GRI AND UN GLOBAL COMPACT

GRI STANDARDS CONTENT INDEX

Universal standards

Organizational profile

GRI indicator		Link/Comment
102-1	Name of the organization	CRR: Imprint ▶ page 109
102-2	Activities, brands, products, and services	CRR: Business model ▶ page 5 AR: Group business model
102-3	Location of headquarters	CRR: Imprint ▶ page 109
102-4	Location of operations	CRR: Business model ▶ page 5 AR: Group business model AR: Affiliated companies AR: Store network by country and segments
102-5	Ownership and legal form	CRR: Imprint ▶ page 109 AR: Shareholder structure of METRO AG AR: Combined non-financial statement of METRO AG
102-6	Markets served	CRR: Business model ▶ page 5 AR: Group business model
102-7	Scale of the organization	CRR: Key Performance Indicators – Diversity and Inclusion – Employees ▶ page 41 CRR: Key Performance Indicators – Company ▶ page 30 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 – Diversity and Inclusion – Employees ▶ page 41 CRR: Key Performance Indicators – Diversity and Inclusion – Part-time rate ▶ page 41 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 employees of contractual partners bound by instructions) is immaterial, it is not reported.

GRI indicator		Link/Comment
102-9	Supply chain	CRR: Business model ▶ page 5 CRR: Sustainability strategy ▶ page 12 Additional information: 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. Our supply chain management approaches can be found in the sections related to our sustainability key focus areas.
102-10	Significant changes to the organization and its supply chain	AR: Sales and earnings development of the segments AR: Discontinued operations AR: Letter to the shareholders Additional information: 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). METRO's internal structures have also largely remained the same. The chapter Review of the Annual Report provides information on the changes.
102-11	Precautionary Principle or approach	CRR: METRO SUSTAINABLE – our ambition ▶ page 9 CRR: Sustainability strategy ▶ page 12 CRR: Our focus areas ▶ page 26 CRR: Commitments, positions and targets ▶ page 53
102-12	External initiatives	CRR: Commitments, positions and targets ▶ page 53
102-13	Membership in associations and interest groups	Additional information: (PDF:) Memberships in selected organisations

Strategy

GRI indicator		Link/Comment
102-14	Statement from senior decision-maker	CRR: Letter from the Management Board ▶ page 3 CRR: Global challenges ▶ page 6 CRR: METRO SUSTAINABLE – our ambition ▶ page 9 CRR: Sustainability strategy ▶ page 12 CRR: Materiality analysis 2019/20 ▶ page 13 CRR: Management approach ▶ page 24 CRR: Our focus areas ▶ page 26 AR: Letter to the shareholders AR: Goals and strategy AR: Macroeconomic and industry-specific conditions AR: Report on events after the closing date and outlook AR: Opportunities and risk report
102-15	Key impacts, risks, and opportunities	AR: Combined non-financial statement of METRO AG – Environmental matters AR: Combined non-financial statement of METRO AG – Social matters AR: Opportunities and risk report

Ethics and integrity

GRI indicator		Link/Comment
102-16	Values, principles, standards, and norms of behavior	CRR: METRO SUSTAINABLE – our ambition ▶ page 9 CRR: Our focus areas ▶ page 26 CRR: Commitments, positions and targets ▶ page 53 AR: Combined non-financial statement of METRO AG – Employee interests – Sustainable human resources (HR) strategy AR: Combined non-financial statement of METRO AG – Combating corruption and bribery AR: Corporate Governance
102-17	Mechanisms for advice and concerns about ethics	AR: Combined non-financial statement of METRO AG – Combating corruption and bribery AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Corporate Governance Additional information: Report abuses

Governance

GRI indicator		Link/Comment
102-18	Governance structure	CRR: Sustainability management ▶ page 10 AR: The Management Board AR: Advice and supervision in consultation with the Management Board AR: Work in the committees AR: The Management Board AR: Report of the Supervisory Board AR: Combined non-financial statement of METRO AG
102-19	Delegating authority	CRR: Sustainability management ▶ page 10
102-20	Executive-level responsibility for economic, environmental, and social topics	CRR: Sustainability management ▶ page 10 AR: The Management Board
102-21	Consulting stakeholders on economic, environmental, and social topics	CRR: Materiality analysis 2019/20 ▶ page 13 Additional information: Stakeholder relations
102-22	Composition of the highest governance body and its committees	AR: Corporate Governance Additional information: Corporate Governance
102-23	Chair of the highest governance body	AR: Report of the Supervisory Board
102-24	Nominating and selecting the highest governance body	AR: Corporate Governance Additional information: Corporate Governance
102-25	Conflicts of interest	AR: Report of the Supervisory Board
102-26	Role of highest governance body in setting purpose, values, and strategy	AR: Corporate Governance Additional information: Corporate Governance
102-27	Collective knowledge of highest governance body	AR: Corporate Governance

GRI indicator		Link/Comment
		Additional information: Corporate Governance
102-28	Evaluating the highest governance body's performance	CRR: Sustainability management ▶ page 10 Additional information: The remuneration of the Management Board and the global senior management is partly linked to the valuation of METRO's sustainability performance in the rating of the Dow Jones Sustainability Index (DJSI). This reflects the performance of governance regarding sustainability related topics.
102-29	Identifying and managing economic, environmental, and social impacts	CRR: Materiality analysis 2019/20 ▶ page 13 CRR: METRO SUSTAINABLE – our ambition ▶ page 9 CRR: Management approach ▶ page 24 CRR: Our focus areas ▶ page 26
102-30	Effectiveness of risk management processes	AR: Opportunities and risk report
102-31	Review of economic, environmental, and social topics	CRR: Materiality analysis 2019/20 ▶ page 13 AR: Opportunities and risk report
102-33	Communicating critical concerns	AR: Compliance and risk management
102-34	Nature and total number of critical concerns	AR: Advice and supervision in consultation with the Management Board
102-35	Remuneration policies	AR: Remuneration report
102-36	Process for determining remuneration	AR: Remuneration report
102-37	Stakeholders' involvement in remuneration	AR: Remuneration report

Stakeholder engagement

GRI indicator		Link/Comment
102-40	List of stakeholder groups	Additional information: Stakeholder relations
102-41	Collective bargaining agreements	CRR: Key Performance Indicators – Diversity and Inclusion – Employee representation ▶ page 41
102-42	Identifying and selecting stakeholders	CRR: METRO SUSTAINABLE – our ambition ▶ page 9 Additional information: Stakeholder relations Additional information: The exchange takes place with stakeholders along the entire value chain and takes into account both our impact and the potential impact on us.
102-43	Approach to stakeholder engagement	CRR: Materiality analysis 2019/20 ▶ page 13 AR: Combined non-financial statement of METRO AG – Customer satisfaction and innovation management Stakeholder relations
102-44	Key topics and concerns raised	CRR: Materiality analysis 2019/20 ▶ page 13 CRR: Management approach ▶ page 24 CRR: Our focus areas ▶ page 26 AR: Customer satisfaction and innovation management

Reporting practice

GRI indicator		Link/Comment
102-45	Entities included in the consolidated financial statements	CRR: Business model ▶ page 5 AR: Consolidated group AR: Affiliated companies Additional information: The METRO Corporate Responsibility Report 2019/20 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.
102-46	Defining report content and topic Boundaries	CRR: Materiality analysis 2019/20 ▶ page 13
102-47	List of material topics	CRR: Materiality analysis 2019/20 ▶ page 13
102-48	Restatements of information	CRR: Key performance indicators and targets ▶ page 28 Additional information: Any new representations of information in comparison with previous reports are explained by footnotes at the appropriate points, where available.
102-49	Changes in reporting	CRR: Key performance indicators and targets ▶ page 28 AR: Accounting processes for consolidation purposes Additional information: Important changes to the scope of the report and the limitations of aspects, if any, are explained in the appropriate places.
102-50	Reporting period	CRR: About this report ▶ page 104
102-51	Date of most recent report	CRR: About this report ▶ page 104
102-52	Reporting cycle	CRR: About this report ▶ page 104
102-53	Contact point for questions regarding the report	CRR: Imprint ▶ page 109
102-54	Claims of reporting in accordance with the GRI Standards	CRR: About this report ▶ page 104
102-55	GRI content index	CRR: GRI Content index ▶ page 60
102-56	External assurance	CRR: About this report ▶ page 104 CRR: Assurance about this report ▶ page 106

