

GRI G3 CONTENT INDEX

This sustainability report is based on the guidelines of the Global Reporting Initiative (GRI). For the first time METRO GROUP is reporting in line with the requirements of version 3.1 of the G3 guidelines, which represents a further step towards enhancing the transparency of the Company's sustainability commitment. The report satisfies the requirements of application level B.

The following table refers to information in METRO AG's sustainability report and annual report in respect of indicators and profile.

Profile Disclosure	Description	Reported	Cross-reference	Explanation
1. Strategy and analysis				
1.1	Statement from the Management Board.	Completely	[SR 2012 // Letter from the Management Board: pp. 1-2] [SR 2012 // Global challenges – corporate engagement: pp. 3-12]	
1.2	Key impacts, risks and opportunities.	Completely	[SR 2012 // Letter from the Management Board: pp. 1-2] [SR 2012 // Global challenges – corporate engagement: pp. 3-12] [SR 2012 // Our sustainability vision: pp. 18-19] [SR 2012 // Goals: pp. 59-66]	
2. Organisational profile				
2.1	Name of the organisation.	Completely	[SR 2012 // METRO GROUP's structure: p. 17] [AR 2012 // Information: p. 305]	
2.2	Primary brands, products and/or services.	Completely	[SR 2012 // METRO GROUP's structure: p. 17] [AR 2012 // Strategic Positioning of METRO GROUP: pp. 41-53] [AR 2012 // Group structure: p. 83]	
2.3	Structure of the organisation.	Completely	[SR 2012 // METRO GROUP's structure: p. 17] [AR 2012 // Group structure: p. 82]	
2.4	Location of organisation's headquarters.	Completely	[AR 2012 // Strategic positioning of METRO GROUP: p. 41]	
2.5	Countries where the organisation operates.	Completely	[AR 2012 // Group structure: p. 84]	
2.6	Nature of ownership and legal form.	Completely	[AR 2012 // METRO shares: p. 59]	
2.7	Markets served.	Completely	[AR 2012 // Group structure: pp. 83-84]	
2.8	Scale of the reporting organisation.	Completely	[AR 2012 // Employees: p. 111] [AR 2012 // Strategic positioning of METRO GROUP: pp. 41-53] [AR 2012 // Overview of the financial year 2012 and forecast: p. 81] [AR 2012 // Earnings position: pp. 100-101]	
2.9	Significant changes during the reporting period.	Completely	[AR 2012 // Letter to the shareholders: p. 3] [AR 2012 // Strategic positioning of METRO GROUP: pp. 41-53] [AR 2012 // Group structure: p. 82]	
2.10	Awards received in the reporting period.	Completely	[SR 2012 // Review: pp. 14-15] [AR 2012 // Strategic positioning of METRO GROUP: Real: p. 46] [AR 2012 // METRO shares: p. 60] [AR 2012 // Employees: p. 116] [AR 2012 // Supplementary and forecast report: pp. 167-168]	
3. Report parameters				
3.1	Reporting period.	Completely	[SR 2012 // Imprint: p. 78]	

