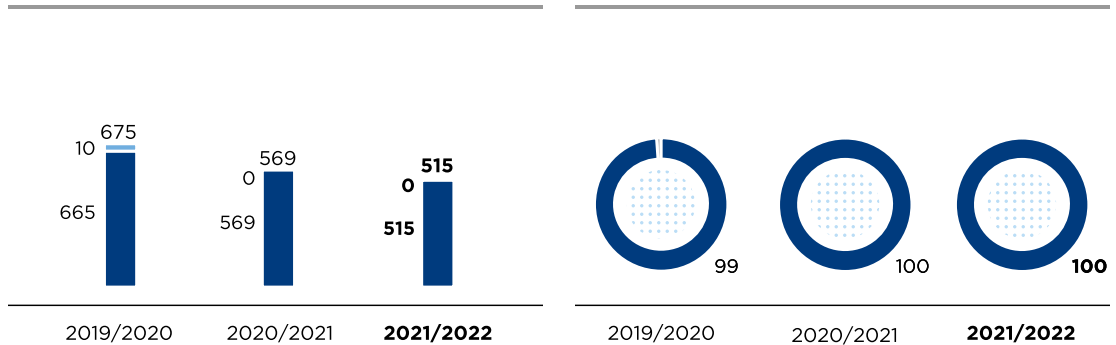
II. Fact based risk - Critical incidents (site or worker level) (negative press, history of bad audit results, local union reports, NGO reports)

Social audits 1 8

Social audits relating to own imports by METRO SOURCING and non-food own-brand products of the METRO sales lines

Risky Non-Food Producers¹ with valid audit (number)

Thereof with passed audit (in %)



■ thereof with passed audit ■ thereof with failed audit

¹ This includes producers of commercial goods (non-food own brands and own imports) who carry out the last decisive and value-giving production step. Regarding the definition of 'risky' refer to footnote 1 of the KPI Risky Non-Food Producers.

Definition: Status of all risky producers in which METRO SOURCING INTERNATIONAL has import goods manufactured, and of risky non-food producers who manufacture own brands or own imports for our sales lines. Regarding the definition of "risky" refer to footnote 1 of the KPI Risky Non-Food Producers. Producers that have passed the audit can demonstrate their successful compliance with the amfori BSCI standard or an equivalent social standard system by presenting a certificate awarded by an independent third party.

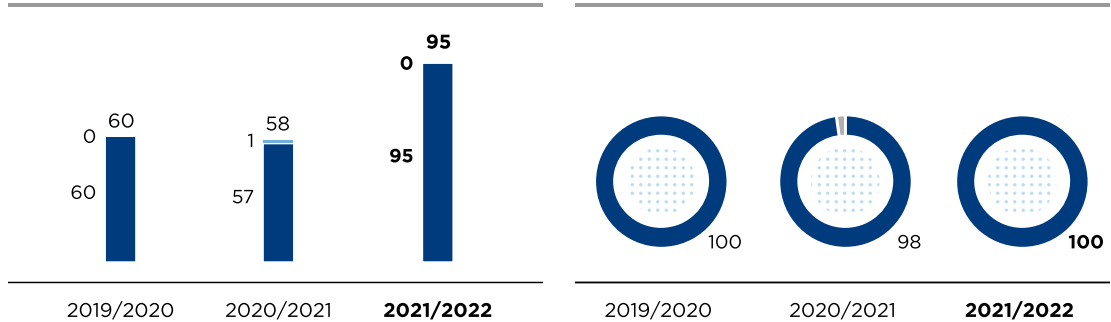
Explanation: 515 producers were audited as of 30 September 2022. Of these, 100% (515 producers) passed the audit. Effective 1 January 2019, non-food producers who fail the audit cannot be used until they achieve an acceptable audit result. In other words, they have to receive an A, B or C for the amfori BSCI assessment or an audit that is acknowledged as equivalent. In August 2020, one METRO company was granted an exemption for the (post-)corona period to continue to use individual producers with D-audit results if their D-audit result is attributable to a corona-based failure. These producers are granted a 6-month grace period after the date of the audit documented with the exception to demonstrate a follow-up audit result A-C. In 2 cases it was made use of the exemption in the reporting period.

The key performance indicator relates to all the producers of which we are made aware by our suppliers.

Social audits relating to own imports by METRO SOURCING and food/near-food own-brand products of the METRO sales lines

Risky Food/Near-Food Producers with valid audit (number)

Thereof with passed audit (in %)



■ thereof with passed audit ■ thereof with failed audit

Definition: Status of all risky producers in which METRO FOOD SOURCING has import goods produced, and of risky Food/Near-Food producers who produce own brands or own imports for our sales lines. Regarding the definition of "risky" refer to footnote 1 of the KPI Risky Food-/Near-Food Producers. Producers that have passed the audit can demonstrate their successful compliance with the amfori BSCI standard or an equivalent social standard system by presenting a certificate awarded by an independent third party.

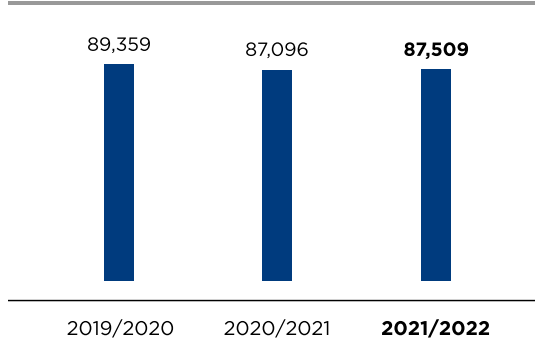
Explanation: The roll-out of the process for Food/Near-Food producers started end of 2019. 95 producers were audited as of 30 September 2022. Of these, 100% (95 producers) passed the audit. In order to allow for a gradual on-boarding of our producers into a social compliance system such as amfori BSCI or an audit scheme that is acknowledged as equivalent, all audit results are accepted and monitored closely.

The key performance indicator relates to all the producers of which we are made aware by our suppliers.

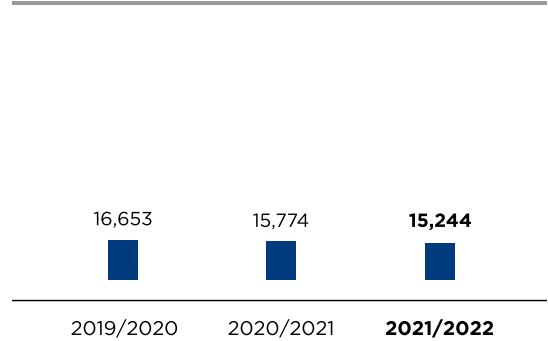
Equity, Inclusion and Well-Being

Employees 5 ♀ 8 🏠 10 ⇄

METRO



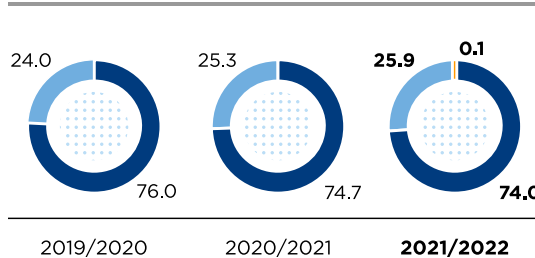
Germany



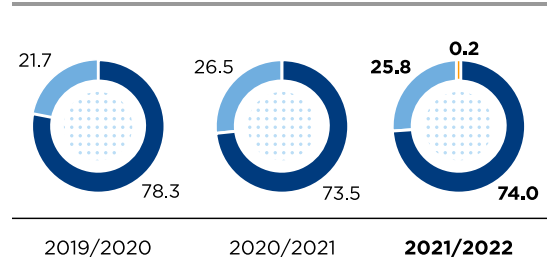
Definition: Full-time equivalent employees, average for the year, excluding trainees.

Women in MINT-positions (in %)

METRO



Germany



■ Proportion of men in %
 ■ Proportion of women in %
 ■ Proportion of diverse in %

Definition: All employees³ in functional roles in the engineering and/or research & development (R&D) departments of the company at fiscal year-end; excludes contractors, and contract based employees.

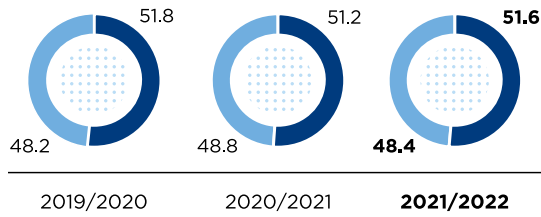
Representative of at least 80% of the total workforce.

Engineering or R&D roles may include, but are not limited to, engineers, software engineers, software quality engineers, infrastructure engineers, systems engineers, and hardware engineers.

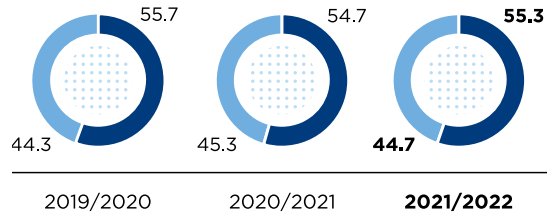
³ The calculation of the share of gender is conducted based on three categories (female, male, diverse). As of FY 2021/22, one employee was recorded as diverse by the system for the first time.

Employees by gender (in %)

METRO



Germany

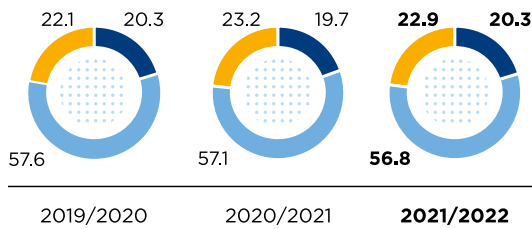


■ Proportion of men in % ■ Proportion of women in %

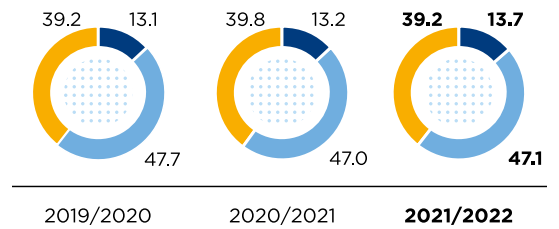
Definition: The percentage of female, male and diverse⁴ employees is calculated per capita as of 30 September.