Topic specific standards

Economic

Economic Performance

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	CRR: Materiality analysis 2019/20 ▶ page 13 CRR: METRO SUSTAINABLE – our ambition ▶ page 9 CRR: Management approach ▶ page 24 AR: Combined non-financial statement of METRO AG – METRO SUSTAINABLE AR: Combined non-financial statement of METRO AG – Actively managing sustainability
103-2	The management approach and its components	CRR: Management approach ▶ page 24 CRR: My sustainable Restaurant ▶ page 27 AR: Combined non-financial statement of METRO AG – METRO SUSTAINABLE AR: Combined non-financial statement of METRO AG – Actively managing sustainability AR: Goals and strategy
103-3	Evaluation of the management approach	CRR: Management approach ▶ page 24 CRR: My sustainable Restaurant ▶ page 27 AR: Combined non-financial statement of METRO AG – METRO SUSTAINABLE AR: Combined non-financial statement of METRO AG – Actively managing sustainability AR: Goals and strategy
GRI 201: Economic Performance 2016		
201-1	Direct economic value generated and distributed	CRR: Key Performance Indicators – Community Investment ▶ page 52 AR: Cash flow statement AR: Financial liabilities AR: Other taxes Reason for omission: For reasons of competition law, we do not report the value generated and distributed in detail separately at national, regional or store level.
201-2	Financial implications and other risks and opportunities due to climate change	AR: Description of the opportunity and risk situation
201-3	Defined benefit plan obligations and other retirement plans	AR: Balance sheet AR: Provisions for post-employment benefits plans and similar obligations Additional information: Due to the different pension schemes, it is not possible to separate contributions from employers and employees.

Market Presence

GRI indicator		Link/Comment
GRI 202: Market Presence 2016		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Additional information: From May to July 2020, a survey on fair working conditions and social partnerships was conducted with all METRO companies. Afterwards, limited audit procedures were conducted at 5 selected METRO companies. The aim was to assess the current status of implementation of the principles of fair working conditions and social partnership (FWC&SP) in key METRO units and to make recommendations for improving the FWC&SP process. This survey shows that in more than 90% of METRO entities the wages which are paid comply or exceed with the local legal minimum. We do not currently record the ratio of standard entry level wages by gender.
202-2	Proportion of senior management hired from the local community	Additional information: Almost 60% of our board members in the METRO Wholesale countries are hired from the respective country of operation. Our target corridor lies between 60% to 75% locally hired board members.

Procurement Practices

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	CRR: Materiality analysis 2019/20 ▶ page 13 CRR: Management approach ▶ page 24 CRR: Our focus areas – Organic and Responsible Products ▶ page 26 CRR: Our focus areas – Raw Material Sourcing ▶ page 26 CRR: Our focus areas – Conscious Proteins ▶ page 26
103-2	The management approach and its components	CRR: Materiality analysis 2019/20 ▶ page 13 CRR: Management approach ▶ page 24 CRR: Our focus areas – Organic and Responsible Products ▶ page 26 CRR: Our focus areas – Raw Material Sourcing ▶ page 26 CRR: Our focus areas – Conscious Proteins ▶ page 26

GRI indicator		Link/Comment
103-3	Evaluation of the management approach	Additional information: Local suppliers are no material topic in itself but are associated with the following material topic – mainly "organic and responsible products" but also "raw material sourcing" and "conscious proteins". Therefore please read more in the following links. CRR: Materiality analysis 2019/20 ▶ page 13 CRR: Management approach ▶ page 24 CRR: Our focus areas – Organic and Responsible Products ▶ page 26 CRR: Our focus areas – Raw Material Sourcing ▶ page 26 CRR: Our focus areas – Conscious Proteins ▶ page 26
GRI 204: Procurement Practices 2016		
204-1	Proportion of spending on local suppliers	CRR: Our focus areas – Organic and Responsible Products ▶ page 26 Reasons for omission: We do not report this indicator as the targeted data quality is not reached yet, we work on improving the corresponding data collection. Our definition for "regional/local suppliers/products" is as follows: A product is defined as "regional/local" if the METRO/makro country has its country specification on the criteria of "proximity" AND fulfills two further criteria of the ones stated below. 1. Proximity (main and/or value giving production OR ingredient 100% from a defined region OR x km around store) AND 2. Additionally two criteria out of: a. Transparency and traceability of product b. Producer is a small holder producer c. Producer supports local/regional infrastructure and economy d. Product is produced in traditional way or based on traditional recipe e. Product is a re-discovery of old varieties f. Product must create association to region for customer Also geographically indicated products must be analysed on the basis of this definition, as they are not necessarily regional.

Anti-corruption

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	AR: Combined non-financial statement of METRO AG – Combating corruption and bribery CRR: Materiality analysis 2019/20 ▶ page 13 CRR: UN GC – Anti-corruption measures ▶ page 102 Additional information: Corporate Governance
103-2	The management approach and its components	AR: Combined non-financial statement of METRO AG – Combating corruption and bribery CRR: UN GC – Anti-corruption measures ▶ page 102 Additional information: Corporate Governance
103-3	Evaluation of the management approach	AR: Combined non-financial statement of METRO AG – Combating corruption and bribery CRR: UN GC – Anti-corruption measures ▶ page 102 Additional information: Corporate Governance
GRI 205: Anti-corruption 2016		
205-1	Operations assessed for risks related to corruption	AR: Combined non-financial statement of METRO AG – Combating corruption and bribery CRR: UN GC – Anti-corruption measures ▶ page 102 Additional information: Corporate Governance Additional information: All operating companies and service companies of METRO (except companies with minority shareholdings) are reviewed for compliance risks such as corruption. Continuously, METRO holds workshops in order to assess compliance risks. Within the framework of the workshops, several compliance risks including corruption are checked for their damage potential and their probability of occurrence in the respective company. Various risk scenarios were developed for the workshop, for example on active or passive corruption towards different stakeholders such as suppliers or civil servants. The results of the risk assessments in the companies are reviewed and consolidated at Group level as part of corporate risk management. METRO's business activities are subject to a large number of legal norms and voluntary commitments. The legal requirements have become more comprehensive and complex, so have the expectations customers and the public have of the company's compliance. In order to meet these requirements, METRO has introduced and continuously expanded a Group-wide compliance management system. The aim of this system is to systematically and permanently prevent violations of the law within the company as well as to detect and sanction them to prevent them from happening again in the future. One focus of our compliance management system lies on the prevention of corruption. Corruption risks can arise when dealing with authorities and civil servants and can also occur in business relationships with suppliers and other business partners. On the basis of the risks identified, the necessary organizational structures are set up as part of the compliance management system. In order to manage compliance risks, METRO AG has issued

GRI indicator		Link/Comment
		Group-wide guidelines, such as an anti-corruption guideline or a guideline on dealing with external advisors. These guidelines lay down rules for dealing with authorities and civil servants on the one hand and business partners on the other. The anti-corruption guideline also provides guidance on a due diligence of business partners before entering into and during a business relationship.
205-2	Communication and training about anti-corruption policies and procedures	AR: Combined non-financial statement of METRO AG – Combating corruption and bribery AR: Compliance and risk management CRR: UN GC – Anti-corruption measures ▶ page 102 Additional information: METRO has established procedures for compliance training that apply to all operating companies and service companies (except for companies with minority shareholdings) and promote compliance and the prevention of corruption. The training processes apply throughout the Group and affect employees as well as members of the management bodies. The target groups of the anti-corruption trainings and procedures are defined according to their significance in terms of content and organization and follows a risk-based approach, which is based, among other things, on the risk profile of the function or position in the company. Executives are as much a part of this approach as employees. In fiscal year 2019/20, new employees were informed about anti-corruption guidelines and procedures. In addition, anti-corruption guidelines are provided via internal communication channels such as the intranet or the social network. Relevant business partners must go through a Compliance Due Diligence (CDDS) before concluding a contract with METRO for the first time. A new check is carried out at regular intervals. Reason for omission: For technical reasons, the presentation of data required by GRI is currently not possible.