Profile Disclosure	Description	Reported	Cross-reference	Explanation
3.2	Publishing date of previous report.	Completely		The progress report 2011 was published on 23/5/2012 and the last sustainability report on 23/11/2010.
3.3	Reporting cycle.	Completely		A sustainability report or a progress report is published once a year.
3.4	Contact point for the report or its contents.	Completely	[SR 2012 // Imprint: p. 78]	
3.5	Process for defining report content.	Completely	[SR 2012 // Global challenges – corporate engagement: pp. 3-12] [SR 2012 // Our sustainability management: pp. 20] [SR 2012 // Supply chain and products: pp. 26-29] [SR 2012 // Energy and resource management: pp. 30-33] [SR 2012 // Employees and social affairs: pp. 34-37] [SR 2012 // Social policies and stakeholder dialogue: pp. 38-41]	
3.6	Boundary of the report.	Completely	[SR 2012 // Imprint: p. 78] [SR 2012 // Key performance indicators: pp. 43-56] [SR 2012 // METRO GROUP's carbon foot print: pp. 57-58]	
3.7	Specific limitations on the scope or boundary of the report.	Completely	[SR 2012 // METRO GROUP's carbon foot print: pp. 57-58]	
3.8	Basis for reporting on joint ventures and subsidiaries.	Completely	[SR 2012 // METRO GROUP's structure: p. 17] [AR 2012 // Group structure: p. 82]	
3.9	Data measurement techniques and the bases of calculations.	Completely	[SR 2012 // Key performance indicators: pp. 43-56] [SR 2012 // METRO GROUP's carbon foot print: pp. 57-58]	
3.10	Effect of restatements of information provided in earlier reports.	Completely	[SR 2012 // Key performance indicators: pp. 43-56] [SR 2012 // METRO GROUP's carbon foot print: pp. 57-58]	
3.11	Significant changes from previous reporting periods.	Completely	[SR 2012 // Key performance indicators: pp. 43-56]	
3.12	GRI Content Index.	Completely	[SR 2012 // GRI G3 Content index: pp. 71-77]	
3.13	External assurance for the report.	Completely	[SR 2012 // Imprint: p. 78] Certification by the independent auditor	
4. Governance, commitments and engagement				
4.1	Governance structure of the organisation.	Completely	[SR 2012 // Our sustainability management: pp. 20-21] [AR 2012 // Group structure: p. 82] [AR 2012 // Corporate governance report: p. 76] [AR 2012 // Sustainability management: p. 121]	
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Completely	[AR 2012 // Corporate governance report: p. 76] [AR 2012 // Corporate Boards of METRO AG and their mandates: pp. 257-261]	
4.3	Independent members of the highest governance body.	Completely	[AR 2012 // Corporate governance report: p. 76] [AR 2012 // Corporate Boards of METRO AG and their mandates: pp. 257-261]	
4.4	Mechanisms to provide recommendations or direction to the highest governance body.	Completely	[AR 2012 // Corporate governance report: p. 78] [AR 2012 // Report of the Supervisory Board: p. 65] [AR 2012 // Sustainability management: p. 121]	
4.5	Linkage between compensation for members of the governance body and the organisation's performance.	Completely	[AR 2012 // Remuneration report: pp. 134-141]	
4.6	Processes in place for the highest governance body to ensure conflicts of interests are avoided.	Completely	[AR 2012 // Corporate governance report: p. 77]	
4.7	Qualifications and expertise of the members of the highest governance body.	Completely	[AR 2012 // Corporate governance report: p. 76] [AR 2012 // Corporate Boards of METRO AG and their mandates: pp. 257-261]	
4.8	Internally developed statements of mission or values, codes of conduct and principles.	Completely	[AR 2012 // Employees: p. 117] [AR 2012 // Sustainability management: p. 122] [SR 2012 // Supply chain and products: pp. 26-29] [SR 2012 // UN Global Compact Communication on Progress 2012: pp. 67-70]	
4.9	Procedures of the highest governance body for overseeing the organisation's identification and management of sustainability performance.	Completely	[SR 2012 // Our sustainability management: pp. 20-21] [AR 2012 // Corporate governance report: p. 77] [AR 2012 // Sustainability report: p. 121] [SR 2012 // UN Global Compact Communication on Progress 2012: pp. 67-70]	