Employees by age group (in %)

METRO



Germany

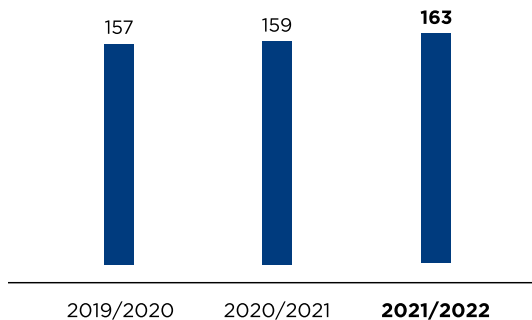


■ < 30 years old ■ 30-50 years old ■ > 50 years old

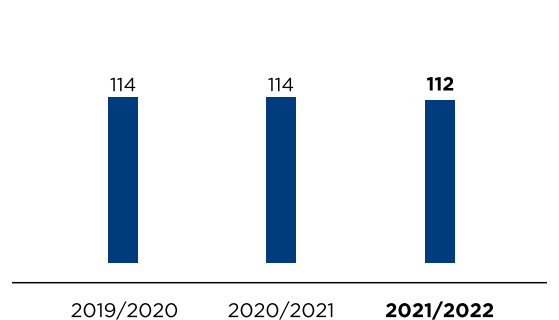
Definition: Breakdown of employees by age group, excluding trainees, as of 30 September.

Number of nationalities

METRO



Germany

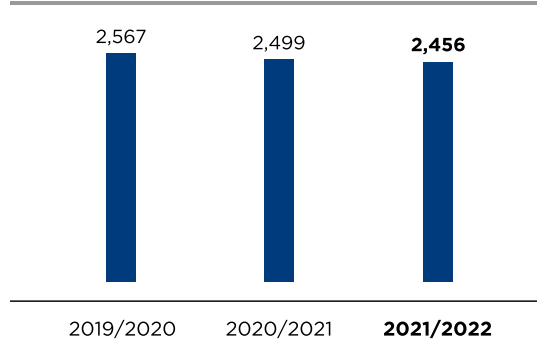


⁴ The calculation of the share of gender is conducted based on three categories (female, male, diverse). The category diverse cannot be shown separately, as share of total workforce is less than 0.01%. As of FY 2021/22, one employee was recorded as diverse by the system for the first time.

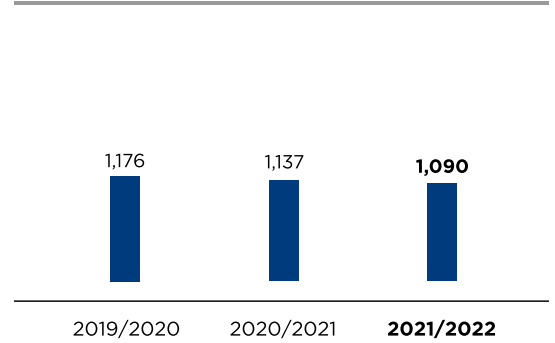
Definition: Number of different nationalities among our employees, excluding trainees, as of 30 September.

Employees with a recognised severe disability or equivalent status

METRO



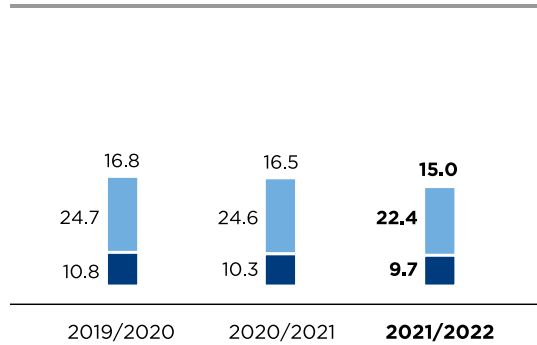
Germany



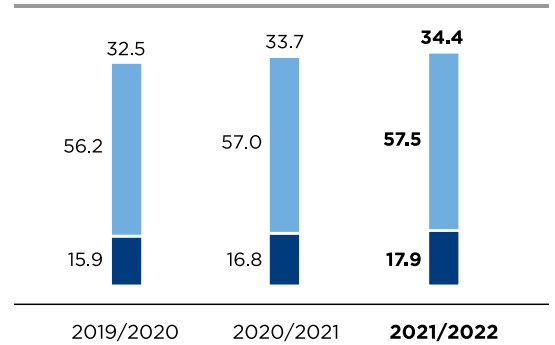
Definition: All employees considered severely disabled as defined by the respective country, or those with equivalent status.

Part-time rate by gender (in %)

METRO



Germany

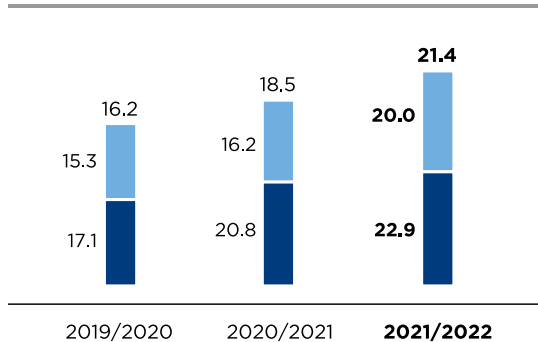


- Part time rate men (% of total men)
 - Part time rate women (% of total women)
- Part time rate (in % of total employees)

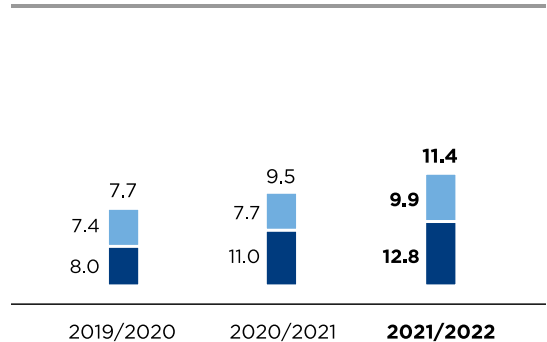
Definition: Share of part-time employees⁴, average for the year, excluding trainees.

Employee turnover by gender (in %)

METRO



Germany



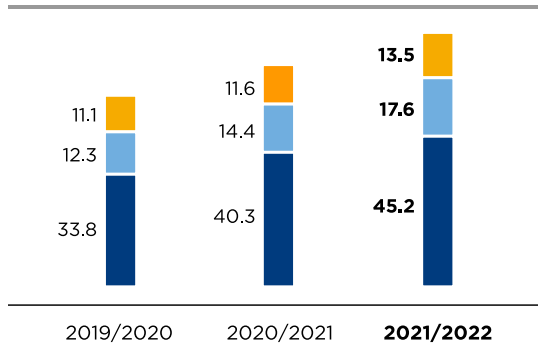
- Staff turnover of men (% of total men)
- Staff turnover of women (% of total women)
- Staff turnover total (% of total employees)

Definition: Employee turnover is defined as all employees leaving, that is those who retire, die or hand in their notice. The employee turnover rate⁴ is the number of workers leaving in relation to the average number of employees. All employees on permanent contracts are included.

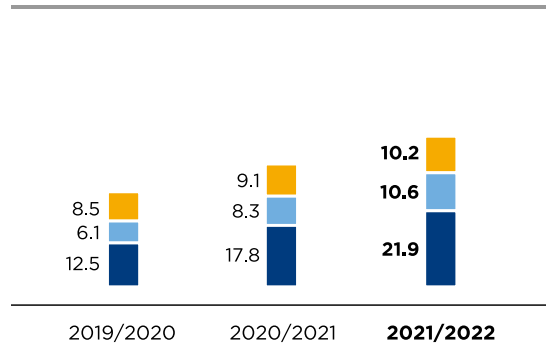
Explanation: The employee turnover rate is high at METRO. This is primarily attributable to the fact that the employee turnover is generally high in segment East where METRO operates.

Employee turnover by age (in %)

METRO



Germany

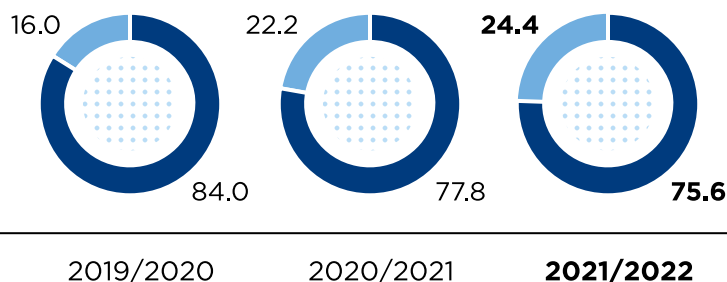


- < 30 years old
- 30-50 years old
- > 50 years old

Definition: Employees leaving due to retirement, death or resignation/dismissal, broken down by age. The employee turnover rate is the number of workers leaving in relation to the average number of employees.

Employee representation

METRO

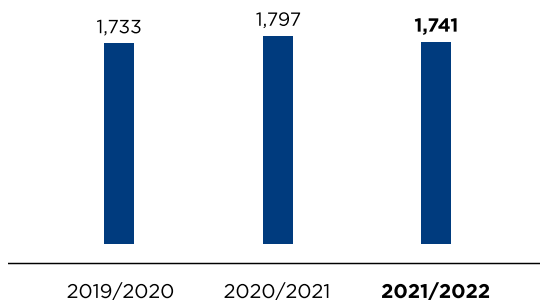


- proportion of employees who are represented by employee representatives (%)
- proportion of employees who are not represented (%)

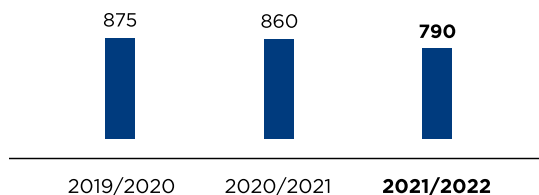
Definition: Proportion of employees who are represented by works councils, employee representatives and an independent trade union or whose interests are covered by collective agreements.

Trainees, interns and students

METRO



Germany

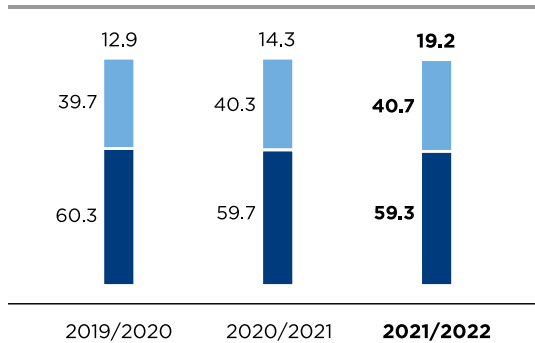


Definition: All trainees including interns and students.

