METRO GROUP 2012

OUR RESULTS

3

KEY PERFORMANCE INDICATORS

The chapter "Key performance indicators" provides information about METRO GROUP's sustainability commitment in the form of key performance indicators (KPIs). It includes KPIs relating to the Company's economic performance and our 4 fields of action.

The KPIs reported here are based on data that is gathered through a range of internal systems and central guidelines. The data is usually collected systematically every quarter for each sales line and country, and in some cases every month. The KPIs presented are generally based on data gathered for the whole METRO GROUP. For some consumption data, however, extrapolations are needed if only incomplete primary data is available. In very limited cases no reliable primary data is available that we can use to extrapolate consumption. Such consumption is therefore not included in the KPIs. The table "Data range" provides information about the coverage level of the respective KPI (see p. 44).

Some of the figures presented in previous sustainability reports differ from those contained in this report. In the reporting year we have also been able to retrospectively close data gaps for 2011 and thus further enhance the data quality. We also update data retrospectively if changes to methodology substantially impact the data reported. For this report we have included other companies or consumption levels not previously recorded in some KPIs. Wherever possible we present these KPIs with extended coverage, including for previous years. We have made it clear where measured or read-out data is not available for the previous years.

We do not have all measured or read-out data for energy consumption by the Media Markt and Saturn consumer electronics stores which are tenants in shopping malls. For that reason the coverage level of the energy-related KPIs is less than 100 percent. Similarly, there is no data relating to the quantities of paper not procured centrally by Media-Saturn. Correspondingly, the coverage level of the carbon footprint KPIs is less than 100 percent.

To date we have only been able to present the KPIs on work-related accidents, continuing professional development and vocational trainees for employees in Germany. For that reason the coverage level of those is just 36 percent. We present the KPIs "continuing professional development" and "vocational trainees" from the reporting year 2011 onwards. Community investments has been included in 2012 for the first time.

The selling space figures used as a basis for a number of key performance indicators are average figures for the year. They differ from the reporting date figures given in the annual report.

We are constantly enhancing our data collection techniques to improve transparency and management of our sustainability commitment.

Data range

2010–2012
in %

	2010	2011	2012
Economic value (value creation)	—	100	100
Community investment	—	—	100
Suppliers who passed the social audit	100	100	100
Carbon footprint	89	97	97
Energy	96	98	98
Waste	85	100	100
Recycling rate for waste	85	100	100
Water	83	100	100
Refill rate for refrigerants	88	100	100
Share of eco-friendly paper	96	100	100
Own fleet of lorries in Germany	100	100	100
Employees	100	100	100
Gender distribution in managerial positions	100	100	100
Staff turnover	100	100	100
Work-related accidents	39	39	36
Continuing professional development	—	39	36
Vocational trainees	—	39	36

Company

Economic value (value creation)
in € million

Key performance indicator	2011	2012
Revenue from sales	65,926	66,739
Interest yields	133	123
Rent yields	488	489
Cost of sales	–51,924	–52,798
Selling expenses	–11,928	–12,393
Administration costs	–1,587	–1,664
Write-downs	–1,351	–1,636
Personnel expenses	–7,286	–7,495
Dividend payments	–442	–442
Interest expenditure	–713	–685
Income taxes	–732	–709
Investments (capex total)	2,095	1,437
Disinvestments (disposals of tangible assets and sales of companies)	566	817
Indebtedness (if any)	4,075	3,245
EBITDA	3,429	3,014
EBITDA (before special items)	3,651	3,292
EBIT	2,113	1,391
EBIT (before special items)	2,372	1,976
Pre-tax profits	1,473	810
Net profit for the period	741	101
Net profit for the period attributable to shareholders of METRO AG	631	3
Net profit for the period attributable to non-controlling shareholders	110	98
Profit per share in €	1.93	0.01
Sum of cash flows	–1,421	1,993

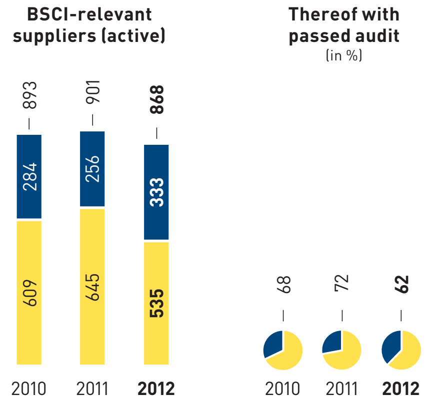
Community investment
in € thousand

Charitable donations	2,315
Community investments	534
Commercial initiatives	4,790
Total	7,639

Supply chain and products

Social audits relating to own imports by MGB Hong Kong

Suppliers who passed the audit

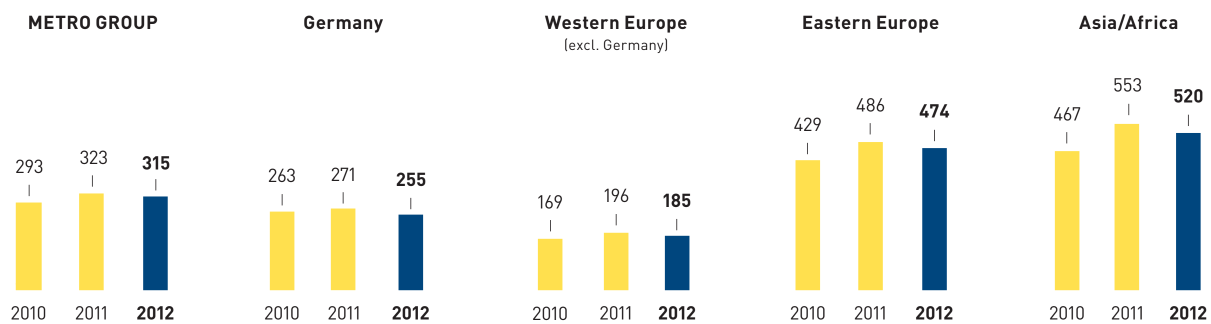


Definition:
Status of BSCI audits of active suppliers for own imports by MGB Hong Kong from countries defined as risk areas by the BSCI. Active suppliers are defined as those who provided METRO GROUP with clothing, shoes, toys and hardware for the EU market as of 31 December of the year under review and generated actual sales as of this date. Suppliers who have passed the audit can demonstrate their successful compliance with the BSCI standard by presenting a certificate awarded by an independent third party. Alternatively, suppliers may produce a certificate issued by an independent third party attesting to successful compliance with an equivalent social standard system.

Explanation:
The audit is performed every 3 years. During this period the extent to which the standard requirements are fulfilled may fluctuate. For that reason future monitoring intervals will be shorter and we will provide regular training for our manufacturers as part of the ILO SCORE (Sustaining Competitive and Responsible Enterprises) project.

Energy and resource management*

Climate protection target – greenhouse gas emissions in kg CO_2 (CO_2 equivalent) per m² selling space**



Definition:
Greenhouse gas emissions from METRO GROUP's stores, administrative units and warehouses (by selling space) included within the climate protection target. Included are the emissions from electricity and heat energy consumption, also counting upstream chains and grid losses, coolant emissions from commercial cooling and air conditioning, fuel consumption by company cars, paper consumption for advertising material and photocopying paper as well as business trips. The calculation is done by METRO PROPERTIES Energy Management (see also the section on data recording, p. 43).

Explanation:
Given the revised climate protection target, the information in this report is only comparable to that in earlier reports to a limited extent. See the chapter "METRO GROUP's carbon footprint". Emissions are declining for most emission sources. The energy-saving measures are having an impact in the energy context, although these need to be carried forward. Further successes have also been achieved in terms of paper. Despite a reduction of the leakage rate, there has been an increase of emissions in the area of coolants. This is attributable mainly to a shift in the type of coolant leakage towards cooling agents with higher greenhouse gas emissions.