Anti-competitive Behavior

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	AR: Combined non-financial statement of METRO AG – Combating corruption and bribery CRR: Materiality analysis 2019/20 ▶ page 13 CRR: UN GC – Anti-corruption measures ▶ page 102 Additional information: Corporate Governance
103-2	The management approach and its components	AR: Combined non-financial statement of METRO AG – Combating corruption and bribery CRR: UN GC – Anti-corruption measures ▶ page 102 Additional information: Corporate Governance
103-3	Evaluation of the management approach	AR: Combined non-financial statement of METRO AG – Combating corruption and bribery CRR: UN GC – Anti-corruption measures ▶ page 102 Additional information: Corporate Governance
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 49 “Remaining legal issues” in the notes to the consolidated financial statements of METRO AG as of 30 September 2020. 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.

Environmental

Materials

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	CRR: Materiality analysis 2019/20 ▶ page 13 CRR: Management approach ▶ page 24 CRR: Our focus areas – Packaging and Plastic ▶ page 26 CRR: Commitments, positions and targets – Packaging and Plastic ▶ page 58 CRR: UN GC – Environmental protection ▶ page 99
103-2	The management approach and its components	CRR: Management approach ▶ page 24 CRR: Our focus areas – Packaging and Plastic ▶ page 26 CRR: Commitments, positions and targets – Packaging and Plastic ▶ page 58 CRR: UN GC – Environmental protection ▶ page 99
103-3	Evaluation of the management approach	CRR: Management approach ▶ page 24 CRR: Our focus areas – Packaging and Plastic ▶ page 26 CRR: Commitments, positions and targets – Packaging and Plastic ▶ page 58 CRR: UN GC – Environmental protection ▶ page 99
GRI 301: Materials 2016		
301-2	Recycled input materials used	CRR: Key Performance Indicators – Climate Action – Amount of waste and recycling rate ▶ page 36 Additional information: Key Performance Indicators – Packaging and Plastic

Energy

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	AR: Combined non-financial statement of METRO AG – Environmental matters CRR: Materiality analysis 2019/20 ▶ page 13 CRR: Management approach ▶ page 24 CRR: Our focus areas – Climate Action ▶ page 26 CRR: Commitments, positions and targets – Climate Action ▶ page 59 CRR: UN GC – Environmental protection ▶ page 99

GRI indicator		Link/Comment
103-2	The management approach and its components	CRR: Management approach ▸ page 24 CRR: Our focus areas – Climate Action ▸ page 26 CRR: Commitments, positions and targets – Climate Action ▸ page 59 CRR: UN GC – Environmental protection ▸ page 99
103-3	Evaluation of the management approach	CRR: Management approach ▸ page 24 CRR: Our focus areas – Climate Action ▸ page 26 CRR: Commitments, positions and targets – Climate Action ▸ page 59 CRR: UN GC – Environmental protection ▸ page 99
GRI 302: Energy 2016		
302-1	Energy consumption within the organization	CRR: Key Performance Indicators – Climate Action – Total energy consumption ▸ page 34 Additional information: 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.
302-2	Energy consumption outside of the organization	Additional information: As part of our Impact Assessment, we have made a first assessment of energy consumption and GHG emissions in the supply chain. However, we are not yet reporting on this.
302-3	Energy intensity	CRR: Key Performance Indicators – Climate Action – Energy consumption KPIs ▸ page 34 Additional information: The reported energy intensity figure includes only the energy consumption within the organization.
302-4	Reduction of energy consumption	CRR: Key Performance Indicators – Climate Action – Trends in the emission sources included in the climate protection target ▸ page 34 CRR: Key Performance Indicators – Climate Action – Energy consumption KPIs ▸ page 34

Water and Effluents

GRI indicator		Link/Comment
GRI 303: Water and Effluents 2018		
303-1	Interactions with water as a shared resource	CRR: Key Performance Indicators – Water withdrawal and wastewater generated ▸ page 35

Emissions

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	AR: Combined non-financial statement of METRO AG – Environmental matters CRR: Materiality analysis 2019/20 ▶ page 13 CRR: Management approach ▶ page 24 CRR: Our focus areas – Climate Action ▶ page 26 CRR: Commitments, positions and targets – Climate Action ▶ page 59 CRR: UN GC – Environmental protection ▶ page 99
103-2	The management approach and its components	CRR: Management approach ▶ page 24 CRR: Our focus areas – Climate Action ▶ page 26 CRR: Commitments, positions and targets – Climate Action ▶ page 59 CRR: UN GC – Environmental protection ▶ page 99
103-3	Evaluation of the management approach	CRR: Management approach ▶ page 24 CRR: Our focus areas – Climate Action ▶ page 26 CRR: Commitments, positions and targets – Climate Action ▶ page 59 CRR: UN GC – Environmental protection ▶ page 99
GRI 305: Emissions 2016		
305-1	Direct (Scope 1) GHG emissions	CRR: Key Performance Indicators – Climate Action – Greenhouse gas emissions in t CO_2 ▶ page 32 Additional information: The indicators for greenhouse gases are reported in CO_2 equivalents and include all Kyoto gases. Biogenic Scope-1 emissions are not significant for us and are therefore not reported separately.
305-2	Energy indirect (Scope 2) GHG emissions	CRR: Key Performance Indicators – Climate Action – Greenhouse gas emissions in t CO_2 ▶ page 32 Additional information: The indicators for greenhouse gases are reported in CO_2 equivalents and include all Kyoto gases. Biogenic Scope-1 emissions are not significant for us and are therefore not reported separately.
305-3	Other indirect (Scope 3) GHG emissions	CRR: Key Performance Indicators – Climate Action – Greenhouse gas emissions in t CO_2 ▶ page 32 Additional information: The indicators for greenhouse gases are reported in CO_2 equivalents and include all Kyoto gases. Biogenic Scope-1 emissions are not significant for us and are therefore not reported separately.

GRI indicator		Link/Comment
305-4	GHG emissions intensity	CRR: Key Performance Indicators – Climate Action – Greenhouse gas emissions in kg CO_2 (CO_2 equivalents) per m^2 selling and delivery space ▶ page 32
305-5	Reduction of GHG emissions	CRR: Key Performance Indicators – Climate Action ▶ page 32 CRR: Key Performance Indicators – Climate Action – Trends in the emission sources included in the climate protection target ▶ page 34

Waste

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	AR: Combined non-financial statement of METRO AG – Environmental matters CRR: Materiality analysis 2019/20 ▶ page 13 CRR: Management approach ▶ page 24 CRR: Our focus areas – Food Waste ▶ page 26 CRR: Commitments, positions and targets – Food Waste ▶ page 53 CRR: UN GC – Environmental protection ▶ page 99
103-2	The management approach and its components	CRR: Management approach ▶ page 24 CRR: Our focus areas – Food Waste ▶ page 26 CRR: Commitments, positions and targets – Food Waste ▶ page 53 CRR: UN GC – Environmental protection ▶ page 99
103-3	Evaluation of the management approach	CRR: Management approach ▶ page 24 CRR: Our focus areas – Food Waste ▶ page 26 CRR: Commitments, positions and targets – Food Waste ▶ page 53 CRR: UN GC – Environmental protection ▶ page 99
GRI 306: Waste 2020		
306-1	Waste generation and significant waste-related impacts	CRR: Our focus areas – Food Waste ▶ page 26
306-2	Management of significant waste-related impacts	CRR: Key Performance Indicators – Amount of waste and recycling rate ▶ page 36 Additional information: The determination of the waste disposal method is based on the information provided by the waste disposal service providers we use. Key Performance Indicators – Food Waste

Environmental Compliance

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	AR: Combined non-financial statement of METRO AG – Environmental matters CRR: Materiality analysis 2019/20 ▶ page 13 CRR: Management approach ▶ page 24 CRR: Our focus areas – Climate Action ▶ page 26 CRR: Commitments, positions and targets – Climate Action ▶ page 59 CRR: UN GC – Environmental protection ▶ page 99
103-2	The management approach and its components	AR: Opportunities and risk report
103-3	Evaluation of the management approach	AR: Opportunities and risk report
GRI 307: Environmental Compliance 2016		
307-1	Non-compliance with environmental laws and regulations	AR: Opportunities and risk report

