STRATEGY

SUSTAINABILITY STRATEGY

Based on our business approach Wholesale 360 and within the framework of our sustainability approach METRO SUSTAINABLE we pursue our operational sustainability strategy. This strategy focusses on what is material for us, in order to ensure that our sustainability activities address the aspects and issues that most affect our business and that we can leverage through our business activities – together with our customers and partners. With our emphasis on the food sector, we concentrate our work on 8 sustainability focus areas ▸ page 26.

We can change the game for a sustainable future when collaborating on food waste solutions, finding answers for a varied balance of proteins for more conscious consumption and putting more organic and responsible products on our shelves. At the same time, we are aware of our responsibility and opportunities when promoting human rights, innovating on packaging and plastic materials, contributing to positive climate action, driving change in sustainable raw material sourcing and fostering diversity and inclusion.

Covid-19 has not resulted in any fundamentally new topics for us to consider in our strategy. However, challenges and opportunities related to our focus areas have become more prominent during the pandemic.

With METRO SUSTAINABLE and our work on the strategic focus areas we contribute to the sustainability of communities worldwide. This is achieved in particular through discourse with internal and external stakeholders such as employees, customers, suppliers and business partners, local communities, non-governmental organizations (NGOs), political representatives, investors, competitors and committees. As an innovation driver for sustainable solutions, we also contribute to a sustainability movement. Through information, inspiration, motivation and support from our employees, customers and partners, our sustainable action has the potential to reach millions of people and makes an impact for increased sustainability. Being part of something creates a very strong feeling of togetherness. That is how we all can drive the change.

MATERIALITY ANALYSIS 2019/20

In the course of financial year 2019/20 we have verified our sustainability topics resulting from the materiality analysis 2017/18 in accordance with the requirements of § 289c of the German Commercial Code and the reporting standard of the Global Reporting Initiative (GRI). The assessment of the issues was carried out by the members of the Sustainability Committee on the basis of the legally required materiality definition and by the experts of METRO's Corporate Responsibility department using the GRI criteria. The result of the verification, taking into account the two dimensions of METRO's influence on the topic and stakeholder relevance, comprises 18 key issues.

1. Fundamental principles and rights in the workplace
2. Compliance with human rights in our own business
3. Human rights and fair working conditions along the value chain
4. Employability
5. Human capital development
6. Compliance
7. Customer relationship and innovation management
8. Diversity and equal opportunities
9. Health and safety at work
10. Data protection
11. Supplier development
12. Sustainable economic development
13. Energy consumption in our own business
14. Food Waste in our own business
15. Organic and Responsible Products
16. Conscious Proteins
17. Raw Material Sourcing
18. Packaging and Plastic.

Of these 18 topics, 14 were already material in accordance with §289c German Commercial Code – taking into account the two perspectives of business relevance and METRO's influence on the topic. These topics were accordingly addressed in the non-financial statement in METRO's annual report. In addition, certain sustainability-related aspects of these topics, which are essential according to the German Commercial Code (HGB), are also highlighted in the CR Report insofar as they are related to the strategic focus topics of our sustainability strategy.

Information on the management approaches to the 18 material topics can be found below. Further information can be found in the GRI Content Index ▸ page 60.

Fundamental Principles and Rights in the Workplace

103-1	Explanation of the material topic and its Boundary	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership CRR: Materiality analysis 2019/20 UN GC – Human rights and labour standards
103-2	The management approach and its components	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership UN GC – Human rights and labour standards
103-3	Evaluation of the management approach	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership UN GC – Human rights and labour standards

Compliance with Human Rights in our Own Business

103-1	Explanation of the material topic and its Boundary	AR: Combined non-financial statement of METRO AG – Employee interests – Fair working conditions and social partnership AR: Combined non-financial statement of METRO AG – Employee interests – Respect for human rights CRR: Materiality analysis 2019/20 CRR: Management approach CRR: Our focus areas – Human Rights CRR: Commitments, positions and targets – Human Rights UN GC – Human rights and labour standards
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 – Employee interests – Respect for human rights UN GC – Human rights and labour standards
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 – Employee interests – Respect for human rights UN GC – Human rights and labour standards