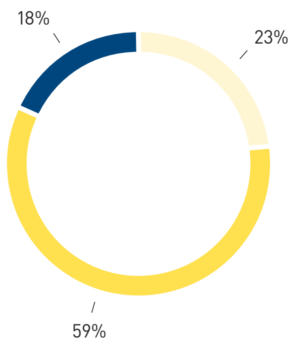
*The KPIs and goals relating to energy and resource management have been audited by the auditing firm KPMG AG Wirtschaftsprüfungsgesellschaft. The assurance report is part of the online version of the METRO GROUP sustainability report.

**In 2011 we altered the scope of the emission sources recorded. For the years before 2011, however, some primary data is not available. The reporting year 2010 therefore does not include emissions from company cars, some upstream chain emissions and network losses from direct and indirect energy sources and coolant losses from air-conditioning equipment.

Energy and resource management

Carbon footprint – emission sources included in the climate protection target

- Scope 1 = heating oil, natural gas, liquefied petroleum gas (LPG), refrigerant losses from commercial cooling, refrigerant losses from air conditioning, fuel consumption of company cars, emergency power generators
- Scope 2 = electricity consumption, long-distance heating and cooling
- Scope 3 = paper consumption for advertising materials and copying paper, business trips, upstream chain emissions and grid losses for all direct and indirect energy sources

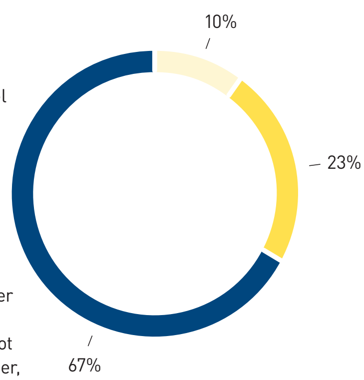


Definition:
Distribution of the emissions relevant to the "20% by 2020" climate protection target to the respective scope in line with the methodology of the Greenhouse Gas Protocol. The new climate protection target covers the main emissions that can be influenced by us.

Explanation:
In 2012 the total quantity of CO_2 emissions included in the climate protection target amounted to around 4.0 million tonnes, of which Scope 2 made up the largest proportion with 59 percent.

Carbon footprint – all emission sources recorded

- Scope 1 = heating oil, natural gas, liquefied petroleum gas (LPG), refrigerant losses from commercial cooling, refrigerant losses from air conditioning, fuel consumption from our own fleet of lorries and company cars, emergency power generators
- Scope 2 = electricity consumption, district heating/cooling
- Scope 3 = all external logistics (incl. shipping and airfreight) paper consumption, business travel, purchased goods and services (not for sale) with the exception of paper, capital assets, upstream chain emissions and grid losses for all direct and indirect energy sources, waste, staff commutes, leased assets



Definition:
Distribution of the amount of all CO_2 emissions by Scope in line with the methodology of the Greenhouse Gas Protocol.

Explanation:
In 2012 the total quantity of greenhouse gases emitted amounted to around 10.3 million tonnes, of which Scope 3 made up the largest proportion with 67 percent.

Changes in the emissions included in the climate protection target

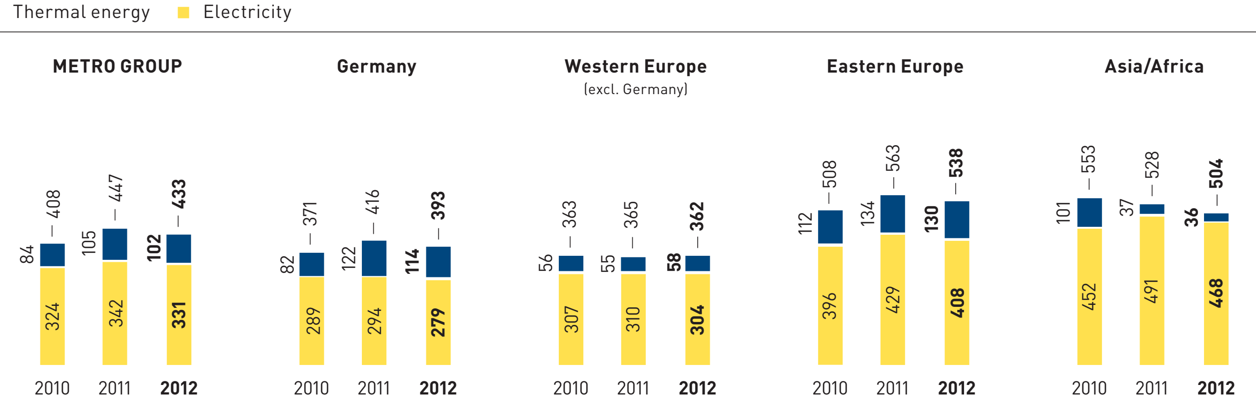
Ermission sources	2011	2012	Change in %
Electricity consumption	211.9	205.8	-2.9
Thermal energy consumption	28.1	27.3	-2.6
Company cars	7.1	7.2	2.3
Refrigerant leakage	48.8	50.2	2.8
Paper consumption	23.4	21.3	-8.6
Business travel	3.8	3.0	-22.2
	323.1	**314.8**	**-2.5**

Definition:
Comparison of the area-specific CO_2 emissions of the emission sources included in the climate protection target over the base year 2011.

Explanation:
The climate protection target was revised in 2012. By 2020 METRO GROUP intends to reduce its area-specific emissions by 20 percent as compared to the base year 2011. In the first year we were able to save as much as 2.5 percent, which means we are within the target range we have set ourselves. For further details also see the KPI climate protection target – greenhouse gas emissions in kg CO_2 (CO_2 equivalent) per m^2 selling space.

Energy and resource management

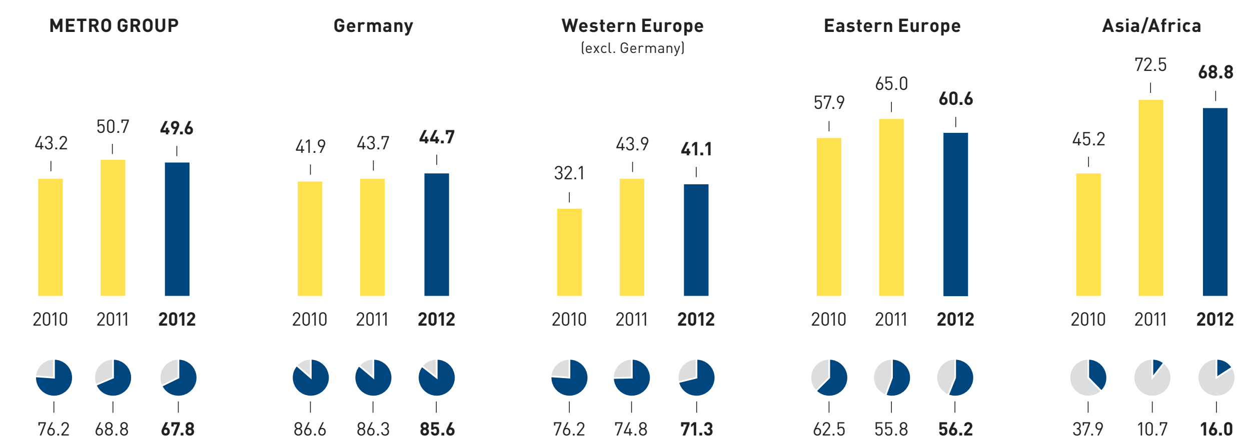
Energy – electricity consumption in kwh per m² selling space/thermal energy consumption in kWh per m² selling space



Definition:
Specific energy consumption of METRO GROUP's sites by selling space. The energy consumption consists of electricity consumption and heating and cooling energy consumption (heating oil, natural gas, liquefied petroleum gas [LPG], emergency power generators and long-distance heating/cooling).