Supplier Environmental Assessment

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	AR: Combined non-financial statement of METRO AG – Environmental matters CRR: Materiality analysis 2019/20 ▶ page 13 CRR: Management approach ▶ page 24 CRR: Our focus areas – Climate Action ▶ page 26 CRR: Our focus areas – Organic and Responsible Products ▶ page 26 CRR: Our focus areas – Conscious Proteins ▶ page 26 CRR: Our focus areas – Raw Material Sourcing ▶ page 26 CRR: Commitments, positions and targets – Climate Action ▶ page 59 CRR: Commitments, positions and targets – Organic and Responsible Products ▶ page 54 CRR: Commitments, positions and targets – Conscious Proteins ▶ page 53 CRR: Commitments, positions and targets – Raw Material Sourcing ▶ page 55 CRR: UN GC – Environmental protection ▶ page 99

GRI indicator		Link/Comment
103-2	The management approach and its components	CRR: Our focus areas – Climate Action ▶ page 26 CRR: Our focus areas – Organic and Responsible Products ▶ page 26 CRR: Our focus areas – Conscious Proteins ▶ page 26 CRR: Our focus areas – Raw Material Sourcing ▶ page 26 CRR: Commitments, positions and targets – Climate Action ▶ page 59 CRR: Commitments, positions and targets – Organic and Responsible Products ▶ page 54 CRR: Commitments, positions and targets – Conscious Proteins ▶ page 53 CRR: Commitments, positions and targets – Raw Material Sourcing ▶ page 55
103-3	Evaluation of the management approach	CRR: Our focus areas – Climate Action ▶ page 26 CRR: Our focus areas – Organic and Responsible Products ▶ page 26 CRR: Our focus areas – Conscious Proteins ▶ page 26 CRR: Our focus areas – Raw Material Sourcing ▶ page 26 CRR: Commitments, positions and targets – Climate Action ▶ page 59 CRR: Commitments, positions and targets – Organic and Responsible Products ▶ page 54 CRR: Commitments, positions and targets – Conscious Proteins ▶ page 53 CRR: Commitments, positions and targets – Raw Material Sourcing ▶ page 55
GRI 308: Supplier Environmental Assessment 2016		
308-1	New suppliers that were screened using environmental criteria	CRR: Commitments, positions and targets – Climate Action ▶ page 59 CRR: Commitments, positions and targets – Organic and Responsible Products ▶ page 54 CRR: Commitments, positions and targets – Conscious Proteins ▶ page 53 CRR: Commitments, positions and targets – Raw Material Sourcing ▶ page 55 CRR: UN GC – Environmental protection ▶ page 99
308-2	Negative environmental impacts in the supply chain and actions taken	CRR: Commitments, positions and targets – Climate Action ▶ page 59 CRR: Commitments, positions and targets – Organic and Responsible Products ▶ page 54 CRR: Commitments, positions and targets – Conscious Proteins ▶ page 53 CRR: Commitments, positions and targets – Raw Material Sourcing ▶ page 55 CRR: UN GC – Environmental protection ▶ page 99

Social

Employment

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	CRR: Materiality analysis 2019/20 ▶ page 13 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 – Diversity and Inclusion – New employees by gender ▶ page 46 CRR: Key Performance Indicators – Diversity and Inclusion – New employees by age ▶ page 46 CRR: Key Performance Indicators – Diversity and Inclusion – Employee turnover by gender ▶ page 41 CRR: Key Performance Indicators – Diversity and Inclusion – Employee turnover by age ▶ page 41

Labor/Management Relations

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	CRR: Materiality analysis 2019/20 ▶ page 13 AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership
103-2	The management approach and its components	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership
103-3	Evaluation of the management approach	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership
GRI 402: Labor/Management Relations 2016		
402-1	Minimum notice periods regarding operational changes	Additional information: The rules on minimum notice periods vary from country to country.

Occupational Health and Safety

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	CRR: Materiality analysis 2019/20 ▶ page 13 AR: Combined non-financial statement of METRO AG – Employee interests – Occupational safety and health management AR: Combined non-financial statement of METRO AG – Employee interests – Occupational safety AR: Combined non-financial statement of METRO AG – Employee interests – KPIs for occupational safety and health AR: Combined non-financial statement of METRO AG – Employee interests – Occupational safety in times of Covid-19 CRR: UN GC – Human rights and labour standards ▶ page 94
103-2	The management approach and its components	AR: Combined non-financial statement of METRO AG – Employee interests – Occupational safety and health management AR: Combined non-financial statement of METRO AG – Employee interests – Occupational safety AR: Combined non-financial statement of METRO AG – Employee interests – KPIs for occupational safety and health AR: Combined non-financial statement of METRO AG – Employee interests – Occupational safety in times of Covid-19 CRR: UN GC – Human rights and labour standards ▶ page 94 Additional information: We report on 24 countries (5 regions). The 5 regions are divided as follows: 1. Germany 2. West Europe (Austria, Belgium, France, Italy, Netherlands, Portugal, Spain) 3. East Europe (Bulgaria, Croatia, Czech Rep, Hungary, Kazakhstan, Moldova, Poland, Romania, Serbia, Slovakia, Turkey, Ukraine) 4. Russia 5. Asia (India, Japan, Pakistan) 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.
103-3	Evaluation of the management approach	AR: Combined non-financial statement of METRO AG – Employee interests – Occupational safety and health management AR: Combined non-financial statement of METRO AG – Employee interests – Occupational safety AR: Combined non-financial statement of METRO AG – Employee interests – KPIs for occupational safety and health AR: Combined non-financial statement of METRO AG – Employee interests – Occupational safety in times of Covid-19 CRR: UN GC – Human rights and labour standards ▶ page 94
GRI 403: Occupational Health and Safety 2016		
403-1	Occupational health and safety management system	Additional information: 16 countries report that a joint management–worker health and safety committee has been established at the entity or store level. Joint management – worker OHS committees are made up in equal numbers of workers' representatives (elected) and management representatives or in accordance with local legislations

GRI indicator		Link/Comment
403-2	Hazard identification, risk assessment, and incident investigation	CRR: Key Performance Indicators – Human Rights – Lost-time injury frequency rate (LTIFR) per million hours worked ▶ page 37
403-3	Occupational health services	Additional information: We have no such works with a high incidence or high risk of specific diseases.
403-4	Worker participation, consultation, and communication on occupational health and safety	Additional information: 8 countries have formal agreements with trade unions, 4 countries have no trade union at all. All others do not have formal agreements with trade unions. In all countries where there are trade unions, the cooperation between the employer and the trade unions, and the responsibilities of both parties, are described in local legislation. OHS topics are covered by this agreements by 100%.

Training and Education

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	CRR: Materiality analysis 2019/20 ▶ page 13 AR: Combined non-financial statement of METRO AG – Employee interests – Training and development
103-2	The management approach and its components	AR: Combined non-financial statement of METRO AG – Employee interests – Training and development
103-3	Evaluation of the management approach	AR: Combined non-financial statement of METRO AG – Employee interests – Training and development
GRI 404: Training and Education 2016		
404-1	Average hours of training per year per employee	CRR: Key Performance Indicators – Diversity and Inclusion – Continuing professional development ▶ page 50 Reason for omission: The breakdown by gender and employee groups is not a relevant factor for us and is therefore not published.
404-2	Programs for upgrading employee skills and transition assistance programs	AR: Combined non-financial statement of METRO AG – Employee interests – Training and development AR: Combined non-financial statement of METRO AG – Employee interests – Employee development and retention AR: Combined non-financial statement of METRO AG – Employee interests – Talent Management & Succession Planning