Human Rights and Fair Working Conditions along the Value Chain/Human Rights

103-1	Explanation of the material topic and its Boundary	AR: Combined non-financial statement of METRO AG – Employee interests – Respect for human rights AR: Combined non-financial statement of METRO AG – Employee interests – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Materiality analysis 2019/20 CRR: Management approach CRR: Our focus areas – Human Rights CRR: Commitments, positions and targets – Human Rights UN GC – Human rights and labour standards
103-2	The management approach and its components	AR: Combined non-financial statement of METRO AG – Employee interests – Respect for human rights AR: Combined non-financial statement of METRO AG – Employee interests – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach CRR: Our focus areas – Human Rights CRR: Commitments, positions and targets – Human Rights UN GC – Human rights and labour standards
103-3	Evaluation of the management approach	AR: Combined non-financial statement of METRO AG – Employee interests – Respect for human rights AR: Combined non-financial statement of METRO AG – Employee interests – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Management approach CRR: Our focus areas – Human Rights CRR: Commitments, positions and targets – Human Rights UN GC – Human rights and labour standards

Employability

103-1	Explanation of the material topic and its Boundary	AR: Combined non-financial statement of METRO AG – Employee interests CRR: Materiality analysis 2019/20
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

Human Capital Development

103-1	Explanation of the material topic and its Boundary	AR: Combined non-financial statement of METRO AG – Employee interests – Training and development CRR: Materiality analysis 2019/20
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

Compliance

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 UN GC – Anti-corruption measures
103-2	The management approach and its components	AR: Combined non-financial statement of METRO AG – Combating corruption and bribery UN GC – Anti-corruption measures
103-3	Evaluation of the management approach	AR: Combined non-financial statement of METRO AG – Combating corruption and bribery UN GC – Anti-corruption measures

Customer Relationship and Innovation Management

103-1	Explanation of the material topic and its Boundary	AR: Combined non-financial statement of METRO AG – Customer satisfaction and innovation management CRR: Materiality analysis 2019/20
103-2	The management approach and its components	AR: Combined non-financial statement of METRO AG – Customer satisfaction and innovation management
103-3	Evaluation of the management approach	AR: Combined non-financial statement of METRO AG – Customer satisfaction and innovation management

Diversity and Equal Opportunities/Diversity and Inclusion

103-1	Explanation of the material topic and its Boundary	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 CRR: Materiality analysis 2019/20 CRR: Management approach CRR: Our focus areas – Diversity and Inclusion CRR: Commitments, positions and targets – Diversity and Inclusion UN GC – Human rights and labour standards
103-2	The management approach and its components	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 CRR: Management approach CRR: Our focus areas – Diversity and Inclusion CRR: Commitments, positions and targets – Diversity and Inclusion UN GC – Human rights and labour standards
103-3	Evaluation of the management approach	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 CRR: Management approach CRR: Our focus areas – Diversity and Inclusion CRR: Commitments, positions and targets – Diversity and Inclusion UN GC – Human rights and labour standards

Health and Safety at Work

103-1	Explanation of the material topic and its Boundary	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: Materiality analysis 2019/20 UN GC – Human rights and labour standards
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 UN GC – Human rights and labour standards
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 UN GC – Human rights and labour standards

Data Protection

103-1	Explanation of the material topic and its Boundary	AR: Combined non-financial statement of METRO AG – Protection of personal data CRR: Materiality analysis 2019/20
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

Supplier Development

103-1	Explanation of the material topic and its Boundary	AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Materiality analysis 2019/20 CRR: Management approach CRR: Our focus areas – Raw Material Sourcing CRR: Commitments, positions and targets – Raw Material Sourcing UN GC – Human rights and labour standards UN GC – Environmental protection
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 CRR: Our focus areas – Raw Material Sourcing CRR: Commitments, positions and targets – Raw Material Sourcing UN GC – Human rights and labour standards UN GC – Environmental protection
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 CRR: Our focus areas – Raw Material Sourcing CRR: Commitments, positions and targets – Raw Material Sourcing UN GC – Human rights and labour standards UN GC – Environmental protection

Sustainable Economic Development

103-1	Explanation of the material topic and its Boundary	AR: Combined non-financial statement of METRO AG – METRO SUSTAINABLE AR: Combined non-financial statement of METRO AG – Actively managing sustainability CRR: Materiality analysis 2019/20 CRR: METRO SUSTAINABLE CRR: Management approach
103-2	The management approach and its components	AR: Goals and strategy AR: Combined non-financial statement of METRO AG – METRO SUSTAINABLE AR: Combined non-financial statement of METRO AG – Actively managing sustainability CRR: Management approach CRR: My sustainable Restaurant
103-3	Evaluation of the management approach	AR: Goals and strategy AR: Combined non-financial statement of METRO AG – METRO SUSTAINABLE AR: Combined non-financial statement of METRO AG – Actively managing sustainability CRR: Management approach CRR: My sustainable Restaurant