Explanation:
The specific energy consumption in kWh per m² selling space was reduced by 3.4 percent as compared to 2011. This is partly due to measures from the energy-saving programmes. Examples are the fitting of glassdoors to refrigerators, changing the lighting system or fitting energy-efficient fans in the refrigerators. Overall the direct energy consumption from heating oil, natural gas and LPG was 1,014,916 MWh. 4,541,648 MWh was attributable to electricity, long-distance heating and cooling (indirect energy consumption).

Waste – amount of waste in kg per m² selling space/recycling rate in %

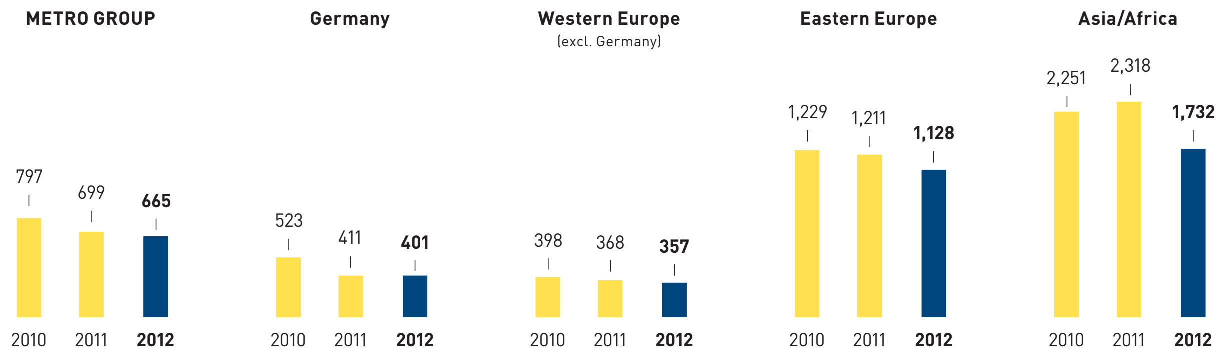


Definition:
Specific amount of waste (sum of waste for disposal, for recycling or heat recovery, hazardous and organic waste) of the METRO GROUP sites by selling space. The recycling rate is calculated from the sum of waste for recycling and heat recovery and the organic waste as compared to the overall quantity of waste.

Explanation:
The specific amount of waste in 2010 is not comparable to 2011 and 2012 due to the improved data quality. In Asia/Africa in particular quantities had to be extrapolated for 2010. The space-specific amount of waste in 2012 declined slightly as compared to the previous year. However, the proportion of recycled waste also fell somewhat. In absolute terms 637,310 tonnes of waste were produced within METRO GROUP in the reporting year. This can be apportioned as follows: waste for disposal 144,674 tonnes, waste for recycling or heat recovery 358,518 tonnes, organic waste 73,758 tonnes, hazardous waste 60,360 tonnes.

Energy and resource management

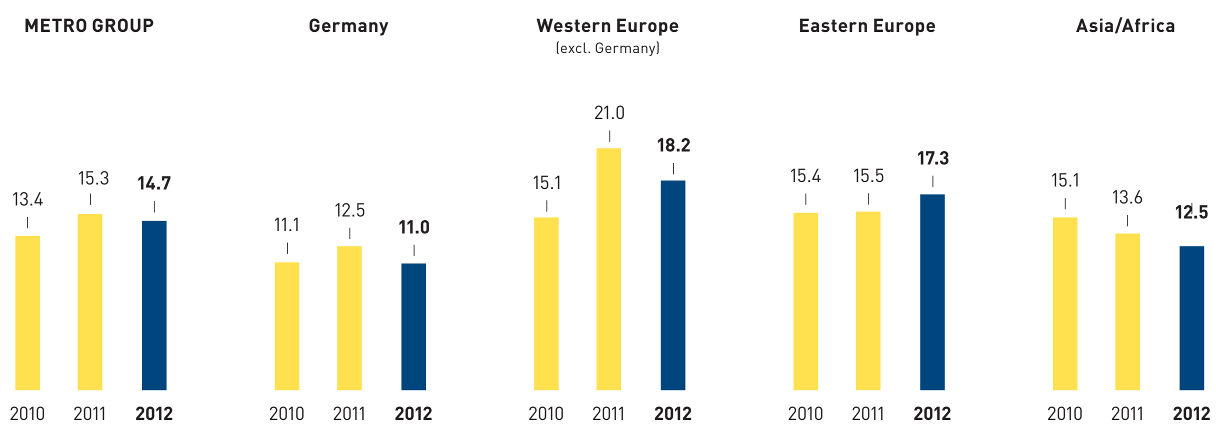
Water – water consumption in l per m² selling space



Definition:
Specific water consumption by METRO GROUP sites by selling space.

Explanation:
The specific water consumption fell by 5 percent over the previous year. This was achieved, for example, through improved recording of consumption and associated increased greater awareness among employees, identification and eradication of unnecessary water use and adjustments to the keeping of live fish. In absolute terms METRO GROUP consumed 8.5 billion l of fresh water. This is usually procured from the public drinking water supply. The quantity of fresh water roughly corresponds to the quantity of wastewater, which is usually drained into the public sewage system.

Refrigerants – refill rate in %*



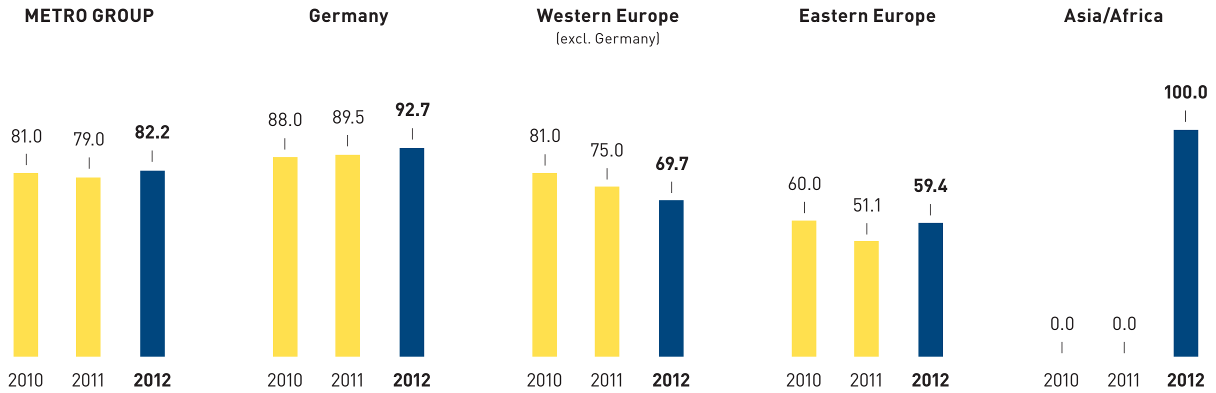
Definition:
Quantity of refrigerants refilled in existing commercial refrigeration systems by the total filling quantities of the systems, excluding scheduled refrigerant replacement. Refrigerants must be refilled following emissions due to leaks or malfunctions caused by damage to pipes, for example. The Media-Saturn sales line has no commercial refrigeration systems.