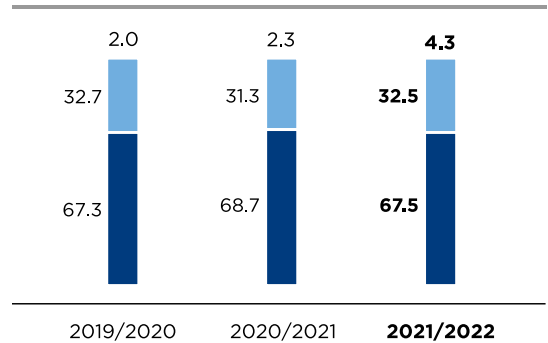
New employees 5 8 10

New employees by gender (in %)

METRO



Germany



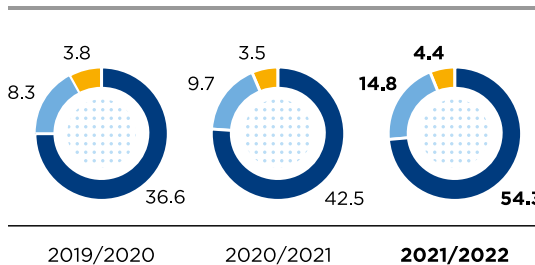
- Proportion of men
- Proportion of women

Proportion of new employees in relation to the average number of employees

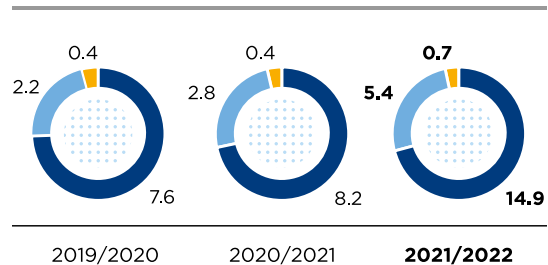
Definition: The figure for new employees⁴ includes all newly recruited employees and returning workers. The KPI shows the number of workers joining the company in relation to the average number of employees. This does not include trainees, interns, BA students and employees on temporary contracts.

New employees by age (in %)

METRO



Germany

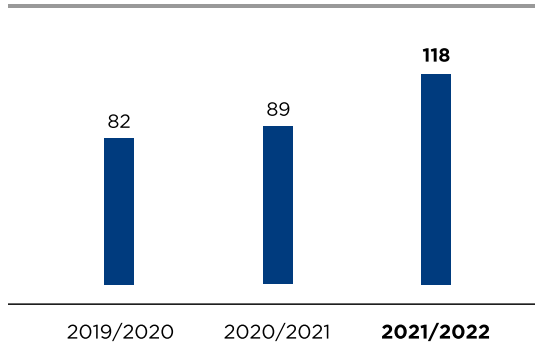


- < 30 years old
- 30-50 years old
- > 50 years old

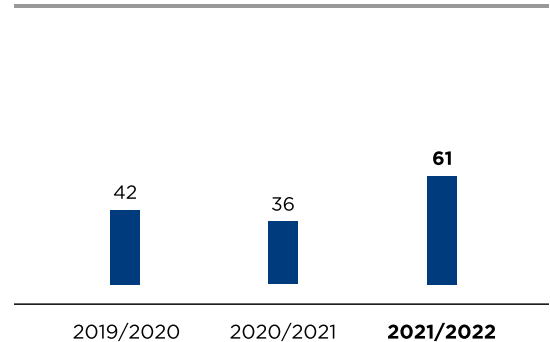
Definition: Breakdown of new employees by age group, average for the year. This does not include trainees, interns, BA students and employees on temporary contracts.

New employees number of nationalities

METRO



Germany

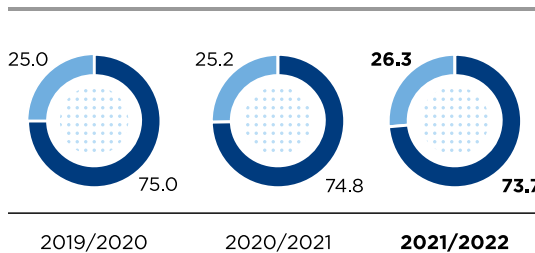


Definition: Number of different nationalities among our employees, excluding trainees, as of 30 September.

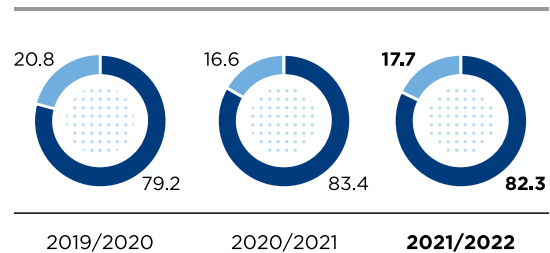
Management 5 8 10

Gender breakdown in managerial positions (in %)

METRO



Germany



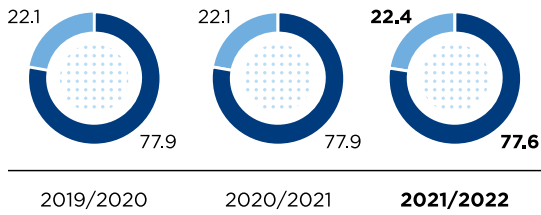
■ Proportion of men ■ Proportion of women

Definition: Managerial positions are those in levels 1–3 (Management Board, General Management, divisional management and store management). The percentage of male and female employees in these positions is calculated per capita as of 30 September.

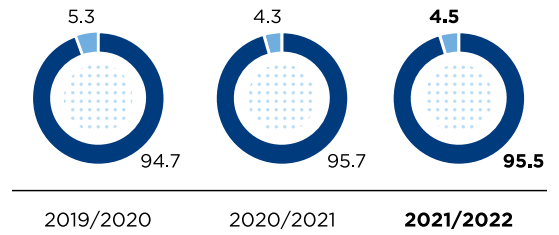
Targets: As part of the revision of the strategy and through the positive development with regard to achieving the target of increasing the proportion of women in management positions at METRO AG and METRO’s wholesale business, we have shortened the target achievement date of the current gender targets set by the Management Board on 26 July 2017 to 30 September 2020 (originally: 30 June 2022) and set new targets for September 2025. The objective is for 25% of employees on the first management level below the Management Board and 40% of employees on the second management level below the Management Board of METRO AG to be women by September 2025. Furthermore, METRO has again set a voluntary target for the proportion of women in executive positions at our wholesale business. According to this, the share of women in management positions at levels 1 to 3 (including store managers) of METRO locations worldwide is to be 30% by September 2025.

Gender breakdown in managerial positions top management (in %)

METRO



Germany



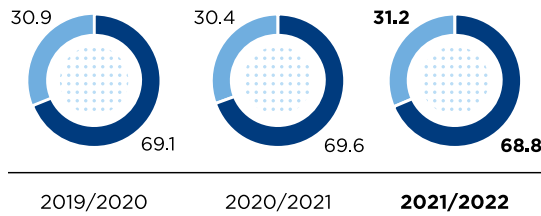
■ Proportion of men ■ Proportion of women

Definition: Managerial positions are those in levels 1–3 (Management Board, General Management, divisional management and store management). The percentage of male and female employees in these positions is calculated (per capita as of 30 September).

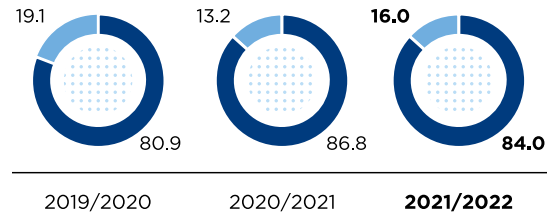
This graph refers to women and men in top management positions i.e. maximum two levels away from the CEO or comparable positions (as a % of total top management positions).

Gender breakdown in managerial positions junior management (in %)

METRO



Germany



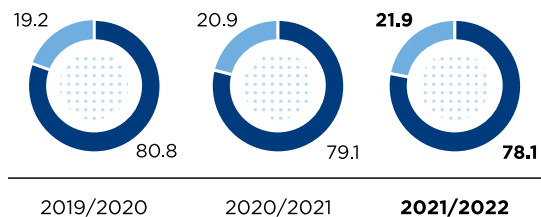
■ Proportion of men ■ Proportion of women

Definition: Managerial positions are those in levels 1-3 (Management Board, General Management, divisional management and store management). The percentage of male and female employees in these positions is calculated (per capita as of 30 September).

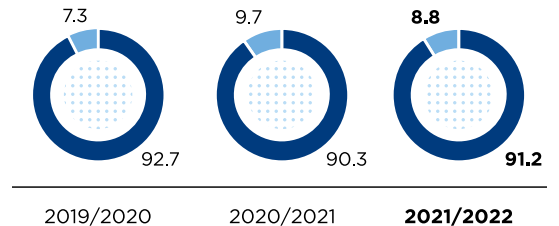
This graph refers to women and men in junior management positions, i.e. first level of management (as % of total junior management positions).

Gender breakdown in managerial positions of revenue generating units (in %)

METRO



Germany



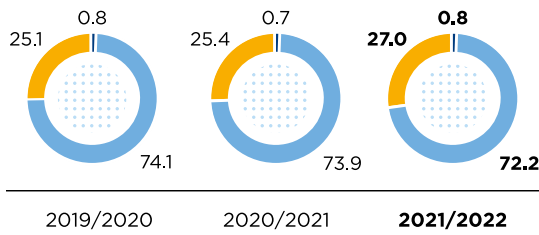
■ Proportion of men ■ Proportion of women

Definition: Managerial positions are those in levels 1-3 (Management Board, General Management, divisional management and store management). The percentage of male and female employees in these positions is calculated (per capita as of 30 September).

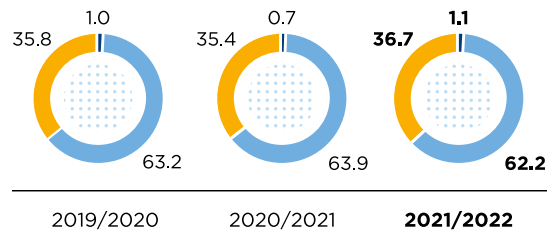
This graph refers to women and men in management positions in our stores and our delivery depots or similar as a % of all managers in those units.

Managers by age (in %)

METRO



Germany

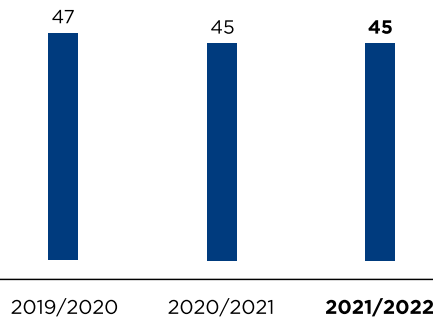


■ < 30 years old ■ 30-50 years old ■ > 50 years old

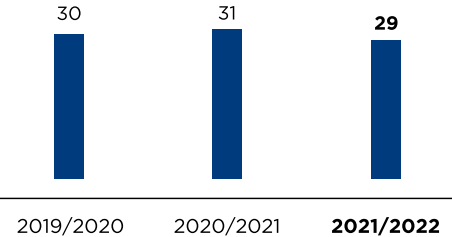
Definition: Breakdown of managers by age group as of 30 September.

Number of nationalities among managers

METRO



Germany

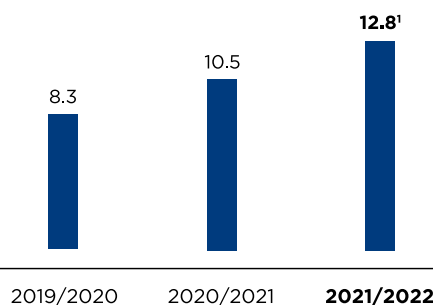


Definition: Number of different nationalities among our managers as of 30 September.