Profile Disclosure	Description	Reported	Cross-reference	Explanation
4.10	Process for evaluating the highest governance body's own performance with respect to sustainability performance.	Completely	[AR 2012 // Report from the Supervisory Board: p. 65]	No process for evaluating sustainability performance is currently implemented.
4.11	Implementation of precautionary approach or principles.	Completely	[SR 2012 // UN Global Compact Communication on Progress 2012: pp. 67-70] - Business Principles for employees of METRO AG - International standards along the supply chain (BSCI) - METRO GROUP Environmental Guidelines - Purchasing guidelines, e.g. fish purchasing policy	
4.12	Externally developed economic, environmental and social charters, principles or other initiatives.	Completely	[AR 2012 // Sustainability management: pp. 121-122] [SR 2012 // Supply chain and products: pp. 26-29] [SR 2012 // UN Global Compact Communication on Progress 2012: pp. 67-70] [SR 2012 // Social policies and stakeholder dialogue: pp. 38-41] - International standards along the supply chain (BSCI) - ILO (International Labour Organization) declaration on fundamental Principles and Rights at Work embedded in different corporate guidelines - OECD Guidelines for Multinational Enterprises embedded in different corporate guidelines - International standards along the supply chain (GLOBALG.A.P., IfS) - The Consumer Goods Forum Board Resolution on Deforestation - The Consumer Goods Forum Board Resolution on Sustainable Refrigeration	
4.13	Membership in associations and/or national/international advocacy organisations.	Completely	[SR 2012 // Social policies and stakeholder dialogue: pp. 38-41] [SR 2012 // Goals: Social policies and stakeholder dialogue: p. 66] [SR 2012 // UN Global Compact Communication on Progress 2012: pp. 67-70] Public policy	
4.14	List of stakeholders.	Completely	[SR 2012 // Goals: Social policies and stakeholder dialogue: pp. 66] [AR 2012 // METRO shares: p. 59] [AR 2012 // Employees: pp. 111-118] [SR 2012 // Global challenges – corporate engagement: pp. 3-12] [SR 2012 // Employees and social affairs: pp. 34-37] [SR 2012 // UN Global Compact Communication on Progress 2012: pp. 67-70] Public policy	There is no complete list. However, we report on our stakeholders at various points.
4.15	Basis for selection of stakeholders.	Completely	[SR 2012 // Social policies and stakeholder dialogue: pp. 38-41] [SR 2012 // Goals: Social policies and stakeholder dialogue: p. 66]	
4.16	Stakeholder engagement.	Completely	[SR 2012 // Social policies and stakeholder dialogue: pp. 38-41] [SR 2012 // Goals: Social policies and stakeholder dialogue: p. 66]	
4.17	Response to stakeholder requests.	Completely	[SR 2012 // Social policies and stakeholder dialogue: pp. 38-41] [SR 2012 // Goals: Social policies and stakeholder dialogue: p. 66]	Sample representation in the chapter "Social policies and stakeholder dialogue".
Economic performance				
Management approach				
EC1	Direct economic value generated and distributed.	Completely	[AR 2012 // Strategic positioning of METRO GROUP: pp. 41-53] [SR 2012 // Key performance indicators: Company: p. 45]	
EC2	Financial implications due to climate change.	Not		In the course of our regular participation in the Carbon Disclosure Project we report about risks and opportunities due to climate change.

Profile Disclosure	Description	Reported	Cross-reference	Explanation
EC3	Benefit plan obligations.	Completely	[AR 2012 // Employees: p. 111] [AR 2012 // Personnel expenses: p. 203] [AR 2012 // Financial and asset positioning: p. 110] [AR 2012 // Provisions for pensions and other commitments: pp. 220-223]	
EC4	Financial assistance received from government.	Not		
Market presences				
EC5	Standard entry-level wage and minimum wage.	Not		
EC6	Dealing with locally based suppliers.	Not		
EC7	Employment of local staff.	Not		
Indirect economic impacts				
EC8	Investments for infrastructure and services.	Not		
EC9	Significant indirect economic impacts.	Not		
Environmental performance				
Management approach				
Materials				
EN1	Materials used.	Completely	[SR 2012 // Key performance indicators: Paper – share of eco-friendly paper: p. 50]	The information on material consumption relates to the resource of paper.
EN2	Percentage of recycled materials.	Completely	[SR 2012 // Key performance indicators: Paper – share of eco-friendly paper: p. 50]	
Energy				
EN3	Direct energy consumption (primary energy).	Completely	[SR 2012 // Key performance indicators: Energy – electricity consumption and thermal energy consumption: p. 48] [SR 2012 // Key performance indicators: Own fleet of lorries: p. 50]	
EN4	Indirect energy consumption (primary energy).	Completely	[SR 2012 // Key performance indicators: Energy – electricity consumption and thermal energy consumption: p. 48]	
EN5	Achieved energy savings.	Completely	[SR 2012 // Energy and resource management: pp. 30-33]	Exemplary description with reporting of savings achieved.
EN6	Energy-efficient products.	Not		
EN7	Reductions achieved in indirect energy consumption.	Completely	[SR 2012 // Energy and resource management: Ideas and action wanted: pp. 32-33]	Exemplary description with reporting of savings achieved.
Water				
EN8	Total water consumption.	Completely	[SR 2012 // Key performance indicators: Water – water consumption in l: p. 49]	
EN9	Water sources.	Not		
EN10	Water recycled and reused.	Not		
Biodiversity				
EN11	Biodiversity: land in, or adjacent to, protected areas and areas of high value.	Not		
EN12	Biodiversity: significant impact.	Not		
EN13	Biodiversity: habitats protected or restored.	Not		
EN14	Management of impacts on biodiversity.	Not		
EN15	Biodiversity: red list species.	Not		
Emissions, effluents and waste				
EN16	Total direct and indirect greenhouse gas emissions.	Completely	[SR 2012 // METRO GROUP's carbon foot print: pp. 57-58] [SR 2012 // Key performance indicators: Carbon foot print: p. 47]	
EN17	Other relevant indirect greenhouse gas emissions.	Completely	[SR 2012 // Key performance indicators: Carbon foot print: p. 47]	
EN18	Reduction of greenhouse gas emissions.	Completely	[SR 2012 // METRO GROUP's carbon foot print: pp. 57-58] [SR 2012 // Energy and resource management: pp. 30-33]	
EN19	Emissions of ozone-depleting substances.	Not		