Diversity and Equal Opportunity

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	CRR: Materiality analysis 2019/20 ▶ page 13 CRR: Management approach ▶ page 24 CRR: Our focus areas – Diversity and Inclusion ▶ page 26 CRR: Commitments, positions and targets – Diversity and Inclusion ▶ page 59 CRR: UN GC – Human rights and labour standards ▶ page 94 AR: Combined non-financial statement of METRO AG – Employee interests – Diversity and Inclusion AR: Combined non-financial statement of METRO AG – Employee interests – Equal opportunities at work
103-2	The management approach and its components	CRR: Management approach ▶ page 24 CRR: Our focus areas – Diversity and Inclusion ▶ page 26 CRR: Commitments, positions and targets – Diversity and Inclusion ▶ page 59 CRR: UN GC – Human rights and labour standards ▶ page 94
103-3	Evaluation of the management approach	CRR: Management approach ▶ page 24 CRR: Our focus areas – Diversity and Inclusion ▶ page 26 CRR: Commitments, positions and targets – Diversity and Inclusion ▶ page 59 CRR: UN GC – Human rights and labour standards ▶ page 94
GRI 405: Diversity and Equal Opportunity 2016		
405-1	Diversity of governance bodies and employees	CRR: Key Performance Indicators – Diversity and Inclusion – Gender breakdown in managerial positions ▶ page 47 CRR: Key Performance Indicators – Diversity and Inclusion – Gender breakdown in managerial positions top management ▶ page 47 CRR: Key Performance Indicators – Diversity and Inclusion – Gender breakdown in managerial positions junior management ▶ page 47 CRR: Key Performance Indicators – Diversity and Inclusion – Gender breakdown in managerial positions of revenue generating units ▶ page 47 CRR: Key Performance Indicators – Diversity and Inclusion – Managers by age ▶ page 47 CRR: Key Performance Indicators – Diversity and Inclusion – Number of nationalities among managers ▶ page 47 CRR: Key Performance Indicators – Diversity and Inclusion – Employees ▶ page 41 CRR: Key Performance Indicators – Diversity and Inclusion – Employees by age group ▶ page 41 CRR: Key Performance Indicators – Diversity and Inclusion – Employees with a recognised severe disability or equivalent status ▶ page 41 CRR: Key Performance Indicators – Diversity and Inclusion – Employees by age group ▶ page 41 CRR: Key Performance Indicators – Diversity and Inclusion – Number of nationalities ▶ page 41

Freedom of Association and Collective Bargaining

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	CRR: Materiality analysis 2019/20 ▶ page 13 AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach ▶ page 24 CRR: Our focus areas – Human Rights ▶ page 26 CRR: Commitments, positions and targets – Human Rights ▶ page 58
103-2	The management approach and its components	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach ▶ page 24 CRR: Our focus areas – Human Rights ▶ page 26 CRR: Commitments, positions and targets – Human Rights ▶ page 58 CRR: UN GC – Human rights and labour standards ▶ page 94
103-3	Evaluation of the management approach	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach ▶ page 24 CRR: Our focus areas – Human Rights ▶ page 26 CRR: Commitments, positions and targets – Human Rights ▶ page 58 CRR: UN GC – Human rights and labour standards ▶ page 94

GRI indicator		Link/Comment
GRI 407: Freedom of Association and Collective Bargaining 2016		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: UN GC – Human rights and labour standards ▶ page 94 Additional information: Human rights Raw material sourcing

Child Labor

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	CRR: Materiality analysis 2019/20 ▶ page 13 AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach ▶ page 24 CRR: Our focus areas – Human Rights ▶ page 26 CRR: Commitments, positions and targets – Human Rights ▶ page 58
103-2	The management approach and its components	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach ▶ page 24 CRR: Our focus areas – Human Rights ▶ page 26 CRR: Commitments, positions and targets – Human Rights ▶ page 58 CRR: UN GC – Human rights and labour standards ▶ page 94

GRI indicator		Link/Comment
103-3	Evaluation of the management approach	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach ▶ page 24 CRR: Our focus areas – Human Rights ▶ page 26 CRR: Commitments, positions and targets – Human Rights ▶ page 58 CRR: UN GC – Human rights and labour standards ▶ page 94
GRI 408: Child Labor 2016		
408-1	Operations and suppliers at significant risk for incidents of child labor	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: UN GC – Human rights and labour standards ▶ page 94 Additional information: Human rights Raw material sourcing

Forced or Compulsory Labor

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	CRR: Materiality analysis 2019/20 ▶ page 13 AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Global labour and social standards in the supply chain and supplier development CRR: Management approach ▶ page 24 CRR: Our focus areas – Human Rights ▶ page 26 CRR: Commitments, positions and targets – Human Rights ▶ page 58
103-2	The management approach and its components	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach ▶ page 24 CRR: Our focus areas – Human Rights ▶ page 26 CRR: Commitments, positions and targets – Human Rights ▶ page 58

GRI indicator		Link/Comment
		CRR: UN GC – Human rights and labour standards ▶ page 94
103-3	Evaluation of the management approach	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach ▶ page 24 CRR: Our focus areas – Human Rights ▶ page 26 CRR: Commitments, positions and targets – Human Rights ▶ page 58 CRR: UN GC – Human rights and labour standards ▶ page 94
GRI 409: Forced or Compulsory Labor 2016		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: UN GC – Human rights and labour standards ▶ page 94 Additional information: Human rights Raw material sourcing

Security Practices

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	CRR: Materiality analysis 2019/20 ▶ page 13 AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach ▶ page 24 CRR: Our focus areas – Human Rights ▶ page 26 CRR: Commitments, positions and targets – Human Rights ▶ page 58
103-2	The management approach and its components	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach ▶ page 24 CRR: Our focus areas – Human Rights ▶ page 26 CRR: Commitments, positions and targets – Human Rights ▶ page 58
103-3	Evaluation of the management approach	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach ▶ page 24 CRR: Our focus areas – Human Rights ▶ page 26 CRR: Commitments, positions and targets – Human Rights ▶ page 58
GRI 410: Security Practices 2016		
410-1	Security personnel trained in human rights policies or procedures	Reasons for omission: Security personnel working on behalf of METRO are in the scope of METRO's principles on Fair Working Conditions & Social Partnership hence considered as third-party organisations as per GRI-410. We cannot report on percentage of trained personnel as this data is not collected.

Rights of Indigenous Peoples

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	CRR: Materiality analysis 2019/20 ▶ page 13 AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach ▶ page 24 CRR: Our focus areas – Human Rights ▶ page 26 CRR: Commitments, positions and targets – Human Rights ▶ page 58
103-2	The management approach and its components	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach ▶ page 24 CRR: Our focus areas – Human Rights ▶ page 26 CRR: Commitments, positions and targets – Human Rights ▶ page 58
103-3	Evaluation of the management approach	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach ▶ page 24 CRR: Our focus areas – Human Rights ▶ page 26 CRR: Commitments, positions and targets – Human Rights ▶ page 58
GRI 411: Rights of Indigenous Peoples 2016		
411-1	Incidents of violations involving rights of indigenous peoples	Additional information: Complying with the rights of indigenous people is generally covered by METRO's Human Rights Policy as this document refers to all Human Rights as articulated in the Universal Declaration of Human Rights and the Declaration on Fundamental Principles and Rights at Work by the International Labour Organization (ILO). There has been no identified incident of violations involving the rights of indigenous peoples during the reporting period.