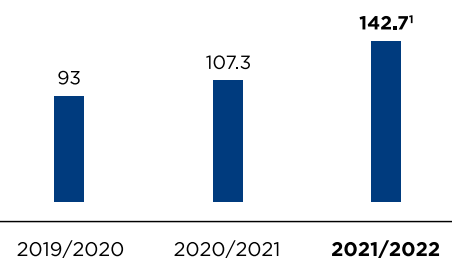
Training and Engagement

Continuing professional development

Average number of hours of CPD per employee per year



Average CPD expenditure per employee per year in €



¹ Reporting covers 88% of all METRO employees.

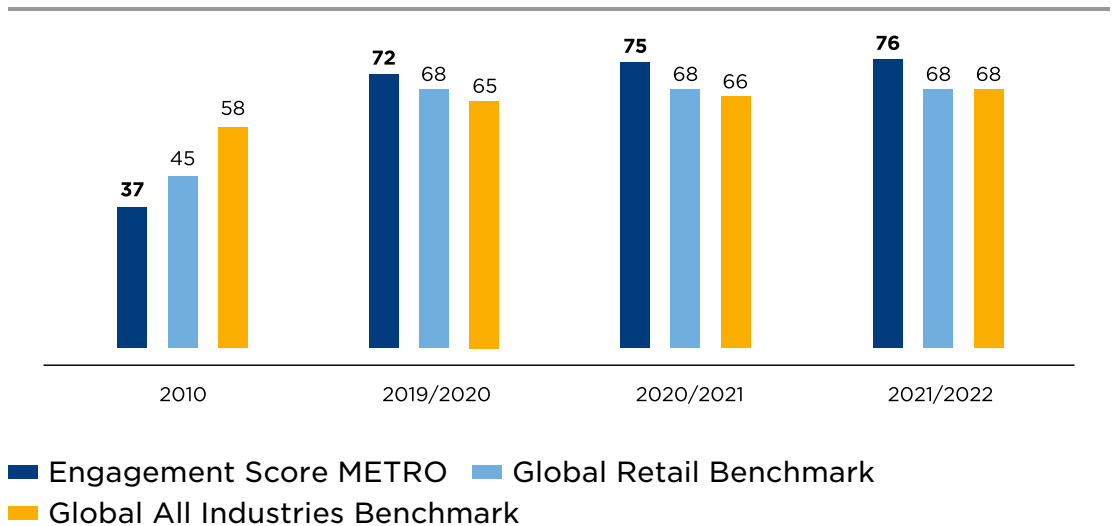
Definition: Training (hygiene, occupational safety, etc.) and courses focusing on ongoing operations plus medium- and long-term CPD opportunities that are offered with a view to enhancing the course of business.

Explanation: The key figures for training relate to employees on a full-time basis on annual average. The reported key figures include METRO AG and METRO wholesale companies. In this financial year, training activities as well as training-related expenditures increased compared to previous year.

Both digital self-learning activities and instructor-led courses increased, many of them still delivered digitally.

Employee engagement

METRO



Employee survey runs quarterly since start in 2019. From January 2022 only 2x per year (May + November) The figure for 2021/2022 is from May 2022.

Both, the global retail benchmark and the global benchmark for all industries was 68%.

Community Involvement

Community Involvement - METRO 17

in € thousand	2019/20	2020/21	2021/22
Charitable donations	2,002	1,737	4,150
Community investments	2,361	5,152	6,785
Commercial initiatives	1,740	539	892
Total	6,103	7,428	11,827

Community Involvement - Germany 17

in € thousand	2019/20	2020/21	2021/22
Charitable donations	142	410	714
Community investments	1,184	955	1,618
Commercial initiatives	628	134	405
Total	1,954	1,499	2,736

Charitable Donations

Definition: Donations for social purposes e.g. NGO, church, or other purposes as well as small donations.

Community Investments

Definition: Donations for culture, sports and science. Donations in the form of a long-term investment in the community e.g. school meals, support for the disadvantaged, food bank projects. Sponsorships that serve or promote the community in the long term e.g. METRO Marathon, Bundesverband der Tafeln e.V., World Food Programme, cultural festivals.

Commercial Initiatives

Definition: Sponsorships that are commercial and therefore do not fall under community investments.

COMMITMENTS, POSITIONS AND TARGETS

In the following you find METRO’s sustainability related commitments, positions and targets. They offer guidance on how we formally assess and address certain sustainability issues, assuming environmental and social responsibility within business.

Climate and carbon

Commitment/Policy/ Position	Target
Environmental guideline	./.
Science based Climate protection target	<p>Reduction of scope 1 and scope 2 CO₂ emissions by 60% per square metre selling and delivery space by 2030 compared to 2011.</p> <p>Becoming climate neutral by 2040.</p> <p>Reduction of absolute Scope 3 CO₂ emissions (supply chain) by 15% by 2030 compared to 2018.</p>
Water Protection target	<p>Water consumption decreased by 3.1% compared to the previous year. Overall, we have already met our target of saving 5% water compared to 2016/17. METRO has therefore set itself a new water savings target in fiscal year 2021/22:</p> <p>Reduction of the specific water consumption by 10% in our own operations per square metre of net operating area by 2030 compared to the base year 2020/21.</p>

Reduction of CO₂ in own operations

Commitment/Policy/ Position	Target
EV100 initiative commitment	<p>Expansion of charging infrastructure, including the parking lots of local METRO stores to 1,000 charging points till 2030.</p> <p>Promotion of electric mobility in METRO's own fleet of vehicles to reach nearly 100% availability of electrical or high-quality hybrid vehicles by 2030.</p>

Low carbon food system

Commitment/Policy/ Position	Target
CGF Commitment on Food waste	<p>METRO wants to reduce food waste in our own operations (stores and warehouses) by 50% per cent by 2025. We have committed to achieving this in a resolution of the Consumer Goods Forum.</p>
WRI 10x20x30 Commitment: <u>Champion 12.3 – 10x20x30 initiative</u> on Food waste	<p>METRO to work together with WRI (World Resources institute) and engage 20 of its suppliers to commit to halving their food waste by 2030 in line with SGD 12.3.</p>
METRO Packaging Policy with regard to own brands	<p>METRO aims that with a baseline of 2018, by 30 September 2023</p> <ol style="list-style-type: none"> 1. all own-brand packaging on all packaging levels is 100% PVC (PVdC) and EPS free 2. all primary and secondary paper/cardboard/ wood own-brand packaging is FSC / PEFC certified or has a minimum of 70% recycled content 3. 2,000 tonnes of plastic (virgin and recycled) own-brand packaging shall be reduced.

Single use plastic

By 2025, we will empower our customers' businesses to move into a future without any conventional single use plastic and increase resource efficiency by:

- Providing reusable, recyclable and compostable alternatives only
- Supporting our customers in this phase out and
- Advocating for the movement towards a circular economy regarding plastic

Ellen MacArthur New
Plastics Economy
Global Commitment

Disclosure of data in the Ellen MacArthur Global Commitment progress report

Soy Procurement
Policy with regard to
own brands

Soy as an ingredient (Tier 1 soy) in products with over 95% soy ingredient. e.g.: edamame beans, miso soup, miso paste, soybean oil, soy nuts, soy sauce, tofu, and Soy in animal feed (Tier 2 soy) must be certified zero deforestation by end 2025 with certification scheme by:

1. Round Table for Responsible Soy (RTRS Credits or RTRS Certified) or
2. ProTerra certification scheme or
3. Any of the other FEFAC benchmarked soy certification schemes

Palm oil Procurement
Policy with regard to
own brands

Target: 100% sustainable palm oil on RSPO level Segregated or Identity Preserved until 2023 in METRO's own brand products

Paper and Wood Procurement Policy with regard to own brands

Environmental:

- 100% of own-brand products made from wood or wood fibre in accordance with the scope originate from legal and responsibly managed forests by 2023

For assessing compliance the following shall apply:

- Products made from virgin fibre must be certified in accordance to one of the third-party forest certification schemes
 - FSC® (Forest Stewardship Council®) or
 - PEFC (Programme for the Endorsement of Forest Certification Schemes)
- Products made from recycled wood or fibre are considered to be sustainable for the purpose of this policy; acceptable certifications can be ISO 14024:2018 type I label or local eco-label

P&W Policy was updated in Nov. 2021. In the previous version, our target was 2020 or 2023 for challenging markets. However, most markets (apart from TR and KZ who achieved 100% rate) did not manage to achieve the target. Therefore, we have now revised the target to 100% for all countries to 2023.

The Social Compliance target in the P&W Policy has also been reviewed and revised to 2030 to align with the overarching METRO AG target.

Meat Procurement Policy with regard to own brands

The meat policy does not contain any own targets but builds upon relevant targets from existing public Metro policies related to sustainable meat sourcing, e.g. soy and animal welfare policy.

Position on Conscious proteins

METRO’s approach to Conscious Proteins has three streams:

Sustainable sourcing: Conscious proteins must be sourced responsibly which includes following established practices determined by our existing policies and commitments on sustainable sourcing

Marketing and creating customer awareness: to create more awareness amongst our suppliers and our internal and external stakeholders, we will promote conscious proteins in a responsible way

Creating awareness of our customers: we will help our customers to understand what they can do to create plates with conscious proteins in the context of their locality and culture.

Ethics and trust

Commitment/Policy/Position

Target

Policy for Social Compliance with regard to own brands

Target: Socially compliant supply chains for all risky own brand producers by 2030. This includes non-food, near-food and food producers of all tiers that bear a risk in their production facilities with regards to potential Human Rights violations. The social compliance can be proven by a valid audit against one of METROs accepted social audit schemes.

METRO Health and Nutrition Policy with regard to own brands

METRO aims to offer to our customers healthier own-brand products globally (common sourced and sourced by country organisations) with less sugar, salt, and fats and/or completely or partially free from additives and/or organic certified and/or alternative protein-based by:

- By the end of 2021 a total of 1,000 own brand products
- By the end of 2022 a total of 1,250 own brand products
- By the end of 2023 a total of 1,500 own brand products

Approach for sourcing of agricultural raw materials with regard to own brands | ./.

Policy for Sustainable Sourcing with regard to own brands | ./.

Fish and Seafood
Procurement Policy
with regard to own
brands

METRO has set itself three fish and seafood targets:

Environmental:

90% of our top twelve species will by 2025 either:

1. Be certified according to one of the accepted certification standards or
2. Be engaged in a credible comprehensive Fishery Improvement Project (FIP) or in an Aquaculture Improvement Project (AIP) that is in progress towards certification and with the clear target to achieve certification within a reasonable timeframe or
3. Be engaged with a third-party audit or a local certification scheme with reliable criteria.

Social:

By 2025 METRO aims for 100% of species to be audited or certified against one of the accepted social audits/certifications following the requirements of the METRO Policy for Social Compliance.