Profile Disclosure	Description	Reported	Cross-reference	Explanation
EN20	NOx, SOx and other significant air emissions.	Not		
EN21	Total water discharge by quality and destination.	Completely	[SR 2012 // Key performance indicators: Water – water consumption in l: p. 49]	
EN22	Total waste by type and disposal method.	Completely	[SR 2012 // Key performance indicators: Waste: p. 48]	
EN23	Total number and volume of significant spills.	Not		
EN24	Hazardous and special waste.	Not		
EN25	Water bodies and related habitats significantly affected by the discharges of water run-off.	Not		
Products and services				
EN26	Reduction of environmental impacts of products and services.	Not		
EN27	Recycled products and packaging material.	Not		
Compliance				
EN28	Sanctions for non-compliance with environmental laws and regulations.	Not		
Transport				
EN29	Environmental impacts of transports.	Not	[SR 2012 // Key performance indicators: Changes of climate relevant emissions by segment: p.47] [SR 2012 // Key performance indicators: Own fleet of lorries: p. 50]	
Overall				
EN30	Total environmental protection expenditures and investments.	Not		
Social performance: labour practices and decent work				
Management approach			[SR 2012 // Employees and social affairs: p. 34]	
Employment				
LA1	Total workforce by employment type and region.	Completely	[AR 2012 // Employees: p. 112-117] [SR 2012 // Key performance indicators: Employees: pp. 51-56] [SR 2012 // Key performance indicators: Part-time rate: p. 51] [SR 2012 // Key performance indicators: Employees by age group: p. 52] [SR 2012 // Key performance indicators: Employees – number of nationalities: p. 52]	
LA2	Employee turnover.	Completely	[SR 2012 // Key performance indicators: Staff turnover: p. 54-55]	
LA3	Benefits provided to full-time employees.	Not		
Labour/management relations				
LA4	Employees covered by collective bargaining agreements.	Not		
LA5	Minimum notice period(s) regarding significant operational changes.	Not		
Occupational health and safety				
LA6	Health and safety committees.	Not		
LA7	Rates of injury, occupational diseases, lost days and absenteeism.	Not		
LA8	Health and safety: prevention of diseases.	Not		
LA9	Health and safety: formal agreements.	Not		
Training and education				
LA10	Average hours of training per year.	Completely	[SR 2012 // Key performance indicators: Employees training: p. 55]	Information relates to Germany.
LA11	Skills management and lifelong learning.	Not		
LA12	Employee performance and career development reviews.	Not		
Diversity and equal opportunity				
LA13	Composition of governance bodies and employees.	Completely	[SR 2012 // Key performance indicators: Employees: pp. 51-56] [SR 2012 // Key performance indicators: Employees by age group: p. 52] [SR 2012 // Key performance indicators: Employees – number of nationalities: p. 52]	
LA14	Basic salary ratio of women to men.	Not		
LA15	Return to work and retention rates after parental leave.	Not		