Explanation:
The refill rate fell in Germany and Western Europe. This points to a successful implementation of the "Refrigerants" directive. The lower leakage rate in Asia/Africa was influenced above all by the increased number of new systems. Overall, however, the refill rate is not satisfactory.

*The reporting year 2010 does not include METRO LOGISTICS. This was included in the data gathering from 2011 onwards. No primary data is available for the years before 2011.

Energy and resource management

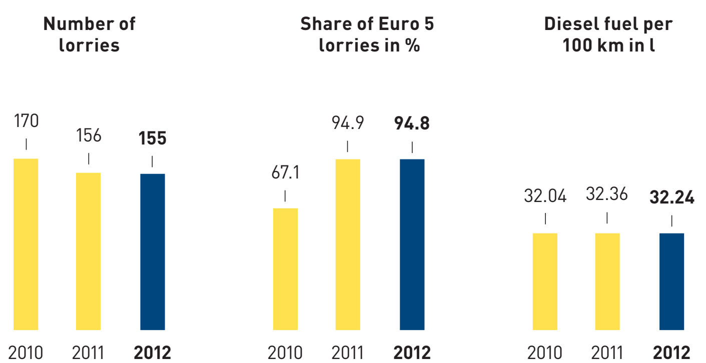
Paper – share of eco-friendly paper in %



Definition:
The following paper types are considered eco-friendly: newsprint (containing 65–100 percent recovered paper fibres) and magazine paper (FSC®-certified or made of pulp bleached without the use of chlorine and/or with a minimum recovered paper content of 20 percent). The percentage of these types of paper is calculated in relation to the total quantity of paper purchased via METRO GROUP Advertising (MGA). Office paper and paper not procured centrally by the sales lines are not included. The KPI therefore applies to 66 percent of the total paper quantity purchased by METRO GROUP.

Explanation:
We extended the use of eco-friendly paper in the reporting year. For example, paper for Asia/Africa was purchased centrally for the first time, and this was 100 percent eco-friendly. Overall MGA and the sales lines procured 266,758 tonnes of paper (excluding quantities not procured centrally by Media-Saturn) in the reporting year 2012. In the previous year this was 287,884 tonnes. The proportion of paper made from recovered paper fibres was 58 percent.

Own fleet of lorries in Germany

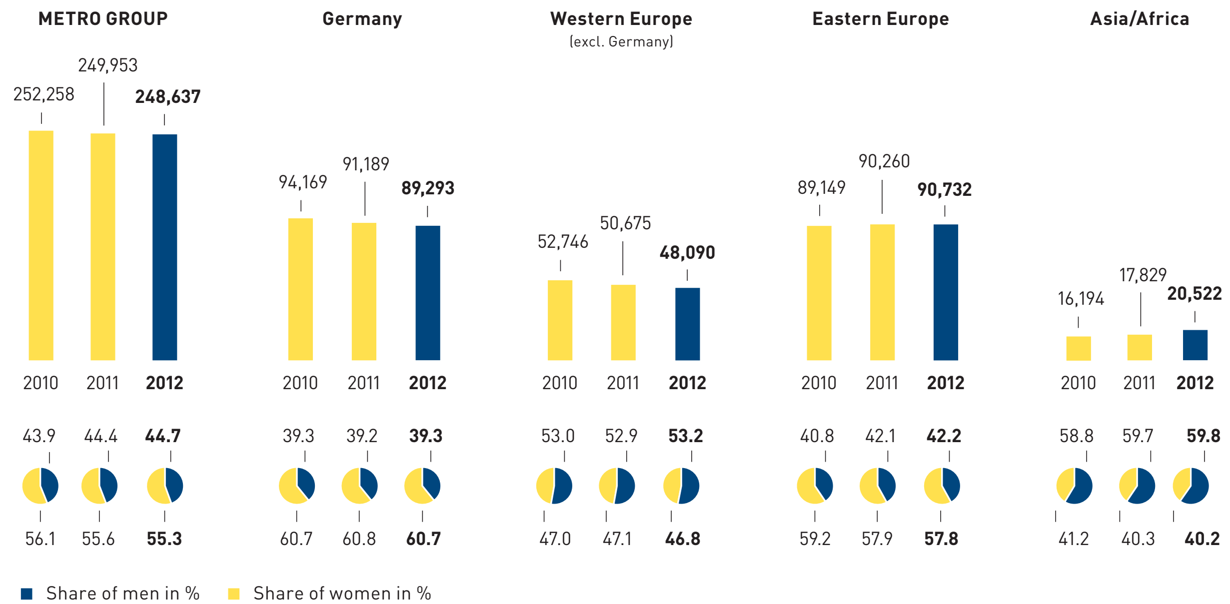


Definition:
Share of vehicles among the entire fleet of own company lorries of METRO LOGISTICS Germany GmbH (MGL) in Germany compliant with the European emission standard and the average diesel consumption per 100 kilometres driven.

Explanation:
The share of lorries that satisfy the Euro 5 emission standard and the average diesel consumption remained constant in the reporting year. The planned expansion and replacement of the fleet with Euro 6 lorries has had to be postponed due to delivery issues with the suppliers. The total Group-wide consumption of fuel for the own fleet of lorries and company cars was 56,885,584 litres in the reporting year. This corresponds to an energy consumption of 2,014,703 GJ. The kilometres driven are only available as reliable figures for Germany.

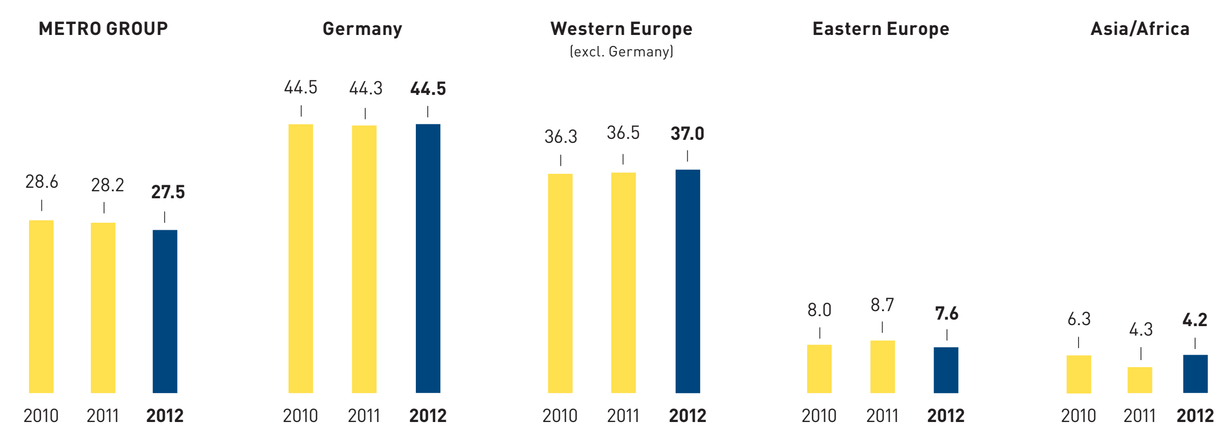
Employees and social affairs

Employees



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

Part-time rate in %

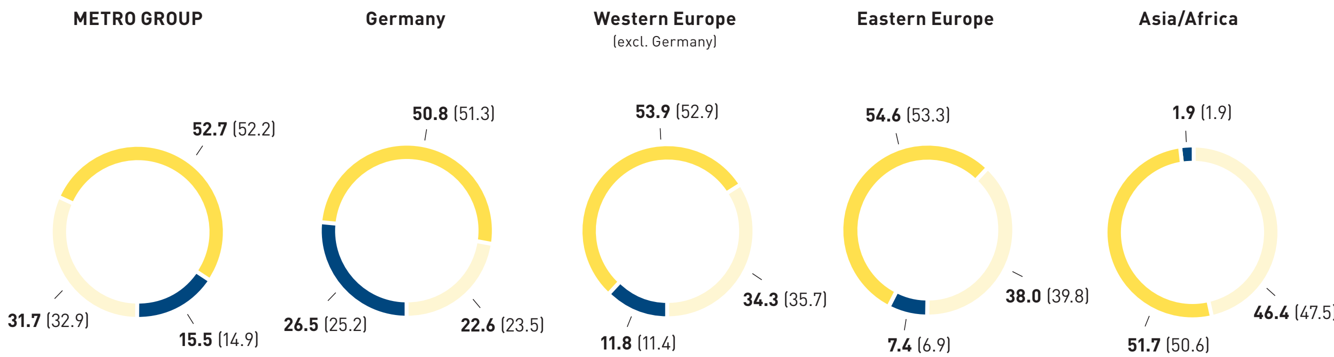


Definition:
Share of part-time employees, average for the year, excluding trainees.