Human Rights Assessment

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	CRR: Materiality analysis 2019/20 ▶ page 13 AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach ▶ page 24 CRR: Our focus areas – Human Rights ▶ page 26 CRR: Commitments, positions and targets – Human Rights ▶ page 58
103-2	The management approach and its components	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach ▶ page 24 CRR: Our focus areas – Human Rights ▶ page 26 CRR: Commitments, positions and targets – Human Rights ▶ page 58 CRR: UN GC – Human rights and labour standards ▶ page 94 Additional information: Global principles on fair working conditions amfori BSCI Code of Conduct
103-3	Evaluation of the management approach	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach ▶ page 24 CRR: Our focus areas – Human Rights ▶ page 26 CRR: Commitments, positions and targets – Human Rights ▶ page 58 CRR: UN GC – Human rights and labour standards ▶ page 94 Additional information: Global principles on fair working conditions amfori BSCI Code of Conduct

GRI indicator		Link/Comment
GRI 412: Human Rights Assessment 2016		
412-1	Operations that have been subject to human rights reviews or impact assessments	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: UN GC – Human rights and labour standards ▶ page 94
412-2	Employee training on human rights policies or procedures	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: UN GC – Human rights and labour standards ▶ page 94
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: UN GC – Human rights and labour standards ▶ page 94

Local Communities

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	CRR: Materiality analysis 2019/20 ▶ page 13 AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach ▶ page 24 CRR: Our focus areas – Human Rights ▶ page 26 CRR: Commitments, positions and targets – Human Rights ▶ page 58
103-2	The management approach and its components	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach ▶ page 24 CRR: Our focus areas – Human Rights ▶ page 26 CRR: Commitments, positions and targets – Human Rights ▶ page 58 CRR: UN GC – Human rights and labour standards ▶ page 94 Additional information: Global principles on fair working conditions amfori BSCI Code of Conduct
103-3	Evaluation of the management approach	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach ▶ page 24 CRR: Our focus areas – Human Rights ▶ page 26 CRR: Commitments, positions and targets – Human Rights ▶ page 58 CRR: UN GC – Human rights and labour standards ▶ page 94 Additional information: Global principles on fair working conditions amfori BSCI Code of Conduct
GRI 413: Local Communities 2016		
413-1	Operations with local community engagement, impact assessments, and development programs	Additonal information: METRO is signatory of the Accord on Fire and Building Safety in Bangladesh which engages with workers from Ready Made Garment sector in Bangladesh as a multi-stakeholder initiative

Supplier Social Assessment

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	CRR: Materiality analysis 2019/20 ▶ page 13 AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach ▶ page 24 CRR: Our focus areas – Human Rights ▶ page 26 CRR: Commitments, positions and targets – Human Rights ▶ page 58
103-2	The management approach and its components	AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach ▶ page 24 CRR: Our focus areas – Human Rights ▶ page 26 CRR: Commitments, positions and targets – Human Rights ▶ page 58 CRR: UN GC – Human rights and labour standards ▶ page 94
103-3	Evaluation of the management approach	AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach ▶ page 24 CRR: Our focus areas – Human Rights ▶ page 26 CRR: Commitments, positions and targets – Human Rights ▶ page 58 CRR: UN GC – Human rights and labour standards ▶ page 94
GRI 414: Supplier Social Assessment 2016		
414-1	New suppliers that were screened using social criteria	AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: UN GC – Human rights and labour standards ▶ page 94 Additonal information: 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. Active screening for suppliers of own brand non-food products 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. For own brand food-suppliers the process described before has been set-up recently.
414-2	Negative social impacts in the supply chain and actions taken	AR: Combined non-financial statement of METRO AG – Social matters – Respect for human rights AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: UN GC – Human rights and labour standards ▶ page 94

Customer Health and Safety

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	CRR: Materiality analysis 2019/20 ▶ page 13 CRR: Management approach ▶ page 24 CRR: Our focus areas – Organic and Responsible Products ▶ page 26 CRR: Commitments, positions and targets – Organic and Responsible Products ▶ page 54 AR: Opportunities and risk report
103-2	The management approach and its components	CRR: Management approach ▶ page 24 CRR: Our focus areas – Organic and Responsible Products ▶ page 26 CRR: Commitments, positions and targets – Organic and Responsible Products ▶ page 54 AR: Opportunities and risk report
103-3	Evaluation of the management approach	CRR: Management approach ▶ page 24 CRR: Our focus areas – Organic and Responsible Products ▶ page 26 CRR: Commitments, positions and targets – Organic and Responsible Products ▶ page 54 AR: Opportunities and risk report
GRI 416: Customer Health and Safety 2016		
416-1	Assessment of the health and safety impacts of product and service categories	CRR: Key Performance Indicators – Reformulated products ▶ page 31 AR: Opportunities and risk report

Customer Privacy

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	CRR: Materiality analysis 2019/20 ▶ page 13
103-2	The management approach and its components	AR: Combined non-financial statement of METRO AG – Protection of personal data
103-3	Evaluation of the management approach	AR: Combined non-financial statement of METRO AG – Protection of personal data
GRI 418: Customer Privacy 2016		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	AR: Combined non-financial statement of METRO AG – Protection of personal 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.

Socioeconomic Compliance

GRI indicator		Link/Comment
GRI 103: Management approach 2016		
103-1	Explanation of the material topic and its Boundary	CRR: Materiality analysis 2019/20 ▶ page 13
103-2	The management approach and its components	CRR: UN GC – Anti-corruption measures ▶ page 102 AR: Combined non-financial statement of METRO AG – Combating corruption and bribery AR: Opportunities and risk report Additional information: Corporate Governance
103-3	Evaluation of the management approach	CRR: UN GC – Anti-corruption measures ▶ page 102 AR: Combined non-financial statement of METRO AG – Combating corruption and bribery AR: Opportunities and risk report Additional information: Corporate Governance
GRI 419: Socioeconomic Compliance 2016		
419-1	Non-compliance with laws and regulations in the social and economic area	CRR: UN GC – Anti-corruption measures ▶ page 102 AR: Combined non-financial statement of METRO AG – Combating corruption and bribery AR: Opportunities and risk report Additional information: Corporate Governance Reasons for omission: The topic of compliance is material for METRO, nevertheless we do not report openly on non-compliance with laws and regulations in the social and economic area unless we have to due to legal obligations.

UNITED NATIONS GLOBAL COMPACT

Being a member of the United Nations Global Compact – the world's largest initiative for corporate responsibility – helps METRO to firmly embed sustainability in its company strategy. As well as this, it provides the right framework for our long-term commitment to responsible and ethical business practices.
With this Communication on Progress, METRO is fulfilling its obligation to demonstrate which guidelines and measures it is using to improve its performance in the fields of human rights, working standards, environmental protection and the elimination of corruption and to ensure that the Global Compact's 10 basic principles are adhered to in strategic decision-making and day-to-day work both now and in the future.
Düsseldorf, December 2020

United Nations Global Compact Communication on Progress 2019/20

In the following tables, we show examples of commitments and management systems that serve the 10 principles, measures that we have taken and results that we achieved in the reporting period 2019/20.

- Human rights and labour standards ▸ page 94
- Environmental protection ▸ page 99
- Anti-corruption measures ▸ page 102

Human rights and labour standards

PRINCIPLE 1: Support for human rights

PRINCIPLE 2: Elimination of human rights abuses

PRINCIPLE 3: Freedom of association and the right to collective bargaining

PRINCIPLE 4: Elimination of all forms of forced labour

PRINCIPLE 5: Abolition of child labour

PRINCIPLE 6: Elimination of discrimination

Commitments and management systems

- Key labour standards of the ILO (International Labour Organization), embedded in a variety of corporate guidelines
- OECD Guidelines for Multinational Enterprises, embedded in a variety of corporate guidelines
- International standards throughout the supply chain (amfori BSCI, Sedex SMETA, RSPO etc.)
- METRO Business Principles
- Code of Conduct for Business Partners
- METRO Human Rights Guidelines in its own business operations and entire supply chain
- METRO Anti-discrimination tenet
- Policy social standards for all own brand suppliers producing in risk countries
- Social standards clause in supplier contracts
- The Accord on Fire and Building Safety in Bangladesh
- METRO guidelines on fair working conditions and social partnership
- The Consumer Goods Forum Resolution on Forced Labour
- The Consumer Goods Forum Resolution on Health & Wellness

Measures 2019/20

- Continuous auditing of non-food, near-food and food producers according to Amfori Business Social Compliance Initiative (Amfori BSCI), sedex audit according to SMETA or equivalent social standard systems. In accordance with a risk approach, this applies to all producers in defined risk countries (according to Amfori BSCI assessment) in METRO Sourcing International (MSI) and METRO Food Sourcing (MFS) have imported goods manufactured, as well as to all producers who produce private label or own-import articles for our sales divisions. The national companies were trained in the roll-out for near-food and food suppliers (valid since June 1, 2019) and are to be gradually integrated into the process over the next 1-2 years.
- Training of suppliers in the reporting year on aspects of the implementation of fair working conditions and human rights. This was especially important during the Covid-19 crisis, as it allowed us to compensate for the absence of Amfori BSCI and Sedex audits by taking bridging measures: we offered support to producers with questionnaires, instructions and discussions, fulfilling our duty of care to give weight to respect for human rights even without audits.
- Training for employees in key positions, especially on the subject of forced labor. The training content is based on our commitments to the United Nations (UN) Universal Declaration of Human Rights, the International Human Rights Charter, the OECD Guidelines for Multinational Enterprises, the UN Guidelines on Business and Human Rights, as well as the Declaration on Fundamental Principles and Rights at Work of the International Labor Organization (ILO).
- Participation in the benchmarking process of the Social Standards Compliance Initiative of the Consumer Goods Forum.
- METRO is still a member of the agreement on fire protection and building security in Bangladesh.
- Auditing of the METRO national companies for compliance with the guidelines on fair working conditions and social partnership (FWC & SP).
- Developing of various occupational safety measures.
- Various events organized by the employee network “Women in Trade (WiT)”, which are designed to help increase the proportion of women in management positions on a sustainable basis, promote internal and external dialog and create better conditions for women in the Group. 6 WiT country networks are active in France, Portugal, Japan, Pakistan, Germany and Bulgaria. The number of network members at the Düsseldorf location is now around 600.