Energy Consumption in our Own Business/Climate Action

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 CRR: Management approach CRR: Our focus areas – Climate Action CRR: Commitments, positions and targets – Climate Action UN GC – Environmental protection
103-2	The management approach and its components	CRR: Management approach CRR: Our focus areas – Climate Action CRR: Commitments, positions and targets – Climate Action UN GC – Environmental protection
103-3	Evaluation of the management approach	CRR: Management approach CRR: Our focus areas – Climate Action CRR: Commitments, positions and targets – Climate Action UN GC – Environmental protection

Food Waste

103-1	Explanation of the material topic and its Boundary	CRR: Materiality analysis 2019/20
		CRR: Management approach
		CRR: Our focus areas – Food Waste
		CRR: Commitments, positions and targets – Food Waste
		AR: Combined non-financial statement of METRO AG – Food Waste
		UN GC – Environmental protection
103-2	The management approach and its components	CRR: Management approach
		CRR: Our focus areas – Food Waste
		CRR: Commitments, positions and targets – Food Waste
		UN GC – Environmental protection
103-3	Evaluation of the management approach	CRR: Management approach
		CRR: Our focus areas – Food Waste
		CRR: Commitments, positions and targets – Food Waste
		UN GC – Environmental protection

Organic and Responsible Products

103-1	Explanation of the material topic and its Boundary	CRR: Materiality analysis 2019/20
		CRR: Management approach
		CRR: Our focus areas – Organic and Responsible Products
		CRR: Our focus areas – Raw Material Sourcing
		CRR: Our focus areas – Conscious Proteins
103-2	The management approach and its components	CRR: Management approach
		CRR: Our focus areas – Organic and Responsible Products
		CRR: Our focus areas – Raw Material Sourcing
		CRR: Our focus areas – Conscious Proteins
103-3	Evaluation of the management approach	CRR: Management approach
		CRR: Our focus areas – Organic and Responsible Products
		CRR: Our focus areas – Raw Material Sourcing
		CRR: Our focus areas – Conscious Proteins

Conscious Proteins

103-1	Explanation of the material topic and its Boundary	CRR: Materiality analysis 2019/20 CRR: Management approach CRR: Our focus areas – Conscious Proteins CRR: Commitments, positions and targets – Conscious Proteins
103-2	The management approach and its components	CRR: Management approach CRR: Our focus areas – Conscious Proteins CRR: Commitments, positions and targets – Conscious Proteins
103-3	Evaluation of the management approach	CRR: Management approach CRR: Our focus areas – Conscious Proteins CRR: Commitments, positions and targets – Conscious Proteins

Raw Material Sourcing

103-1	Explanation of the material topic and its Boundary	AR: Combined non-financial statement of METRO AG – Social matters – Global labour and social standards in the supply chain and supplier development CRR: Materiality analysis 2019/20 CRR: Management approach CRR: Our focus areas – Raw Material Sourcing CRR: Commitments, positions and targets – Raw Material Sourcing UN GC – Human rights and labour standards UN GC – Environmental protection
103-2	The management approach and its components	CRR: Management approach CRR: Our focus areas – Raw Material Sourcing CRR: Commitments, positions and targets – Raw Material Sourcing UN GC – Human rights and labour standards UN GC – Environmental protection
103-3	Evaluation of the management approach	CRR: Management approach CRR: Our focus areas – Raw Material Sourcing CRR: Commitments, positions and targets – Raw Material Sourcing UN GC – Human rights and labour standards UN GC – Environmental protection

Packaging and Plastics

103-1	Explanation of the material topic and its Boundary	CRR: Materiality analysis 2019/20 CRR: Management approach CRR: Our focus areas – Packaging and Plastic CRR: Commitments, positions and targets – Packaging and Plastic UN GC – Environmental protection
103-2	The management approach and its components	CRR: Management approach CRR: Our focus areas – Packaging and Plastic CRR: Commitments, positions and targets – Packaging and Plastic UN GC – Environmental protection
103-3	Evaluation of the management approach	CRR: Management approach CRR: Our focus areas – Packaging and Plastic CRR: Commitments, positions and targets – Packaging and Plastic UN GC – Environmental protection