Employees and social affairs

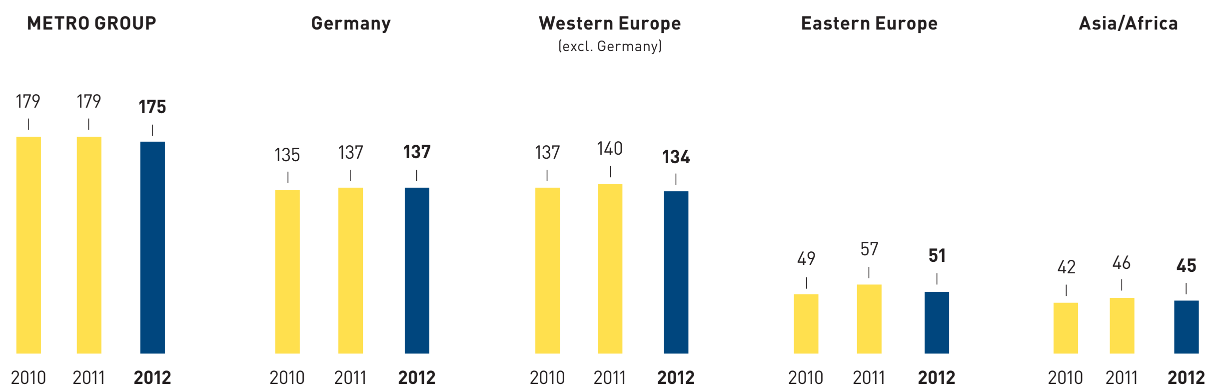
Employees by age group in %

< 30 years old 30–50 years old > 50 years old **2012** (2011)



Definition:
Distribution of employees by age group, average for the year, including trainees.

Number of nationalities

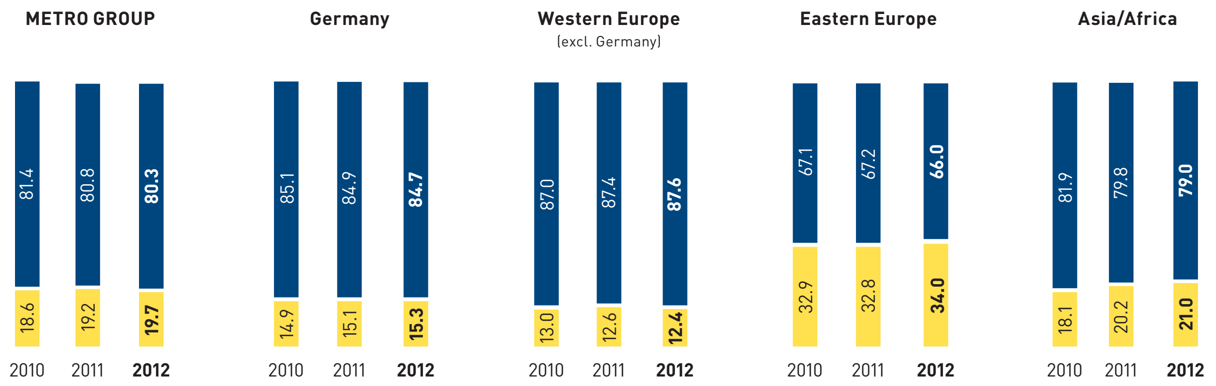


Definition:
Number of different nationalities among our employees, excluding trainees. As of closing date (31 December).

Employees and social affairs

Gender distribution in managerial positions in %

■ Share of men ■ Share of women

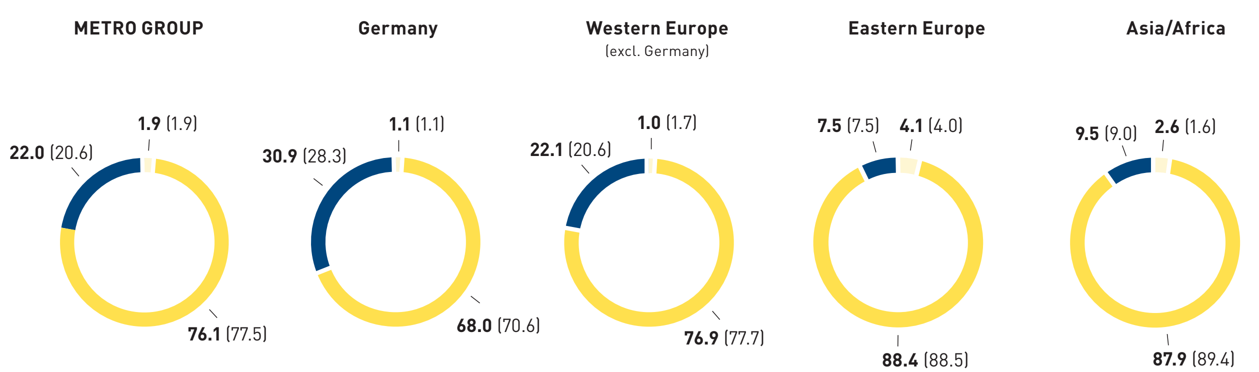


Definition:
Managerial positions are those in levels 1–3 (Management Board, General Management, Divisional Management, Departmental Management and Store Management). The proportion of male and female employees in these positions is calculated (per capita as of 31 December).

Explanation:
The proportion of women in managerial positions rose once again in the reporting year. METRO GROUP has pledged to increase the percentage of women to 25 percent worldwide by the end of 2015.

Managerial positions by age group in %

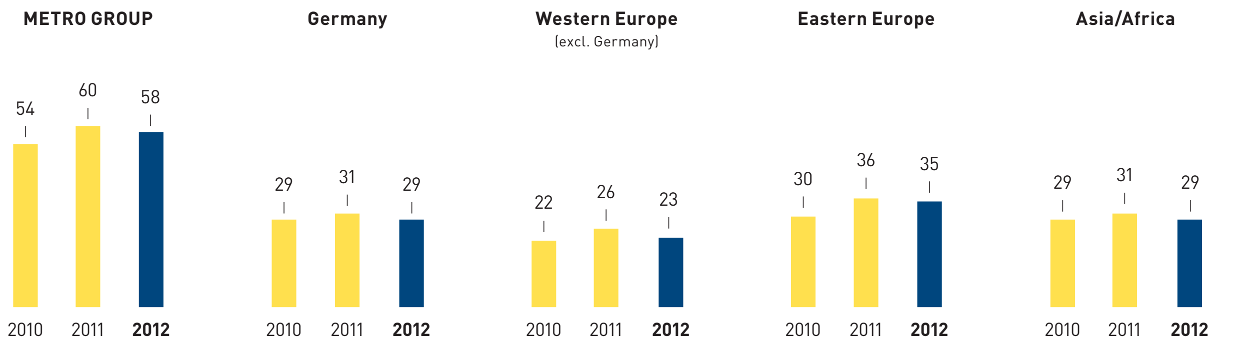
■ < 30 years old ■ 30–50 years old ■ > 50 years old **2012** (2011)



Definition:
Distribution of managerial positions by age group. As of closing date (31 December).