The colour-coding highlights the corresponding measures and achievements
Items with this bullet point do not have any corresponding passages

- In the process of revising the strategy and due the positive development in terms of achieving the goal of increasing the share of women in management positions at METRO AG and METRO Wholesale, 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. Until September 2025, METRO AG aims to have 25% women in the 1st management level below the Management Board and 40% in the 2nd management level below the Management Board. In addition, we have again voluntarily set ourselves a target for the proportion of women in management positions in our wholesale business. Until September 2025 the proportion of women in management positions on levels 1 to 3 (including store managers) should be 30% worldwide.
- The METRO PRIDE employee network for lesbians, gays, bisexuals, transgender and intersexuals aims to raise awareness of the issues of sexual orientation and identity. In the fiscal year, the network was involved, among other things, in the initiative to amend the guideline “Hemotherapy for more non-discriminatory blood donation in Germany”.
- Involvement in the LEAD (Leading Executives Advancing Diversity) network, where METRO is a member since 2016. The non-profit network on European level is working for more women in the retail and consumer goods industry and to promote them in their careers in order to increase the proportion of women in management positions in these industries.
- METRO offers all employees e-training on the topic of “Diversity & Inclusion”. During the fiscal year, 888 participants completed the training. The aim of the training is to ensure a common understanding of diversity & inclusion in general and at METRO. In addition, the eTraining highlights the importance of the topic in the business environment within METRO.
- METRO organizes a discussion round, on the occasion of the German Diversity Day, in the METRO internal MORE Stage format.
- METRO maintains a constant exchange with works councils and unions, nationally and internationally. Plenary meetings are held once a year with a training event for all employee representatives of the Euro Forum and up to three times a year with the steering committee of the METRO Euro Forum, our European Works Council and management representatives. There is also a regular social dialogue with the international trade union organization UNI Global Commerce at a global level, where, among other things, the commitment to fair working conditions and social partnership is discussed.

Achievements 2019/20

- By 30 September 2020, 675 of 863 active private label non-food producers and 60 of 109 corresponding food/near-food producers had been audited. Of these, 99% (665) of non-food producers and 100% (60) of food/near-food producers passed the audit.
- In the reporting year METRO Sourcing International, trained 100 producers with 208 participants on the subject of human rights and fair working conditions. On the occasion of the Covid-19 pandemic, an additional 192 questionnaires and personal interviews were sent out and evaluated on the subject of economic, but also social challenges in connection with the pandemic, and appropriate measures, like extended payment terms, were agreed.
- Training course for employees in key positions, especially on the subject of forced labor: since the start of the project in fiscal year 2017/18, the national companies in Turkey, Pakistan, Ukraine and Bulgaria have taken part, and in fiscal year 2019/20 Spain, Serbia, Croatia and Myanmar.
- As of September 30, 2020, the factories reported in the agreement on fire protection and building security in Bangladesh that produce for METRO Sourcing International and/or METRO national companies have completed 95% of their points for improvement.
- Since fiscal year 2016/17, detailed audits on compliance with METRO's FWC & SP principles have taken place at 15 national companies (head offices, stores and distribution centers) (Pakistan, Bulgaria, Japan, Hungary, Italy, Serbia, India, Slovakia, Moldova, Spain, Russia, Croatia, Kazakhstan, Portugal and France). This audit based on the UN Guiding Principles on Business and Human Rights and, in addition to the 7 global METRO FWC & SP Principles, also covers, among other things, employee data protection and the quality of employee involvement and communication. Due to Covid-19, no on-site audits were carried out in the reporting period. Instead, the audit procedure was changed and a survey on the FWC & SP Principles was conducted from May to July 2020. Thereafter, limited audits were conducted at 5 selected METRO companies. The aim was to assess the current status of implementation of the FWC & SP Principles in key units and to make recommendations for improving the FWC & SP process.
- Approval of the new METRO Group-wide Operational Safety Management System (OSMS) OSMS guidelines (approved by Management Board on 8 September 2020) and the OSMS manual (publication at the end of calendar year 2020). The guideline structures the safety environment of METRO in accordance with ISO 45001 requirements ("Occupational Safety Management Systems"). It was developed to establish global guidelines and processes for operational safety management in the company and provides an overarching structure, basic text and common terms with core definitions. It serves as a framework to enable METRO units to effectively manage operational safety. The handbook will support the units in developing and implementing an effective OSMS. It provides practical tools for processes and procedures involved in the development, implementation and maturation of operational safety management systems and provides information on how the operational safety management system can be used to improve the safety, efficiency and effectiveness of the unit.

additional services to increase occupational safety:

- Training and information campaigns to reduce safety incidents
- Implementation of the annual health and safety
- Certification of METRO Ukraine according to ISO 45001
- Developing a procedure for managing contractors in Makro Belgium
- Establishing the “golden safety rules” in METRO France

The proportion of women at management levels 1-3 METRO-wide was 25% at the reporting date on September 30, 2020. Ms. Andrea Euenheim has been a member of the Management Board since November 2019, which means that the target of having at least one woman on the Management Board as of June 30, 2022, has already been reached ahead of schedule. In addition, the target for June 30, 2022, of a 35% share of women at the 2nd management level below the Executive Board was already achieved at September 30, 2020, with a proportion of 36%.

Various activities of the employee network WiT:

- Implementation of the annual WiT conference with 80 participants in different workshops and discussion formats
- Monthly digital Lunch & Learn Meetings with up to 20 participants
- 24 participants in the training “The Brand ICH”

Various activities of the employee network METRO PRIDE:

- 2 METRO employees are represented on the TOP 100 OUT EXECUTIVES list 2019, 1 METRO employee takes second place on the TOP 20 FUTURE LEADER list 2019 This is a joint project of the PROUT AT WORK Foundation and UHLALA GmbH. The project aims to make LGBT+ visible as role models.
- METRO, together with PROUT-AT-WORK and 12 other companies, publishes a position paper on easing discriminatory restrictions on blood donations for homosexuals, bisexual men and trans*People.
- METRO is founding partner of We stay Pride. The LGBT+ Employer Excellence Program of the UHLALA Group supports companies in living diversity all year round. The 12-month program bundles the offers and brands of the UHLALA Group for member companies and helps to firmly anchor LGBT+ diversity in the corporate culture. The program makes it possible to make diversity and successes within and outside the partner companies tangible and visible.

Olaf Koch, CEO METRO AG, signed the CEO Pledge of the LEAD network. With his signature METRO commits itself to promote gender equality and inclusion in the retail and consumer goods industry (CPG).