Profile Disclosure	Description	Reported	Cross-reference	Explanation
Social performance: human rights				
Management approach			[SR 2012 // Supply chain and products: p. 26]	
Investment and procurement practices				
HR1	Human rights: investments and contracts.	Not		
HR2	Human rights: supplier involvement.	Completely	[SR 2012 // Key performance indicators: Social audits: p. 46] [SR 2012 // Supply chain and products: Social standards: pp. 26-27]	
HR3	Human rights: employee training.	Not		
Non-discrimination				
HR4	Total number of discrimination incidents and corrective action taken.	Not		
Freedom of association and collective bargaining				
HR5	Warranty of freedom of assembly.	Completely	[SR 2012 // Key performance indicators: Social audits: p. 46] [SR 2012 // Supply chain and products: pp. 26-29]	
Child labour				
HR6	Measures to avoid child labour.	Completely	[SR 2012 // Key performance indicators: Social audits: p. 46] [SR 2012 // Supply chain and products: pp. 26-29]	
Prevention of forced and compulsory labour				
HR7	Measures to avoid forced labour.	Completely	[SR 2012 // Key performance indicators: Social audits: p. 46] [SR 2012 // Supply chain and products: pp. 26-29]	
Security practices				
HR8	Human rights: security personnel training.	Not		
Indigenous rights				
HR9	Disregard of the rights of indigenous people.	Not		
HR10	Operations subject to human rights reviews.	Completely	[SR 2012 // Key performance indicators: Social audits: p. 46] [SR 2012 // Supply chain and products: pp. 26-29]	
HR11	Formal grievances regarding human rights.	Completely	[SR 2012 // Key performance indicators: Social audits: p. 46] [SR 2012 // Supply chain and products: pp. 26-29]	
Social performance: society				
Management approach			[SR 2012 // Social policies and stakeholder dialogue: p. 38] [SR 2012 // Responsible corporate governance: p. 24]	
Local communities				
S01	Operations with implemented local community engagement.	Not		
Corruption				
S02	Corruption: number of business units analysed.	Partially	[AR 2012 // Risk report: p. 159]	
S03	Corruption: training of employees.	Completely	[SR 2012 // Responsible corporate governance: p. 24] [SR 2012 // UN Global Compact Communication on Progress 2012: pp. 67-70]	More than 80 percent of the approximately 17,000 employees classified as relevant have already received training on the anti-corruption guidelines.
S04	Corruption: action taken.	Not		
Public policy				
S05	Public policy positions and lobbying.	Not		
S06	Policy: financial contributions.	Not		
Anti-competitive behaviour				
S07	Legal actions for anti-competitive behaviour, anti-trust and monopoly practices.	Not		
Compliance				
S08	Monetary value of significant fines and sanctions for non-compliance with laws.	Not		
S09	Operations with significant potential or actual negative impact on local communities.	Not		
S010	Prevention and measures to avoid negative impacts.	Not		

Profile	Description	Reported	Cross-reference	Explanation
Disclosure				
Social performance: product responsibility				
Management approach			[SR 2012 // Supply chain and products: p. 26] [AR 2012 // Sustainability management: pp. 82-83]	
Customer health and safety				
PR1	Health and safety: product analysis.	Not		
PR2	Health and safety: non-compliance with regulations.	Not		
Product and service labelling				
PR3	Labelling and duty to inform for products.	Not		
PR4	Labelling: non-compliance with regulations.	Not		
PR5	Measures related to customer satisfaction.	Completely	[AR 2012 // Strategic positioning of METRO GROUP: pp. 41-53]	All sales lines perform regular surveys on customer satisfaction.
Marketing communications				
PR6	Marketing communications: compliance with codes.	Not		
PR7	Marketing communications: non-compliance with regulations.	Not		
Customer privacy				
PR8	Substantiated complaints regarding breaches of customer privacy protection.	Not		
Compliance				
PR9	Significant fines regarding product liability.	Not		