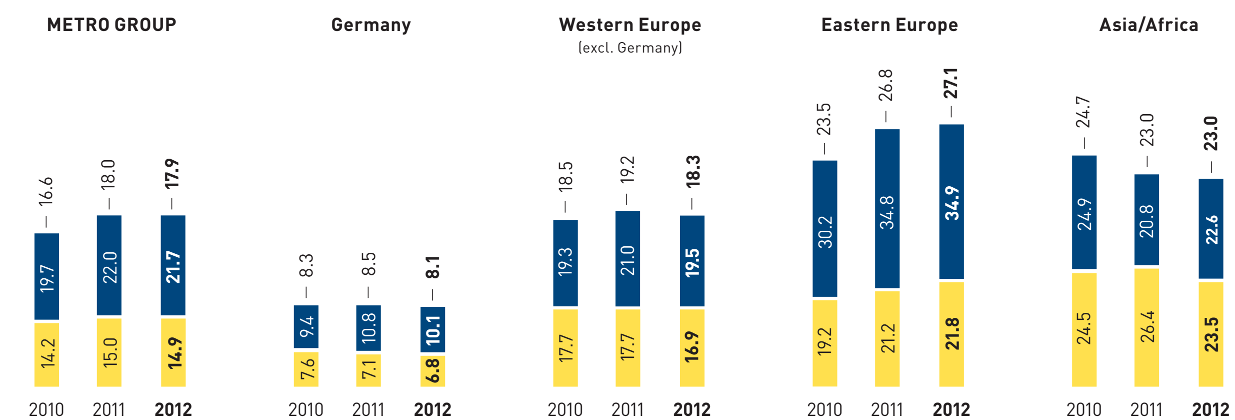
Employees and social affairs

Number of nationalities in managerial positions



Definition:
Number of different nationalities among our managerial staff. As of closing date (31 December).

Staff turnover by region and gender in %

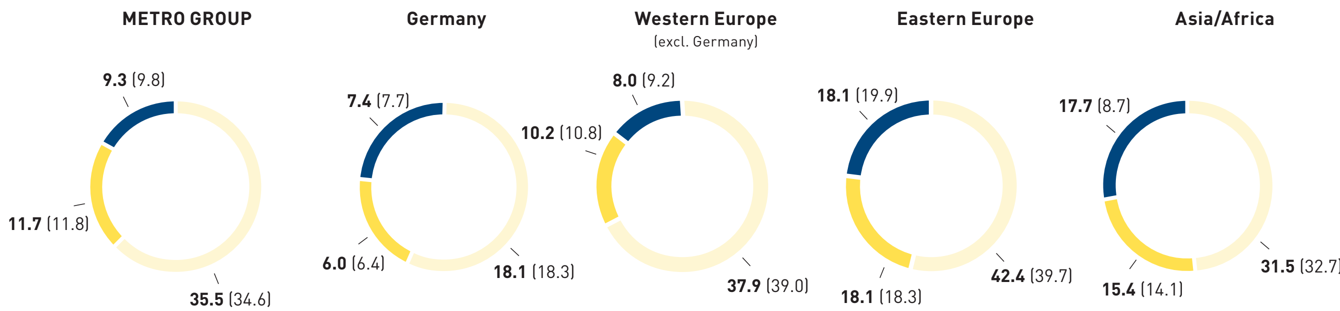


Definition:
Staff turnover is defined as all employees leaving, i.e. those who retire, die or resign/are dismissed. The staff turnover rate is the number of workers leaving in relation to the average number of employees. All employees currently on permanent contracts are included.

Employees and social affairs

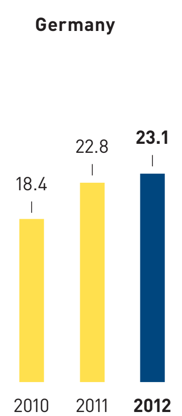
Staff turnover by region and age group in %

< 30 years old   30–50 years old   > 50 years old   **2012** (2011)



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

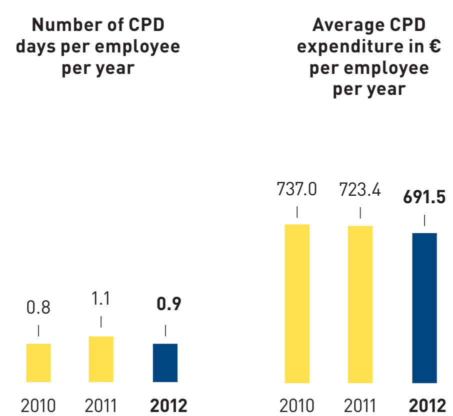
Work-related accidents
per 1,000 employees



Definition:
Number of reportable work-related accidents per 1.000 employees as compared to the number of full-time employees, average for the year.

Explanation:
Because of the widely varying definitions of "work-related accident" in the countries in which METRO GROUP operates, we are currently only reporting on this KPI for Germany. We are working on a Group-wide KPI.

Continuing professional development in Germany*



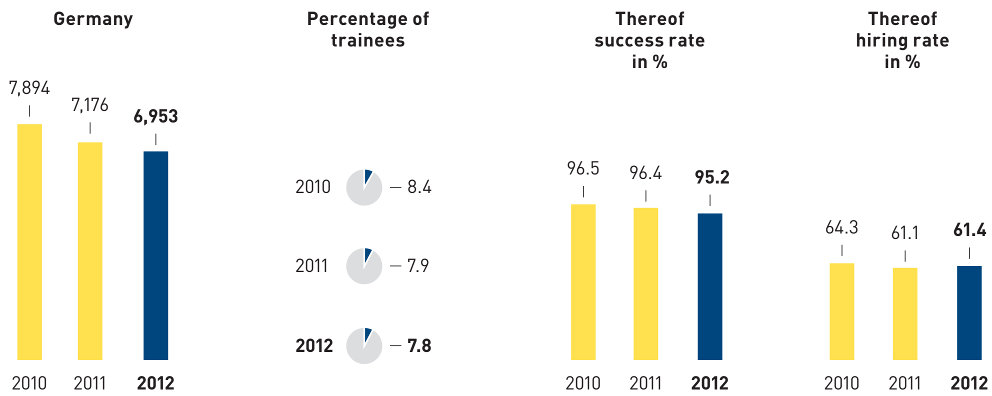
Definition:
Training (hygiene, occupational safety, etc.) and courses focusing on ongoing operations plus medium-/long-term CPD opportunities that are offered with a view to enhancing the course of business.

Explanation:
For METRO GROUP, CPD is important from the perspective of a sustainable staffing policy. However, to date we have only been able to collate this KPI for Germany.

*Excluding Media Markt and Saturn

Employees and social affairs

Vocational trainees



Definition:
Based on the definition issued by the German Federal Statistical Office, trainees are people completing vocational training to qualify in a recognised occupation as per the German Vocational Training Act (Berufsbildungsgesetz).

Explanation:
Due to the widely varying definitions of "traineeship" we are currently only reporting on this KPI for Germany.

Social policies and stakeholder dialogue

This report includes KPIs for the "social policies and stakeholder dialogue" field of action for the first time.