Environmental protection

PRINCIPLE 7: Preventive environmental protection

PRINCIPLE 8: Promoting greater responsibility for the environment

PRINCIPLE 9: Dissemination of environmentally friendly technologies

Commitments and management systems

- Purchasing policy for sustainable procurement, along with specific purchasing guidelines for fish and seafood, meat, caged eggs, palm oil, paper and wood, soy, packaging and disposable plastic.
- Use of international standards along the supply chain (GlobalG.A.P., IFS)
- METRO Environmental guideline
- METRO Water Policy
- Energy management systems according to ISO 50001
- METRO climate protection target: reducing greenhouse gas emissions of the Scope 1 and Scope 2 CO_2 emissions by 60% per m^2 of selling and delivery space by 2030 compared to 2011 and of absolute Scope 3 CO_2 emissions by 15% by 2030 compared to 2018
- Company car guideline with incentive system for more fuel-efficient vehicles
- “EV100”(electric vehicle joining commitment) Commitment
- The Consumer Goods Forum Resolution on Deforestation
- The Consumer Goods Forum Resolution on Sustainable Refrigeration
- The Consumer Goods Forum Resolution on Food Waste
- World Ressource Institute 10x20x30 Commitment
- Membership in the Roundtable on Sustainable Palm Oil (RSPO)
- Membership in the Palm Oil Transparency Coalition (POTC)
- Membership in the Round Table on Responsible Soy (RTRS)
- Membership in the Retailer Cocoa Coalition
- Membership in the Global Sustainable Seafood Initiative (GSSI)
- Membership in the Global Tuna Alliance (GTA)
- Signing of the Tuna 2020 Traceability Declaration
- Signing of the Cerrado Manifesto Statement of Support
- Signing of the Ellen MacArthur New Plastics Economy Global Commitment

Measures 2019/20

- Implementing the general buying policy for sustainable procurement and the specific buying guidelines for fish and seafood, meat, caged eggs, palm oil, paper and wood, soy, packaging and disposable plastic as well for the resulting range of certified products or products with enhanced sustainability performance
- Enhanced impact analysis in METRO Bulgaria with focus on the effects of local products on environment and society
- Measures for behavioural change (Energy Awareness Programme), investment in energy efficiency and renewable energies (Energy-Saving Programme), changeover of refrigeration systems to natural refrigerants (F-Gas Exit Programme)
- Recertification and annual check of energy management systems in accordance with ISO 50001 and the environmental management system ISO 14001
- Engagement with various stakeholders to combat food waste
- Recovery of resources by recycling
- Transparent public reporting on climate change, water and forest via the CDP climate change programme, the CDP water programme and the CDP forest programme
- Participation in the committees Global Tuna Alliance (GTA) und Global Sustainable Seafood Initiative (GSSI)
- ☐ Participation in the Biodiversity Guidance Navigation Tool (accompanying the Natural Capital Protocol) in cooperation with the Cambridge Conservation Initiative (CCI) and the Capitals Coalition

Achievements 2019/20

- Extending the functionalities of the inter-branch traceability system to combat illegal fishing with more detailed information on the product, production and suppliers, e.g. information on the composition of feed for aquaculture products, average nutritional values and display of certificates
- Conversion of suppliers of vacuum packed meat and carcasses in METRO Turkey to the GS1-128 barcode label system to present the expiration date, batch number and ear-tag number on the invoice to the customers
- Strengthen local suppliers and marketing of organic products e.g. in METRO Moldova and METRO Bulgaria by communication campaigns
- Reduce greenhouse gas emissions per m^2 sales and delivery area by 34.3% compared to 2011
- Reduce greenhouse gas emissions from refrigerant losses per m^2 sales and delivery area by 24.4% compared to 2011
- Reduce electricity consumption per m^2 sales and delivery area by 7.9% compared to 2011
- Investments of € 5.1 million in fiscal year 2019/20, among other within the framework of the Energy Saving Program. Thereby we will save approx. 1.4 million € annually in future energy costs
- Implementation of the first transcritical refrigeration systems in Slovakia and in further projects in Germany, France, Italy, Belgium and Romania
- Replacement of the last CFC systems by natural refrigerants in all markets in Russia

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☐ Items with this bullet point do not have any corresponding passages

- Installation of 14 additional photovoltaic systems in France, Belgium, Bulgaria, Austria, India and Pakistan, with a total additional capacity of 7,086 kWp
- Establish 460 charging stations for electric vehicles for METRO customers. 170 employees at the Düsseldorf campus already use electric vehicles as company cars, whose emissions are offset by certificates for hydroelectric power systems.
- Certification of all METRO locations in Germany until 20 August 2021 and France until 29 April 2021 according to the energy management system ISO 50001
- Certification of all METRO Ukraine stores according to the environmental management system ISO 14001
- Cooperation in 22 METRO countries with food banks and social institutions to avoid food waste in the markets including our restaurants and warehouses
- Cooperation or initiating cooperation in 9 METRO countries with Too Good To Go (TGTG) to reduce food waste in our own operations (wholesale store and restaurant) together with our customers. In the 17 Dutch stores, were sold 46,891 TGTG bags between 1 October 2019 and 30 September 2020 and saving 117,227 kg CO_2
- Cooperation with 20 of METRO's most important business partners as part of the "10x20x30" initiative, working together to reduce food waste along the supply chain
- With the implementation of a digital platform, developed by our partner Whole Surplus, METRO Turkey now has a basis methodology for systematically measuring and managaing of food waste in its own business operations while reducing food waste. In the year 2019, 30 METRO wholesale stores in Turkey recorded 5,293 tons of food waste. Of this, 1,247 tons were delivered to animal shelters as animal feed, 3,870 tons were disposed of at landfills and 163.5 tons were donated via the Turkish food bank organization. Between January and June 2020, 2,458 tons of food waste were registered, 654 tons of which were delivered to animal shelters as animal feed, 1,674 tons were disposed of in landfills and 97.7 tons were donated through the Turkish food bank organization.
- Establishment of 9 waste collection points in METRO Ukraine stores where polyethylene (PET) bottles, glass bottles, aluminum cans, waste paper and Tetra Pak packages are collected and handed over for recycling. On average 100–500 people use the waste collection points per month and each person disposes of 2 to 10 kilograms of secondary raw materials. In this way about 12 tons of secondary raw materials are collected every month.
- Engagement of 170 suppliers in the CDP supply chain program for water, climate change and forests with up to 59% return rate.
- Reduce of water consumption per m^2 of sales and delivery area by –15% compared to 2011, and by under –6% compared to the previous year
- Participation at the publication of the GDST (Global Dialogue on Seafood Traceability) Traceability Standard 1.0
- Participation in various international conferences on the topic of Tuna Traceability Declaration and transparency in the supply chain

Anti-corruption measures

PRINCIPLE 10: Combating corruption

Commitments and management systems

- OECD Guidelines for multinational Enterprises, embedded in a variety of corporate guidelines
- Compliance Management System according to the audit standard 980 of the Institute of Auditors (IdW PS980)
- METRO Business Principles
- METRO Anti-corruption guideline
- METRO Consultant guidelines
- Digital due diligence process for business partners (risk-based)

Measures 2019/20

- Compliance communication in various – internal and external – formats to inform employees and third parties outside the company, including the METRO social network platform
- Continuous implementation of the anti-corruption policy in day-to-day business
- The IT tool CDDS (Compliance Due Diligence Solution) for digital business partner auditing has been rolled out and almost completely implemented company wide. For high-risk business partners, an extended due diligence assessment is planned, which will include the auditing of external databases.
- Membership and participation in the Alliance for Integrity, an anti-corruption initiative of the German Federal Ministry for Economic Cooperation and Development and the United Nations Global Compact

Achievements 2019/20

- Examples of internal communication measures:
  - Compliance training on anti-corruption in various group-companies in central functions and in sales, partly as e-training
  - Compliance-Talks
  - Compliance presence on METRO's social network
  - Communication campaign on the subject Speak-up (e.g. tissue boxes & posters)
  - Tones from the top in various group-companies on the content of the anti-corruption policy (e.g. acceptance of gifts)

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Examples of external communication measures

- Business guidelines on METRO's websites – with access to the Compliance Reporting System
- Code of Conduct for business partners on the METRO websites
- Anti-corruption clause applied in external contracts, graded according to the risk of the business partner

Compliance Risk Workshops in various group-companies (depending on the level of risk) to identify corruption risks and compliance with guidelines

Workshops in almost all METRO companies to simplify and ensure the use of the digital tool (CDDS) company-wide, including the introduction of monitoring at corporate level of the reported cases