Currently this is valid only for land-based processing factories as well as land-based and at-sea aquaculture. Regarding at-sea operations METRO will accept any certification standard that has been recognized by the seafood-specific social benchmark tool developed by The Global Sustainable seafood Initiative (GSSI) in collaboration with the Consumer Goods Forum.

Traceability:

By 2030 all products have to be digitally traceable and have to meet key data elements of the Global Dialogue on Seafood Traceability (GDST) standard.

Additionally, the scientific and common names of species as well as the FAO catching area (wild catch) or name of the body of water (inland fishing) or the country of aquaculture have to be visible on products.

Animal Welfare Policy
with regard to own
brands

METRO aims to improve its assortment towards higher animal health and welfare standards by achieving the following targets by 2025:

- 100% Transparency of livestock origin (country of farm & slaughtering)
- 100% Exclusion of preventive usage of antibiotics and growth promoters
- 100% Exclusion of cloned animals or genetically modified animals
- 100% Exclusion of routine mutilation practice such as, castration, tail docking, teeth clipping, tooth clipping beak trimming, fin clipping
- 100% humanely stunning of animals prior to slaughtering
- Avoidance of long distance traveling wherever possible and keeping animal live transportation to a minimum

Cage Free Eggs targets have been revised in November 2021 and included in the relevant policy (see below)

Commitment on cage free eggs sourcing with regard to own brands

METRO is committed to sourcing 100% cage free shell eggs

- by the end of 2022 in Western and Southern Europe (DE|AT|IT|PT|ES|NL|FR)

BE was excluded from the scope of consolidation due to the discontinuation of business

- by the end of 2025 in Eastern Europe (EU) (HU|HR|PL|CZ|SK|RO|BG)
- by the end of 2027 in remaining markets, such as TR|UA|RS|RU|IN|PK,

JP was excluded from the scope of consolidation due to the discontinuation of business

METRO is committed to sourcing 100% cage free liquid egg own brand products by the end of 2027 (in challenging markets this timeline may be extended).

Our target achievement for Western and Southern Europe (DE|AT|IT|PT|ES|NL|FR) by end of FY 2022 is at 69%. We have already achieved 100% cage free own brand assortment in AT, DE, IT and the NL. For the remaining countries, ES, FR and PT the challenges at local markets due to bird flu persist. Countries will continue working on their action plans with local suppliers once the market availability allows it.

Some countries have set shorter timelines for themselves. For example, PL has already achieved 100% cage free eggs, three years before the METRO AG timeline. While TR has set a target for 2023, four years before the METRO AG timeline.

Policy on Genetically Modified Organisms (GMOs)

METRO is committed to:

- Genetically modified livestock (meat and fish) must not be used in our own-brand supply chain in line with our Animal Welfare Policy requirements.
- 100% transparency concerning genetically modified ingredients and ingredients originating from genetically modified organisms/plants in food products.
- 100% transparent labelling of food products containing more than 0.9% genetically modified ingredients.

The Policy is currently under review. No revision has yet taken place in fiscal year 2021/22.

<u>Position on Biodiversity</u>	./.
---------------------------------	-----

<u>Principles of good practice supply chain food (European Supply Chain Initiative)</u>	./.
---	-----

Equity, inclusion and well-being

Development of diverse workforce

Commitment/Policy/ Position	Target
Commitment for equal opportunities at work for all genders	<p>25% of employees on the 1st management level below the Management Board and 40% of employees on the 2nd management level below the Management Board of METRO AG to be women by September 2025.</p> <p>By September 2025, 30% of managerial positions on levels 1-3 (including store managers) of METRO Wholesale locations worldwide to be filled by women.</p>

GRI

GRI STANDARDS CONTENT INDEX

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards "Core option". In the GRI Content Index we report beside the general disclosures on at least one associated indicator for every issue that has been identified as material in order to make our performance in this area transparent.

Universal standards

Organizational profile

GRI indicator		Link/Comment 2021/22
102-1	Name of the organization	CRR: Imprint
102-2	Activities, brands, products, and services	CRR: Materiality analysis 2021/22
102-3	Location of headquarters	CRR: Imprint
102-4	Location of operations	AR: Group business model AR: Affiliated companies AR: Store network by country and segment
102-5	Ownership and legal form	CRR: Imprint AR: Shareholder structure of METRO AG AR: Combined non-financial statement of METRO AG
102-6	Markets served	AR: Group business model
102-7	Scale of the organization	CRR: Key Performance Indicators – Equity, inclusion and well-being – Employees CRR: Key Performance Indicators – Company AR: Group business model AR: Asset, financial and earnings position AR: Capital structure Additional information: METRO sells products from renowned manufacturers as well as own brands that combine high quality with an attractive price. In Germany, for example, the entire assortment comprises around 186,000 at METRO Wholesale.
102-8	Information on employees and other workers	CRR: Key Performance Indicators – Equity, inclusion and well-being – Employees CRR: Key Performance Indicators – Equity, inclusion and well-being – Part-time rate Additional information: Due to different legal regulations in the individual countries in which METRO operates, it is not meaningful to indicate the proportion of fixed-term employment contracts. Since the proportion of persons who are not employees or employees bound by instructions (including employees and

GRI indicator	Link/Comment 2021/22
	employees of contractual partners bound by instructions) is immaterial, it is not reported.
102-9 Supply chain	<p>CRR: Sustainability strategy</p> <p>AR: Group business model</p> <p>Additional information:</p> <p>As a retail and wholesale company, our supply chain can be simplified as follows: Manufacturers, producers and producers of food and non-food products; transport, storage and distribution; stores; consumers.</p> <p>Our supply chain management approaches can be found in the sections related to our sustainability priorities.</p>
102-10 Significant changes to the organization and its supply chain	<p>AR: Sales and earnings development of the segments</p> <p>AR: Letter to the shareholders</p> <p>AR: Overview of financial year 2021/22 and outlook</p> <p>Additional information:</p> <p>In our purchasing processes we make sure that we are not dependent on our suppliers. Our supplier structure has not changed significantly in this respect. Accordingly, we do not report changes in supplier location, supply chain structure or supplier relationships (including selection and termination).</p> <p>METRO's internal structures have also largely remained the same. The chapter Review of the Annual Report provides information on the changes.</p>
102-11 Precautionary Principle or approach	<p>CRR: Sustainability strategy</p> <p>CRR: ESG priorities</p> <p>CRR: Commitments, positions and targets</p>
102-12 External initiatives	CRR: Commitments, positions and targets
102-13 Membership in associations and interest groups	<p>Additional information:</p> <p>Memberships in selected organisations</p>

Strategy

GRI indicator	Link/Comment 2021/22
102-14 Statement from senior decision-maker	<p>CRR: Letter from the Management Board</p> <p>CRR: Sustainability strategy</p> <p>CRR: Materiality analysis 2021/22</p> <p>CRR: Management approach</p> <p>CRR: ESG priorities</p> <p>AR: Letter to the shareholders</p> <p>AR: Goals and strategy</p> <p>AR: Macroeconomic and sector-specific parameters</p> <p>AR: Report on events after the closing date and outlook</p>

GRI indicator	Link/Comment 2021/22
	AR: Opportunities and risk report

Ethics and integrity

GRI indicator	Link/Comment 2021/22
102-16 Values, principles, standards, and norms of behavior	<p>CRR: Sustainability strategy</p> <p>CRR: Materiality analysis 2021/22</p> <p>CRR: Commitments, positions and targets</p> <p>AR: Combined non-financial statement of METRO AG - Employee interests - Sustainable human resources (HR) strategy</p> <p>AR: Combined non-financial statement of METRO AG - Corporate ethics and transparency - Compliance - Including the fight against corruption and bribery as well as antitrust violations</p> <p>AR: Corporate Governance</p>

Governance

GRI indicator	Link/Comment 2021/22
102-18 Governance structure	<p>AR: Combined non-financial statement of METRO AG - Actively managing sustainability</p> <p>CRR: Materiality analysis 2021/22</p> <p>AR: Advice and supervision in consultation with the Management Board</p> <p>AR: Work in the committees</p> <p>AR: Report of the Supervisory Board</p>

Stakeholder engagement

GRI indicator	Link/Comment 2021/22
102-40 List of stakeholder groups	<p>Additional information:</p> <p>CRR: Materiality analysis 2021/22</p>
102-41 Collective bargaining agreements	CRR: Key Performance Indicators - Equity, inclusion and well-being - Employee representation
102-42 Identifying and selecting stakeholders	<p>CRR: Sustainability strategy</p> <p>Additional information:</p> <p>Stakeholder relations - METRO Sustainable (metroag.de)</p> <p>The exchange takes place with stakeholders along the entire value chain and takes into account both our impact and the potential impact on us.</p>
102-43 Approach to stakeholder engagement	CRR: Materiality analysis 2021/22

GRI indicator	Link/Comment 2021/22
	<p>AR: Combined non-financial statement of METRO AG - Responsible procurement and a more sustainable product range</p> <p>Additional information:</p> <p>Stakeholder relations - METRO Sustainable (metroag.de)</p>
102-44 Key topics and concerns raised	<p>CRR: Materiality analysis 2021/22</p> <p>CRR: Management approach</p> <p>CRR: ESG priorities</p> <p>AR: Combined non-financial statement of METRO AG - Responsible procurement and a more sustainable product range</p>

Reporting practice

GRI indicator	Link/Comment 2021/22
102-45 Entities included in the consolidated financial statements	<p>AR: Group business model</p> <p>CRR: Materiality analysis 2021/22</p> <p>AR: Affiliated companies</p> <p>Additional information:</p> <p>The METRO Corporate Responsibility Report 2021/22 covers the main operating units, including the sales lines and service companies as well as the holding. In addition, the respective scope is noted in the indicators.</p>
102-46 Defining report content and topic Boundaries	CRR: Materiality analysis 2021/22
102-47 List of material topics	CRR: Materiality analysis 2021/22
102-48 Restatements of information	<p>CRR: Key performance indicators and targets</p> <p>Additional information:</p> <p>Any new representations of information in comparison with previous reports are explained by footnotes at the appropriate points, where available.</p>
102-49 Changes in reporting	<p>CRR: Key performance indicators and targets</p> <p>AR: Internal control system for financial and operational processes</p> <p>Additional information:</p> <p>Important changes to the scope of the report and the limitations of aspects, if any, are explained in the appropriate places.</p>
102-50 Reporting period	CRR: About this report
102-51 Date of most recent report	CRR: About this report
102-52 Reporting cycle	CRR: About this report
102-53 Contact point for questions regarding the report	CRR: Imprint

GRI indicator		Link/Comment 2021/22
102-54	Claims of reporting in accordance with the GRI Standards	CRR: About this report
102-55	GRI content index	CRR: GRI Content index
102-56	External assurance	CRR: About this report CRR: Assurance about this report

Material topics

Business ethics and transparency

GRI indicator		Link/Comment 2021/22
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	AR: Combined non-financial statement of METRO AG – Corporate ethics and transparency – Compliance – Including the fight against corruption and bribery as well as antitrust violations CRR: Materiality analysis 2021/22 Additional information: Corporate Governance – METRO AG
103-2	The management approach and its components	AR: Combined non-financial statement of METRO AG – Corporate ethics and transparency – Compliance – Including the fight against corruption and bribery as well as antitrust violations Additional information: Corporate Governance – METRO AG
103-3	Evaluation of the management approach	AR: Combined non-financial statement of METRO AG – Corporate ethics and transparency – Compliance – Including the fight against corruption and bribery as well as antitrust violations Additional information: Corporate Governance – METRO AG
GRI 206: Anti-competitive Behavior 2016		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	AR: Remaining legal issues Additional information: Information on legal disputes, investigations and other legal issues as well as on the associated potential risks and effects for METRO can be found in section 48 “Remaining legal issues” in the notes to the consolidated financial statements of METRO AG as of 30 September 2022. Only legal matters of material importance for the net assets, financial position and results of operations of the Group or METRO AG are reported. The principle of materiality of management reporting is derived from § 315 HGB in conjunction with DRS 20 for the consolidated financial statements of METRO AG and from § 289 HGB in conjunction with DRS 20 for the individual financial statements of METRO AG.