MANAGEMENT APPROACH

Statements on how we deal with issues that have been identified as material according to the German Commercial Code (HGB) and which are therefore also considered material according to GRI can be found in the Non-Financial Statement (NFS) of the Annual Report 2019/20 and are not dealt with separately here. These include explanations of human resources strategy and development, the implementation of fair and safe working conditions in compliance with human rights within the business, the promotion of diversity and inclusion, information on the implementation of compliance and the protection of personal data, as well as statements on customer satisfaction and innovation management. In addition, the NFE contains information on topics that have an overlap with our 8 sustainable focus areas ▸ page 26 (Food Waste, Organic and Responsible Products, Conscious Proteins, Raw Material Sourcing, Packaging and Plastic, Climate Action, Human Rights and Diversity and Inclusion), including Human rights and fair working conditions in the value chain, diversity and equal opportunities, supplier development, sustainable economic development, energy consumption in our own operations and food waste in our own operations. These aspects are addressed within the 8 topics and are addressed below.

A detailed overview of where statements on management approaches are made with regard to the key topics can be found in the GRI Content Index ▸ page 60.

Under METRO SUSTAINABLE we consider 8 strategic focus topics ▸ page 26 under which we subsume our activities related to our main topics The key focus areas include Food Waste, Organic and Responsible Products, Conscious Proteins, Raw Material Sourcing, Packaging and Plastic, Climate Action, Human Rights and Diversity and Inclusion. Those cover all aspects along the value chain that are important from a sustainability perspective – from sustainable sourcing and sustainable business operations to sustainable products and sustainable consumption, disposal or recycling up to the responsible interaction with people at the individual stages. We manage those focus areas because, we as wholesalers in the food sector, have influence on them with the ultimate goal of supporting our customers in transforming their own businesses towards sustainable business.

To make sure we conduct our core business successfully and satisfy the needs of our customers, we need energy and natural resources today as well as tomorrow. By taking a responsible approach to our use of finite resources such as fossil fuels and other raw materials, we can directly influence the cost of our business activities, anticipate future environmental regulations and make a contribution to the protection of the climate and resources.

Resource protection is also a key factor in the supply chain, particularly in the area of responsible sourcing and product range composition. As a retail company, we depend on resources being available in the long term. Because on the one hand the resources are directly the product we sell, on the other hand the raw materials are needed for the production of the products we offer and their packaging. To be able to protect resources, it is crucial to know their origin and the circumstances under which they were gained. Therefore, we are committed to transparent sourcing along the entire value chain, with the aim of generating added value for our customers through traceability. By introducing traceability and ensuring that our products are sourced responsibly, we are able to supply our customers with high-quality products, appropriate services and goods that are produced in the most socially responsible, environmentally sound and resource-friendly manner possible.

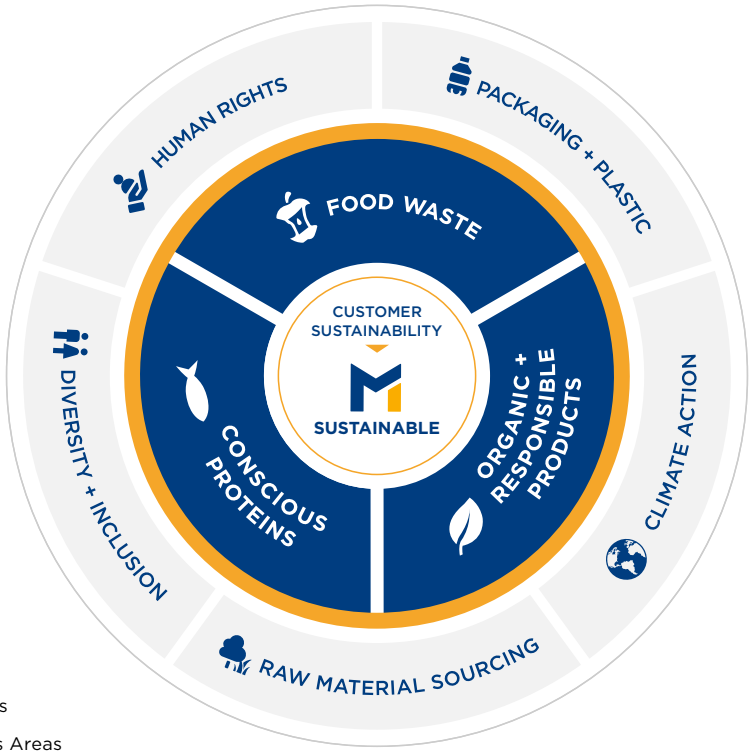
In doing so, we are also strengthening local producer structures and regional development. Additionally, we pass our expertise in the fields of resource management, procurement and product range composition on to our partners, independent entrepreneurs, in order to generate long-term business perspectives and a competitive edge for them and for us. This is how we secure our future and promote sustainable procurement processes and responsible consumption.