Evaluation in relevant sustainability indices and rankings

Index/ranking	Current evaluation
Dow Jones Sustainability Index (DJSI)	63 points
Oekom Corporate Rating	Prime status rating C+
Carbon Disclosure Project (CDP)	Disclosure score 84 Performance Band C Listed in the Carbon Disclosure Leadership Index Germany, Austria, Switzerland
Forest Footprint Disclosure	Above sector average in 10 out of 12 segments
CDP Water Disclosure	Participating. There is no individual assessment, just an overall assessment of the input.

Explanation:
As part of our stakeholder dialogue we notify the capital market about our sustainability management. In this way we obtain an evaluation of our sustainability activities from an independent third party.

METRO GROUP'S CARBON FOOTPRINT

New climate protection target
In 2012, the METRO GROUP Sustainability Board adopted a new climate protection target: we now plan to reduce our greenhouse gas emissions per square metre of selling space by 20 percent by 2020. The basis for this calculation is our level of emissions as measured in 2011. In terms of CO_2 equivalents, this means specifically: reducing our emissions from the current level of 323 kilograms of CO_2 equivalents per year to 258 kilograms of CO_2 equivalents.

METRO GROUP has been publishing its carbon footprint since 2008. It includes all the fundamental climate-damaging greenhouse gas emissions that we either directly or indirectly cause as part of our business activities. Our carbon footprint reporting is the basis for our goal of reducing our impact on the climate as much as possible. In 2011, we further professionalised our carbon footprint reporting and expanded it in line with the Corporate Accounting and Reporting Standard and the Corporate Value Chain (Scope 3) Accounting and Reporting Standard of the Greenhouse Gas Protocol. We also added a number of extra reports on additional emission sources. Therefore, it was also necessary to update the climate protection target that had been in place since 2008.*

We are only able to represent the years before 2011 to a limited extent in our extended reporting. This is mainly because we have no data from that period for the emissions sources that have been added since then. For that reason we have defined 2011 as the base year for the new climate protection target. Additionally, our previous climate protection target also included emission sources such as logistics. Emissions from logistics are increasing at a disproportionate rate due to our expansion into countries such as China and Russia, where considerably longer transport routes are the norm. We therefore no longer include them in the new climate protection target. As our new target concentrates on emissions that are fundamental for us as a retail and wholesale company, and more importantly, we are able to directly influence, we are concurrently also able to improve the management of our climate-related activities. The new climate protection target includes emissions from

— the consumption of electricity, thermal energy, paper and refrigerant losses for commercial refrigeration and air conditioning,
— fuel consumption from company cars and emergency power generators as well as
— business travel.

These make up almost 40 percent of the total emissions detailed in the carbon footprint.

Methodology and scope
Our reporting is based on the standards laid down in the Corporate Accounting and Reporting Standard and the Corporate Value Chain (Scope 3) Accounting and Reporting Standard of the Greenhouse Gas Protocol. The emissions from all sales lines and service companies as well as the administration buildings are taken into account. In total, we include 19 different emission sources (see graphic on p. 58). Using the Group-wide Carbon Intelligence System (introduced in 2011) we record the energy consumption and other key environmental effects in almost all stores and department stores, administration buildings and warehouses. As more than 95 percent of the emissions in Scope 1 and Scope 2 relate to gathered data, the data quality is very good. Less than 5 percent involves extrapolations. The overall effect of all fundamental greenhouse gas emissions is reported in the form CO_2 equivalents.

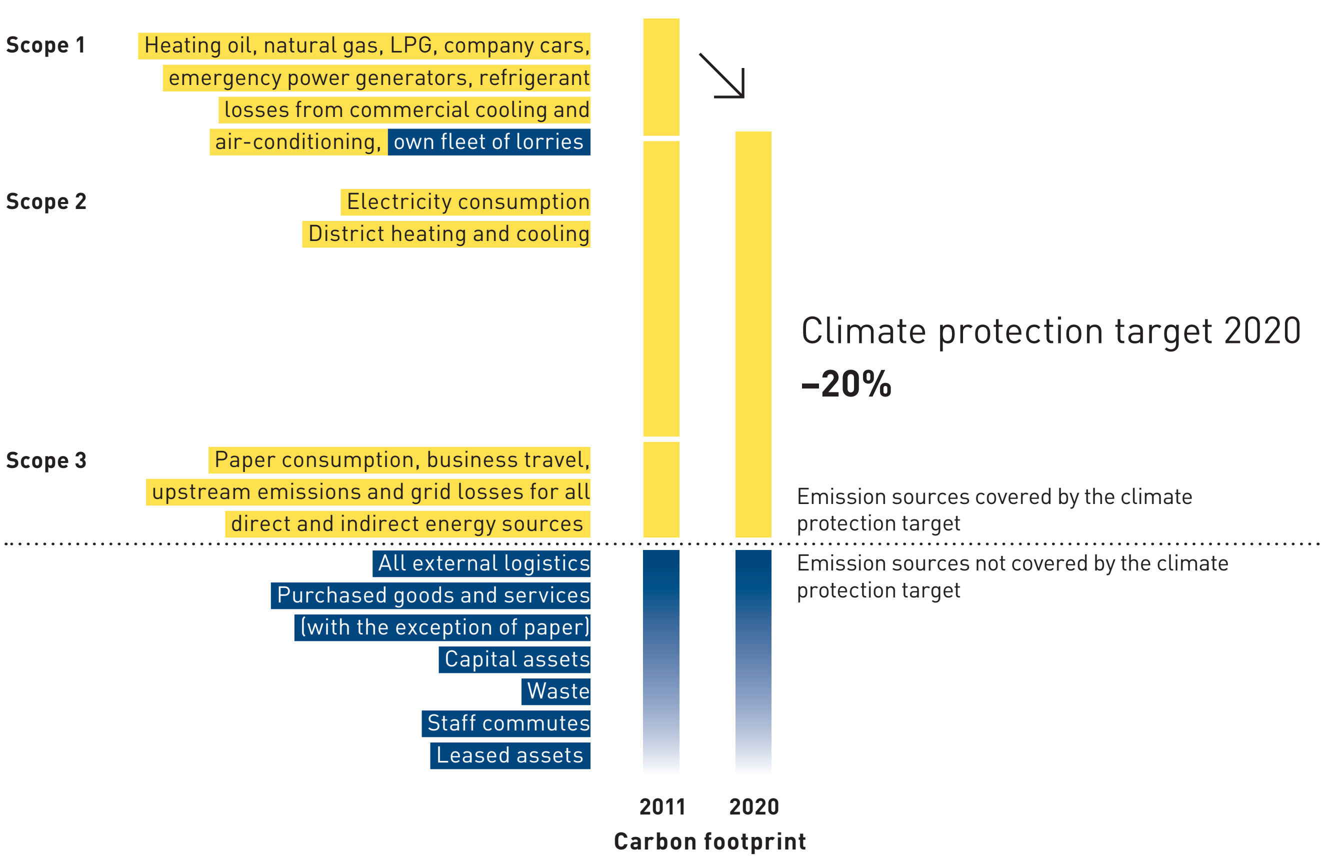
*The climate protection target from 2008 planned a 15 percent reduction in greenhouse gas emissions per square metre of selling space by 2015 in comparison with 2006.

KPMG AG Wirtschaftsprüfungsgesellschaft has been auditing and certifying our carbon footprint since 2011. In addition, we have also been publishing our climate protection strategy and emission levels as part of the Carbon Disclosure Project (CDP) since 2006. The aim of the independent organisation of the same name is to create transparency in the way companies report climate-relevant data.