Packaging and plastic

GRI indicator	Link/Comment 2021/22
GRI 103: Management approach 2016	
103-1 Explanation of the material topic and its Boundary	<p>AR: Combined non-financial statement of METRO AG - Customers - Packaging and plastics</p> <p>CRR: Materiality analysis 2021/22</p> <p>CRR: ESG priorities - Climate and carbon - Low carbon food system</p> <p>CRR: Commitments, positions and targets - Climate and carbon - Low carbon food system (METRO Packaging Policy; Single use plastic)</p>
103-2 The management approach and its components	<p>AR: Combined non-financial statement of METRO AG - Customers - Packaging and plastics</p> <p>CRR: ESG priorities - Climate and carbon - Low carbon food system</p> <p>CRR: Commitments, positions and targets - Climate and carbon - Low carbon food system (METRO Packaging Policy; Single use plastic)</p>
103-3 Evaluation of the management approach	<p>AR: Combined non-financial statement of METRO AG - Customers - Packaging and plastics</p> <p>CRR: ESG priorities - Climate and carbon - Low carbon food system</p> <p>CRR: Commitments, positions and targets - Climate and carbon - Low carbon food system (METRO Packaging Policy; Single use plastic)</p>
GRI 301: Materials 2016	
301-2 Recycled input materials used	<p>CRR: Key Performance Indicators - Climate and carbon - Amount of waste and recycling rate</p> <p>Additional information:</p> <p>Key Performance Indicators - Climate and carbon - METRO Sustainable (metroag.de)</p>

Resource-efficient operations

GRI indicator	Link/Comment 2021/22
GRI 103: Management approach 2016	
103-1 Explanation of the material topic and its Boundary	<p>AR: Combined non-financial statement of METRO AG - Environmental matters</p> <p>CRR: Materiality analysis 2021/22</p> <p>CRR: ESG priorities - Climate and carbon - Reduction of CO₂ in own operations</p> <p>CRR: Commitments, positions and targets - Climate and carbon - Reduction of CO₂ in own operations</p>
103-2 The management approach and its components	<p>AR: Combined non-financial statement of METRO AG - Environmental matters</p>

GRI indicator	Link/Comment 2021/22
	<p>CRR: ESG priorities – Climate and carbon – Reduction of CO₂ in own operations</p> <p>CRR: Commitments, positions and targets – Climate and carbon – Reduction of CO₂ in own operations</p>
103-3 Evaluation of the management approach	<p>AR: Combined non-financial statement of METRO AG – Environmental matters</p> <p>CRR: ESG priorities – Climate and carbon – Reduction of CO₂ in own operations</p> <p>CRR: Commitments, positions and targets – Climate and carbon – Reduction of CO₂ in own operations</p>
GRI 302: Energy 2016	
302-1 Energy consumption within the organization	<p>CRR: Key Performance Indicators – Climate and carbon – Total energy consumption</p> <p>Additional information:</p> <p>We do not sell significant quantities of energy to third parties. The consumption of the individual energy sources is converted into MWh using standard factors. Total fuel consumption within the organization from renewable sources amounts to 28,000 MWh from METRO France for biogas in FY 2021/22.</p>

Food waste management

GRI indicator	Link/Comment 2021/22
GRI 103: Management approach 2016	
103-1 Explanation of the material topic and its Boundary	<p>AR: Combined non-financial statement of METRO AG – Environmental matters</p> <p>CRR: Materiality analysis 2021/22</p> <p>CRR: ESG priorities – Climate and carbon – Low carbon food system</p> <p>CRR: Commitments, positions and targets – Climate and carbon – Low carbon food system (CGF Commitment on Food waste; WRI 10x20x30 Commitment: Champion 12.3 – 10x20x30 initiative on Food waste)</p>
103-2 The management approach and its components	<p>AR: Combined non-financial statement of METRO AG – Environmental matters – Reduction of food waste</p> <p>CRR: ESG priorities – Climate and carbon – Low carbon food system</p> <p>CRR: Commitments, positions and targets – Climate and carbon – Low carbon food system (CGF Commitment on Food waste; WRI 10x20x30 Commitment: Champion 12.3 – 10x20x30 initiative on Food waste)</p>
103-3 Evaluation of the management approach	<p>AR: Combined non-financial statement of METRO AG – Environmental matters – Reduction of food waste</p> <p>CRR: ESG priorities – Climate and carbon – Low carbon food system</p> <p>CRR: Commitments, positions and targets – Climate and carbon – Low carbon food system (CGF Commitment on Food waste; WRI 10x20x30 Commitment: Champion 12.3 – 10x20x30 initiative on Food waste)</p>

GRI indicator		Link/Comment 2021/22
GRI 306: Waste 2020		
306-1	Waste generation and significant waste-related impacts	<p>CRR: ESG priorities - Climate and carbon - Low carbon food system</p> <p>AR: Combined non-financial statement of METRO AG - Environmental matters</p>
306-2	Management of significant waste-related impacts	<p>CRR: Key Performance Indicators - Climate and carbon - Amount of waste and recycling rate</p> <p>AR: Combined non-financial statement of METRO AG - Environmental matters</p> <p>Additional information:</p> <p>The determination of the waste disposal method is based on the information provided by the waste disposal service providers we use.</p>
306-3	Waste generated	<p>AR: Combined non-financial statement of METRO AG - Environmental matters</p> <p>CRR: Key Performance Indicators - Climate and carbon - Amount of waste and recycling rate</p> <p>CRR: Key Performance Indicators - Climate and carbon - Food Waste</p> <p>Additional information:</p> <p>Due to a cyber-attack, it was not possible for us to access the food waste data on the system side within the preparation period of the CR report and to subject it to an audit by an auditor. As soon as the data is accessible again, the corresponding information will be published on our website under "KPIs and targets -> Climate and CO₂".</p>

Responsible sourcing and sustainable assortment

GRI indicator		Link/Comment 2021/22
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	<p>AR: Combined non-financial statement of METRO AG - Environmental matters</p> <p>CRR: Materiality analysis 2021/22</p> <p>CRR: ESG priorities - Climate and carbon</p> <p>CRR: ESG priorities - Ethics and trust</p> <p>CRR: Commitments, positions and targets - Climate and carbon</p> <p>CRR: Commitments, positions and targets - Ethics and trust</p>
103-2	The management approach and its components	<p>CRR: ESG priorities - Climate and carbon</p> <p>CRR: ESG priorities - Ethics and trust</p> <p>CRR: Commitments, positions and targets - Climate and carbon</p> <p>CRR: Commitments, positions and targets - Ethics and trust</p>

GRI indicator		Link/Comment 2021/22
		AR: Combined non-financial statement of METRO AG - Customer - Responsible procurement and a more sustainable product range AR: Combined non-financial statement of METRO AG - Customer - Healthy and nutritious products
103-3	Evaluation of the management approach	CRR: ESG priorities - Climate and carbon CRR: ESG priorities - Ethics and trust CRR: Commitments, positions and targets - Climate and carbon CRR: Commitments, positions and targets - Ethics and trust AR: Combined non-financial statement of METRO AG - Responsible procurement and a more sustainable product range AR: Combined non-financial statement of METRO AG - Customer - Healthy and nutritious products
Performance indicator	Raw material-specific policy and reporting training sessions with METRO workers	AR: Combined non-financial statement of METRO AG - Responsible procurement and a more sustainable product range

Talent attraction and development

GRI indicator		Link/Comment 2021/22
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	CRR: Materiality analysis 2021/22 AR: Combined non-financial statement of METRO AG - Employee interests
103-2	The management approach and its components	AR: Combined non-financial statement of METRO AG - Employee interests
103-3	Evaluation of the management approach	AR: Combined non-financial statement of METRO AG - Employee interests
GRI 401: Employment 2016		
401-1	New employee hires and employee turnover	CRR: Key Performance Indicators - Equity, inclusion and well-being - New employees by gender CRR: Key Performance Indicators - Equity, inclusion and well-being - New employees by age CRR: Key Performance Indicators - Equity, inclusion and well-being - Employee turnover by gender CRR: Key Performance Indicators - Equity, inclusion and well-being - Employee turnover by age

Occupational health, safety and well-being

GRI indicator	Link/Comment 2021/22
GRI 103: Management approach 2016	
103-1 Explanation of the material topic and its Boundary	<p>CRR: Materiality analysis 2021/22</p> <p>AR: Combined non-financial statement of METRO AG – Employee interests – Occupational safety and health management</p> <p>AR: Combined non-financial statement of METRO AG – Employee interests – KPIs for occupational safety and health</p> <p>AR: Combined non-financial statement of METRO AG – Employee interests – Occupational safety in times of Covid-19</p>
103-2 The management approach and its components	<p>CRR: Materiality analysis 2021/22</p> <p>AR: Combined non-financial statement of METRO AG – Employee interests – Occupational safety and health management</p> <p>AR: Combined non-financial statement of METRO AG – Employee interests – KPIs for occupational safety and health</p> <p>AR: Combined non-financial statement of METRO AG – Employee interests – Occupational safety in times of Covid-19</p> <p>Additional information:</p> <p>We report on 23 countries. We do not collect information based on the gender of employees. We do not calculate absentee rate as this issue is not related to Safety, but HR.</p>
103-3 Evaluation of the management approach	<p>CRR: Materiality analysis 2021/22</p> <p>AR: Combined non-financial statement of METRO AG – Employee interests – Occupational safety and health management</p> <p>AR: Combined non-financial statement of METRO AG – Employee interests – KPIs for occupational safety and health</p> <p>AR: Combined non-financial statement of METRO AG – Employee interests – Occupational safety in times of Covid-19</p>
GRI 403: Occupational Health and Safety 2018	
403-1 Occupational health and safety management system	<p>AR: Combined non-financial statement of METRO AG – Employee interests – Occupational safety and health management</p> <p>Additional information:</p> <p>Occupational safety and health are managed and coordinated:</p> <ul style="list-style-type: none"> • At the corporate level by Head of Corporate Safety, at Corporate Security, Safety and Forensics Department • At country level by Country and regional safety responsible persons. Each location has appointed a safety responsible person. In addition, in certain countries, outsourced safety expert companies are being hired. <p>Continuous improvement is achieved through an annual gap analysis of the Occupational safety management system (OSMS). This results in the development of an action plan to improve the OSMS.</p>