In the area of human rights, we are committed to respecting all human rights as formulated in the Universal Declaration of Human Rights of the United Nations (UN) and in the Declaration on Fundamental Principles and Rights at Work of the International Labour Organization (ILO). This obligation refers to both our own employees and our business partners in our value chain. By ensuring decent living and working conditions, we want to take over responsibility in the supply chain. We respect, protect and support our employees. We enable them to integrate sustainability systematically into their everyday work and decisions. This is how we create a sustainable, attractive working environment that enables our employees to develop good working relationships with suppliers and offer our customers optimum, sustainable solutions that meet their needs.

In this way, we demonstrate how sustainable action is indispensable for future-proof business.

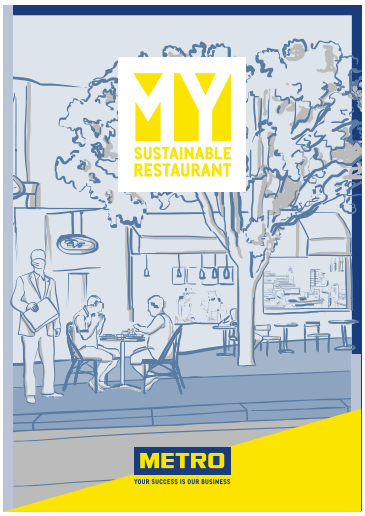
Our focus areas

METRO SUSTAINABLE is the **framework** for and **driver of our actions towards customer sustainability**. It means placing METRO at the **core of transforming and driving responsible and sustainable business** – at our own business but most importantly along our supply chain and with our customers. We want to **share our knowledge** and show how suppliers and customers **benefit from sustainable choices**. They can profit, for example, in terms of energy efficiency and improved waste management and the resulting opportunities related to lower costs, better products with higher margins, new customer groups and a competitive edge. They profit from more efficiency hence less costs, better products with higher margins, new customer groups and a way ahead of competitors.
To make our approach METRO SUSTAINABLE directly tangible and realizable for our customers, we transferred it to the concept of "My sustainable Restaurant" – a pragmatic guidance to promote sustainable gastronomy.



Click the wheel to explore

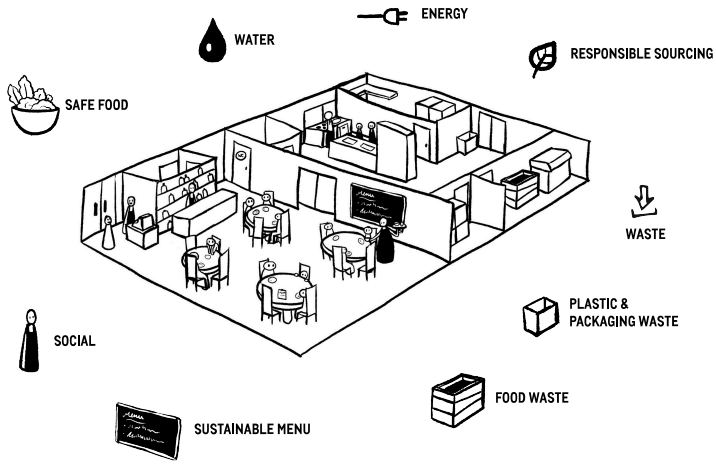
MY SUSTAINABLE RESTAURANT



METRO is here to support our customers' business success. Our purpose is to help our professional customers run profitable businesses which have a positive impact on their communities and the environment. With around one in three meals being eaten out of home our customers impact can be huge.

Consumers are increasingly aware of the environmental and societal issues related to sustainable development. They have changed the way they consume both at home and in restaurants. Faced with these findings, food businesses must adapt.

METRO therefore has worked out a guiding document that takes HoReCa customers through the main sustainability issues of interest for gastronomers, touching upon topics like: water, energy, responsible sourcing, waste, plastic & packaging waste, food waste, sustainable menu, social issues and safe food. It gives advice and solutions that customers can directly implement in their own business. Because sustainable gastronomy is about conducting business that thrives in the long term.



More information about "My sustainable Restaurant"