GRI indicator	Link/Comment 2021/22
403-2 Hazard identification, risk assessment, and incident investigation	<p>Additional information:</p> <p>The procedures for hazard identification, risk assessment and incident investigation are set out in the OSMS Policy and the OSMS Manual.</p> <p>Human Rights - Occupational Health and safety - it's always safety first</p>
403-3 Occupational health services	<p>Additional information:</p> <p>A company medical service has been appointed for METRO AG and other Group companies in Germany in accordance with § 1 ASiG. A specialist in occupational and general medicine acts as company physician. The occupational health services include mandatory travel medicine screening, blood glucose and blood pressure measurement for early diabetes detection, nutritional medicine consultation, G37 eye examination, ergonomics consultation at the workplace and a psychological consultation. All employees of the above-mentioned companies have access to the description of services via the internal social network. A visit by the company doctor is open to all the above-mentioned employees during working hours. The company medical service accompanies the risk assessments and inspections of workplaces and work sites in order to eliminate, exclude or reduce hazards of working and environmental conditions. Similar services are also offered at METRO's national subsidiaries. In order to purchase special office furniture or work equipment for health reasons, it is necessary for employees to disclose certificates or invoices for necessary equipment. Confidentiality is ensured by providing this data only to a specific group of people for review. The company physician is subject to medical confidentiality.</p>
403-4 Worker participation, consultation, and communication on occupational health and safety	<p>Additional information:</p> <p>Human Rights - Occupational Health and safety - it's always safety first</p>
403-5 Worker training on occupational health and safety	<p>Additional information:</p> <p>Human Rights - Occupational Health and safety - it's always safety first</p>
403-6 Promotion of worker health	<p>AR: Combined non-financial statement of METRO AG - Employee interests - Well-Being</p> <p>Additional information:</p> <p>All interested employees in all METRO national as well as group companies were offered flu vaccinations and Covid-19 vaccinations as a voluntary service via the company medical services. In addition, METRO AG incl. METRO Digital, METRO Advertising, METRO PROPERITES, METRO Markets and MIB offers access to a so-called Employee Assistant Program, through which employees can, for example, obtain faster access to medical specialists.</p>
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	<p>Additional information:</p> <p>Human Rights - Occupational Health and safety - it's always safety first</p>
403-9 Work-related injuries	<p>CRR: Key Performance Indicators - Human Rights - LTIFR</p> <p>AR: Combined non-financial statement of METRO AG - Employee interests - KPIs for occupational safety and health</p> <p>Additional information:²</p> <p>We collect the following types of injuries: Fatality, Lost work day cases (LWDC), Medical treatment cases (MTC), Restricted Work Cases (RWC), First Aid cases (FA). Also, we collect commuting accidents and Near Misses, which are not included in LTIFR.</p> <p>We calculate the following indicators: LTI (Lost Time Injury) and LTIFR (Lost Time Injury Frequency Rate) because these are the key control indicators for METRO. The other indicators required by GRI 403-9 are therefore not included. We provide</p>

GRI indicator **Link/Comment 2021/22**

information on all employees, without exception. During the reporting period, there was a one-digit number of high-consequence injuries. The main root causes for half of the cases were inattention of employees when working with moving equipment, the rest derived from wrong movement during manual handling of loads and organisation of workspace. All cases involve the human factor, which, according to the hierarchy of controls, requires administrative controls, e.g., changing the way people work and conducting periodic safety equipment inspections, conducting trainings, changing the work patterns of personnel and giving appropriate instructions to personnel.
METRO LTIFR FY 21/22:

Hours Worked ¹	Fatality	LWDC	LTI = F+LWDC	LTIFR = (LTI/HW) x 1,000,000
146,545,643.39	0	1065	1065	7.27

¹ For company employees: the total number of hours worked including overtime and training during the period. For contractor employees, the total number of hours worked for the company during the period.

² The additional information on 403-9 presented below has not been subjected to the limited assurance audit in accordance with ISAE 3000 by KPMG AG Wirtschaftsprüfungsgesellschaft."

[Human Rights - Occupational Health and safety - it's always safety first](#)

Employee diversity and inclusion

GRI indicator **Link/Comment 2021/22**

GRI 103: Management approach 2016

103-1	Explanation of the material topic and its Boundary	<p>CRR: Materiality analysis 2021/22</p> <p>AR: Combined non-financial statement of METRO AG - Employee interests - Diversity and inclusion</p> <p>CRR: ESG priorities - Equity, inclusion and well-being</p> <p>CRR: Commitments, positions and targets - Equity, inclusion and well-being</p> <p>AR: Combined non-financial statement of METRO AG - Employee interests - Diversity and inclusion</p> <p>AR: Combined non-financial statement of METRO AG - Employee interests - Equal opportunities in the workplace</p>
-------	--	--

103-2	The management approach and its components	<p>AR: Combined non-financial statement of METRO AG - Employee interests - Diversity and inclusion</p> <p>CRR: ESG priorities - Equity, inclusion and well-being</p> <p>CRR: Commitments, positions and targets - Equity, inclusion and well-being</p>
-------	--	--

103-3	Evaluation of the management approach	<p>AR: Combined non-financial statement of METRO AG - Employee interests - Diversity and inclusion</p> <p>CRR: ESG priorities - Equity, inclusion and well-being</p> <p>CRR: Commitments, positions and targets - Equity, inclusion and well-being</p>
-------	---------------------------------------	--

GRI 405: Diversity and Equal Opportunity 2016

405-1	Diversity of governance bodies and employees	CRR: Key Performance Indicators - Equity, inclusion and well-being - Gender breakdown in managerial positions
-------	--	---

GRI indicator	Link/Comment 2021/22
	CRR: Key Performance Indicators – Equity, inclusion and well-being – Gender breakdown in managerial positions top management
	CRR: Key Performance Indicators – Equity, inclusion and well-being – Gender breakdown in managerial positions junior management
	CRR: Key Performance Indicators – Equity, inclusion and well-being – Gender breakdown in managerial positions of revenue generating units
	CRR: Key Performance Indicators – Equity, inclusion and well-being – Managers by age
	CRR: Key Performance Indicators – Equity, inclusion and well-being – Number of nationalities among managers
	CRR: Key Performance Indicators – Equity, inclusion and well-being – Employees
	CRR: Key Performance Indicators – Equity, inclusion and well-being – Employees by age group
	CRR: Key Performance Indicators – Equity, inclusion and well-being – Employees with a recognised severe disability or equivalent status
	CRR: Key Performance Indicators – Equity, inclusion and well-being – New employees by age
	CRR: Key Performance Indicators – Equity, inclusion and well-being – Number of nationalities

Human rights

GRI indicator	Link/Comment 2021/22
GRI 103: Management approach 2016	
103-1	<p>Explanation of the material topic and its Boundary</p> <p>CRR: Materiality analysis 2021/22</p> <p>AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership</p> <p>AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights</p> <p>AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain</p> <p>CRR: ESG priorities – Ethics and trust</p> <p>CRR: Commitments, positions and targets – Ethics and trust</p>
103-2	<p>The management approach and its components</p> <p>AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership</p> <p>AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights</p> <p>AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain</p> <p>CRR: ESG priorities – Ethics and trust</p> <p>CRR: Commitments, positions and targets – Ethics and trust</p>

GRI indicator	Link/Comment 2021/22
	<p>Additional information:</p> <p>Principles on Fair Working Conditions & Social Partnership</p> <p>amfori BSCI Code of Conduct</p>
103-3 Evaluation of the management approach	<p>AR: Combined non-financial statement of METRO AG - Employee interests - Fair working conditions and social partnership</p> <p>AR: Combined non-financial statement of METRO AG - Social matters - Respect for human rights</p> <p>AR: Combined non-financial statement of METRO AG - Social matters - Global labour and social standards in the supply chain</p> <p>CRR: ESG priorities - Ethics and trust</p> <p>CRR: Commitments, positions and targets - Ethics and trust</p> <p>Additional information:</p> <p>Principles on Fair Working Conditions & Social Partnership</p> <p>amfori BSCI Code of Conduct</p>
GRI 414: Supplier Social Assessment 2016	
414-1 New suppliers that were screened using social criteria	<p>AR: Combined non-financial statement of METRO AG - Social matters - Respect for human rights</p> <p>AR: Combined non-financial statement of METRO AG - Social matters - Global labour and social standards in the supply chain</p> <p>Additional information:</p> <p>Social criteria form a general contractual element (paragraph on social standards) in all own brand and brand contracts as well as through our Code of Conduct.</p> <p>Active screening for own brand suppliers happens automatically during the on-boarding into our social standard process as compliance with social criteria is a prerequisite for becoming a new supplier but new suppliers are not tagged as "new" in our system."</p>

Healthy and nutritious products

GRI indicator	Link/Comment 2021/22
GRI 103: Management approach 2016	
103-1 Explanation of the material topic and its Boundary	<p>CRR: Materiality analysis 2021/22</p> <p>CRR: ESG priorities - Ethics and trust</p> <p>CRR: Commitments, positions and targets - Ethics and trust</p> <p>AR: Opportunities and risk report - Corporate Responsibility</p> <p>AR: Combined non-financial statement of METRO AG - Responsible procurement and a more sustainable product range</p> <p>AR: Combined non-financial statement of METRO AG - Customer - Healthy and nutritious products</p>

GRI indicator		Link/Comment 2021/22
103-2	The management approach and its components	<p>CRR: ESG priorities – Ethics and trust</p> <p>CRR: Commitments, positions and targets – Ethics and trust</p> <p>AR: Opportunities and risk report – Corporate Responsibility</p> <p>AR: Combined non-financial statement of METRO AG – Responsible procurement and a more sustainable product range</p> <p>AR: Combined non-financial statement of METRO AG – Customer – Healthy and nutritious products</p>
103-3	Evaluation of the management approach	<p>CRR: ESG priorities – Ethics and trust</p> <p>CRR: Commitments, positions and targets – Ethics and trust</p> <p>AR: Opportunities and risk report – Corporate Responsibility</p> <p>AR: Combined non-financial statement of METRO AG – Responsible procurement and a more sustainable product range</p> <p>AR: Combined non-financial statement of METRO AG – Customer – Healthy and nutritious products</p>

GRI 416: Customer Health and Safety 2016

416-1	Assessment of the health and safety impacts of product and service categories	<p>CRR: Key Performance Indicators – Ethics and trust – Organic and Responsible Products</p> <p>AR: Opportunities and risk report – Corporate Responsibility</p> <p>Reasons for omission: Percentage data cannot be collected for internal reporting system reasons. In addition, METRO mainly only works on own-brand products in this area.</p>
-------	---	---

Data privacy and security

GRI indicator		Link/Comment 2021/22
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	<p>CRR: Materiality analysis 2021/22</p> <p>AR: Combined non-financial statement of METRO AG – Corporate ethics and transparency – Protection of personal data</p> <p>Additional information: METRO was the target of a cyber attack in October 2022, which led to a partial failure of the IT systems. Further explanations are provided in the Combined Management Report of the Annual Report under "Events after the balance sheet date".</p>
103-2	The management approach and its components	<p>AR: Combined non-financial statement of METRO AG – Corporate ethics and transparency – Protection of personal data</p> <p>Additional information: METRO was the target of a cyber attack in October 2022, which led to a partial failure of the IT systems. Further explanations are provided in the Combined Management Report of the Annual Report under "Events after the balance sheet date".</p>

GRI indicator**Link/Comment 2021/22**

103-3 Evaluation of the management approach

[AR: Combined non-financial statement of METRO AG - Corporate ethics and transparency - Protection of personal data](#)

Additional information:
METRO was the target of a cyber attack in October 2022, which led to a partial failure of the IT systems. Further explanations are provided in the Combined Management Report of the Annual Report under "Events after the balance sheet date".

GRI 418: Customer Privacy 2016

418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data

Reason for omission:

The topic of protection of personal data is material for METRO, nevertheless we do not report openly on substantiated complaints concerning breaches of customer privacy and losses of customer data due to reasons of compliance with the obligation of secrecy.

ABOUT THIS REPORT

REPORT PROFILE

Transparent reporting

This Corporate Responsibility Report 2021/22 was prepared in accordance with the GRI standards and fulfils the 'Core' option. You will find the GRI content index [here](#).

Reporting period

The reporting period is the financial year 2021/22 (1 October 2021 to 30 September 2022). To provide updates on developments, information has also been included that relates to periods prior to 2020/21. In the interests of topicality, we have also taken into account events which occurred up to the time of going to press (12 December 2022) The frame of reference for each of our targets and measures is indicated in the relevant section.

METRO reports on its sustainability performance each year by publishing either a Corporate Responsibility Progress Report or a Corporate Responsibility Report. A [Corporate Responsibility Progress Report](#) was produced for financial year 2020/21, which was published on 15 December 2021.

Limitations of the report

The scope of applicability of the information is given in the respective texts, key performance indicators or targets. Unless expressly stated otherwise, all presentations refer to continuing operations.

United Nations Global Compact

METRO is no longer participant of the United Nations Global Compact (UNGC), a United Nations-led global initiative that aims to encourage businesses to adopt universal sustainability principles. Therefore, we do not report on UNCG principles anymore.

Independent external assurance of the CR Report 2021/22

We strive to continuously improve our sustainability management. Having our report audited externally is a means of emphasising the credibility and transparency of our sustainability reporting. The quantitative and qualitative sustainability performance information included in the scope of the limited assurance engagement was conducted by KPMG AG Wirtschaftsprüfungsgesellschaft according to ISAE 3000 and ISAE 3410. It was not part of the engagement to review product and service related information, references to external websites and information sources, as well as future-related statements in the Report. The certification from the independent auditor can be viewed under [assurance report](#) [Link /tbd].

Disclaimer

This Corporate Responsibility Report contains forward-looking statements that are based on certain assumptions and expectations at the time of its publication. These statements are therefore subject to risks and uncertainties, which means that actual results may differ substantially from the future-oriented statements made here. Many of these risks and uncertainties are determined by factors that are beyond the control of METRO and cannot be gauged with any certainty at this point in time. These include future market conditions and economic developments, the behaviour of other market participants, the achievement of expected synergy effects as well as legal and political decisions. METRO does not feel obliged to publish corrections to these forward-looking statements to reflect events or circumstances that occur after the publication date of this material.

Join in the dialogue

Dialogue with all of our stakeholders such as you as our readers is important to us because it shows us what you expect of our company and where we can make further improvements. We would therefore like to hear any questions or comments you may have about the METRO Corporate Responsibility Report 2021/22 and our sustainability activities in general. Want to share some thoughts with us? Find us and our latest activities on [Twitter](#) and [LinkedIn](#) or send us an e-mail: CR@metro.de

LIMITED ASSURANCE REPORT OF THE INDEPENDENT AUDITOR REGARDING SUSTAINABILITY INFORMATION⁶

To the Management Board of METRO AG, Düsseldorf

We have performed an independent limited assurance engagement on the sustainability information published in the “Corporate Responsibility Report 2021/22” (further “Report”) for the period from October 1, 2021 to September 30, 2022 of METRO AG, Düsseldorf (further “Company”), published online at www.metroag.de/cr-report-2021-22.

It was not part of our engagement to review product- and service-related information, references to external websites and information sources, as well as future-related statements in the Report. As disclosed in the section ‘Social audits’, certifications on manufacturing facilities of suppliers were conducted by external certification firms mandated by METRO AG to ensure compliance with the environmental, social and health standards of the amfori Business Social Compliance Initiative (BSCI) or equivalent standards. The appropriateness and accuracy of the conclusions from the audit/certification work performed was not part of our assurance procedures.

Management’s Responsibility

The legal representatives of the Company are responsible for the preparation of the Report and the determination and presentation of the sustainability information in accordance with the Reporting Criteria. METRO AG applies the principles and standard disclosures of the Sustainability Reporting Standards of the Global Reporting Initiative (GRI), the Corporate Accounting and Reporting Standard (Scope 1 and 2) and the Corporate Value Chain (Scope 3) Standard of World Resources Institute / World Business Council for Sustainable Development, supported by internal guidelines (further: Reporting Criteria).

This responsibility of the legal representatives includes the selection and application of appropriate methods to prepare the Report and the use of assumptions and estimates for individual disclosures which are reasonable under the given circumstances. Furthermore, the legal representatives are responsible for the internal controls they deem necessary for the preparation of the Report that is free of – intended or unintended – material misstatements.

Practitioner’s Responsibility

It is our responsibility to express a conclusion on the Report based on our work performed within a limited assurance engagement.

We conducted our work in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised): “Assurance Engagements other than Audits or Reviews of Historical Financial Information” and the International Standard on Assurance Engagements (ISAE) 3410: “Assurance Engagements on Greenhouse Gas Statements” of the International Auditing and Assurance Standards Board (IAASB).

Accordingly, we have to plan and perform the assurance engagement in such a way that we obtain limited assurance as to whether any matters have come to our attention

⁶ Our engagement applied to the German version of the Corporate Responsibility Report 2021/22. This text is a translation of the Independent Assurance Report issued in the German language, whereas the German text is authoritative.

that cause us to believe that the Report of the Company for the period from October 1, 2021 to September 30, 2022 has not been prepared, in all material respects, in accordance with the Reporting Criteria. We do not, however, issue a separate conclusion for each disclosure. As the assurance procedures performed in a limited assurance engagement are less comprehensive than in a reasonable assurance engagement, the level of assurance obtained is substantially lower. The choice of assurance procedures is subject to the auditor's own judgement.

Within the scope of our engagement we performed, amongst others, the following procedures:

- Inquiries of group-level personnel who are responsible for the materiality analysis in order to understand the processes for determining material topics and respective reporting boundaries for METRO AG
- A risk analysis, including a media research, to identify relevant information on METRO AG's sustainability performance in the reporting period
- Evaluation of the design and the implementation of systems and processes for the collection, processing and monitoring of disclosures, including data consolidation, on environmental, employee and social matters, respect for human rights, and combatting corruption and bribery matters
- Inquiries of group-level personnel who are responsible for determining disclosures on concepts, due diligence processes, results and risks, performing internal control functions and consolidating disclosures
- Inspection of selected internal and external documents
- Analytical procedures for the evaluation of data and of the trends of quantitative disclosures as reported at group level by all sites
- Assessment of local data collection and reporting processes and reliability of reported data via a sampling survey at METRO Deutschland GmbH, METRO Italia Cash and Carry S. P. A. and Makro Cash and Carry Polska S.A. via videoconference
- Assessment of the overall presentation of the disclosures.

In our opinion, we obtained sufficient and appropriate evidence for reaching a conclusion for the assurance engagement.

Independence and Quality Assurance on the Part of the Auditing Firm

In performing this engagement, we applied the legal provisions and professional pronouncements regarding independence and quality assurance, in particular the Professional Code for German Public Auditors and Chartered Accountants (in Germany) and the quality assurance standard of the German Institute of Public Auditors (Institut der Wirtschaftsprüfer, IDW) regarding quality assurance requirements in audit practice (IDW QS 1).

Conclusion

Based on the procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that the sustainability information in the "Corporate Responsibility Report 2021/22" of METRO AG, published online at www.metroag.de/cr-report-2021-22 for the period from October 1, 2021 to

September 30, 2022, has not been prepared, in all material respects, in accordance with the Reporting Criteria.

Restriction of Use/Clause on General Engagement Terms

This report is issued for purposes of the Management Board of METRO AG, Düsseldorf, only. We assume no responsibility with regard to any third parties.

Our assignment for the Management Board of METRO AG, Düsseldorf, and professional liability as described above was governed by the General Engagement Terms for Wirtschaftsprüfer and Wirtschaftsprüfungsgesellschaften (Allgemeine Auftragsbedingungen für Wirtschaftsprüfer und Wirtschaftsprüfungsgesellschaften) in the version dated January 1, 2017 (https://www.kpmg.de/bescheinigungen/lib/aab_english.pdf). By reading and using the information contained in this assurance report, each recipient confirms notice of the provisions contained therein, including the limitation of our liability as stipulated in No. 9, and accepts the validity of the General Engagement Terms with respect to us.

Düsseldorf, December 13, 2022

KPMG AG Wirtschaftsprüfungsgesellschaft

[Original German version signed by:]

Stauder
Wirtschaftsprüfer
[German Public Auditor]

Brokof
Wirtschaftsprüferin
[German Public Auditor]

IMPRINT

PUBLISHER

METRO AG
Schlüterstraße 1
40235 Düsseldorf
Germany

METRO AG ON THE INTERNET

www.metroag.de/en

www.responsibility.metroag.de

CORPORATE RESPONSIBILITY TEAM

Ivonne Bollow
Nina von Radowitz
Chantal Wagner
and many more

cr@metro.de

ONLINE DESIGN, CONCEPT AND REALISATION

[nexxar GmbH](#), Vienna

Published on 14 December 2022