Developments in the reporting year

In 2011, METRO GROUP directly and indirectly caused 10.4 million tonnes of CO_2 equivalents. In 2012, the level of these emissions fell to 10.3 million tonnes. That corresponds to a reduction of 1.4 percent. We were able to reduce the emissions under the new climate protection target yet further. We lowered the emissions per square metre of selling space by over 8 kilograms of CO_2 equivalents (2.5 percent) over 2011. Measures from the energy-saving programmes introduced in 2011, for instance, helped to reduce energy-related emissions by just under 7 kilograms per square metre of selling space. We achieved savings of a further 2 kilograms by reducing paper consumption. We still see potential for further optimisation in the level of emissions caused by leakages of refrigerants. Here the emissions per square metre of selling space increased by over a kilogram. Over the next few years, we intend to achieve a significant reduction in loss of refrigerants. We are also looking to use natural refrigerants more frequently.

METRO GROUP's carbon footprint and climate protection target



GOALS

Within each of our focused fields of action, we have set specific goals for the continuous improvement of our sustainability efforts – including targeted measures for achieving these goals. The current status of these goals and their associated measures is indicated in the following table.

Degree of goal achievement

Measure not yet started | Measure started | Measure ongoing | Measure concluded | New goal implemented | Goal not yet reached | Goal reached | Goal not reached

Company

Theme	Goals	Status goal	Measures	Status measures
COMPLIANCE ORGANISATION AND MANAGEMENT	METRO GROUP continuously improves the effectiveness of its compliance management system.	Goal not yet reached	— Implementation of the comprehensive communication strategy to educate employees by means of Group-wide awareness campaigns in various formats (e.g. Compliance Day), reports in newsletters, the intranet and employee magazines, etc.; to be continued in 2013.	Measure ongoing
			— Introduction of Group-wide anti-corruption guidelines and enhancement of the Group-wide competition law compliance programme by the addition of extensive training programmes.	Measure concluded
			— Implementation of an internal control system to manage compliance risks within operational processes, including systematic checks, a dual-control principle and also the separation of functions. All processes of phase 1 have been completed, the processes of phase 2 are to be completed in 2013.	Measure ongoing
			— Group-wide online survey of level 1, 2 and 3 managers to measure the progress of compliance at METRO GROUP. The results are reported to the Management Board and included in the Compliance Newsletter. The survey was conducted in 2012.	Measure concluded
			— Compliance check of business partners (based on compliance questionnaire) implemented; questionnaires collected from more than 15,000 suppliers/service providers; assessment to be completed in 2013.	Measure started
			— E-training platform for compliance training courses implemented in half of all METRO GROUP countries (first modules: anti-corruption and antitrust).	Measure started

Company

Theme	Goals	Status goal	Measures	Status measures
RISK MANAGEMENT	Establishment of the integration of sustainability criteria into the risk management system by 2012.		— Systematic inclusion of sustainability criteria that are critical to METRO GROUP into the risk management system. Since the beginning of 2012, this has been laid down in a risk management guideline. As of 2012, relevant sustainability-related risks are part of the risk inventory.	

Field of action: supply chain and products

Theme	Goals	Status goal	Measures	Status measures
CONSERVATION OF RESOURCES / FOOD SAFETY / SUSTAINABLE SOURCING	METRO GROUP continues to refine its strategy on sustainable fishing.		— Development of sales line-specific implementation guidelines for METRO GROUP's sustainable fishing purchasing policy.	
			— All METRO Cash & Carry countries must develop their own implementation plan for a sustainable fish strategy by May 2013.	
			— All METRO Cash & Carry countries must implement a specific plan for sustainable fish-buying practices by 2015.	
			— Targeted external and internal communication to raise awareness of sustainable fishing and fish products as part of the implementation of the fish strategy by 2015.	
	METRO GROUP develops and implements a general purchasing policy covering important resources.		— METRO GROUP is to develop a general purchasing policy covering important resources by December 2013.	
	METRO GROUP initiates and supports the development of an international, intersectoral and product-spanning technical solution for traceability.		— Based on the project steps realised so far (see chapter "Supply chain and products"), a pilot project is to be implemented in the fish category by the middle of 2014.	
	METRO GROUP is expanding its supplier training programme in developing and emerging countries.		— In March 2011, a UNIDO partnership project with 120 own-brand suppliers of METRO Cash & Carry and Real was launched in Russia. — Pilot project with 17 suppliers concluded in 2012. Plans for further project implementation developed.	
			— In 2011, a UNIDO partnership project with own-brand suppliers of METRO Cash & Carry was launched in India. — Pilot project with 10 suppliers concluded.	

Field of action: supply chain and products

Theme	Goals	Status goal	Measures	Status measures
CONSERVATION OF RESOURCES / FOOD SAFETY / SUSTAINABLE SOURCING			— In 2011, an IFC partnership project with suppliers of METRO Cash & Carry was launched in Ukraine. — 7 training workshops for 41 METRO suppliers conducted.	
			— In 2012, an IFC partnership pilot project with suppliers of METRO Cash & Carry was launched in Kazakhstan; it will run until March 2013.	
			— The Star Farm programme of METRO Cash & Carry was further expanded in 2010. Star Farm in Pakistan started in 2011. In future, training programmes will be offered by Star Farm on a regular basis.	
CONSERVATION OF RESOURCES / DESIGN OF PRODUCT RANGE	Conversion of several Real own-brand cleaning agents to A.I.S.E. certification.		— An agreement was concluded with A.I.S.E. in 2011. Individual cleaning agents are being converted.	
	Real Germany contributes to the development of more sustainable packaging.		— From 2011, conversion of several Real own-brand Tetra Pak/combiblock packaging materials to the Forest Stewardship Council® standard.	
	METRO GROUP contributes to sustainable packaging.		— Implementation of a METRO GROUP packaging policy by December 2013.	
INTERNATIONAL LABOUR STANDARDS / SOCIAL STANDARDS	METRO GROUP intensifies its commitment to fair working conditions among its suppliers.		— Inclusion of all nonfood own-brand suppliers in a BSCI or equivalent social standard system by 2015 if the final product is produced in a risk country (definition of risk country according to BSCI). — Project starts with a pilot project in Germany.	
			— Implementation of internal procedures to monitor and document social standards throughout the entire supply chain has been improved by the introduction of an internal IT system (Quality Link).	
			— Survey of food suppliers regarding compliance with BSCI or equivalent social standard systems by December 2013.	
			— Development of a METRO GROUP purchasing policy for fair working conditions by December 2013.	

Field of action: energy and resource management

Theme	Goals	Status goal	Measures	Status measures
CLIMATE PROTECTION / RESOURCE MANAGEMENT	Improvement of data quality by upgrading primary-data coverage and increasing the quality of primary data for targeted management and increased planning security by the end of 2013.		— Introduction of a new carbon emission measuring and calculation system with a shortening of reporting times in 2011 and 2012. — Carbon Intelligence System implemented. — Data collected at store level.	
	METRO GROUP will reduce its GHG emissions by 20 percent from 323 kg/m² in 2011 to 258 kg/m² in 2020.		— Continuation of "low-hanging fruit programme" as "Energy-Saving Programme"; additional Energy Awareness Programme from 2013. — Introduction of new reduction target: for details refer to chapter "METRO GROUP's carbon footprint".	
	METRO GROUP will reduce its GHG emissions caused by electricity consumption by 21 percent by 2020 compared to 2011.		— Continuation of "low-hanging fruit programme" as "Energy-Saving Programme"; additional Energy Awareness Programme from 2013. — Introduction of new reduction target: for details refer to chapter "METRO GROUP's carbon footprint".	
	METRO GROUP will reduce its GHG emissions caused by heating energy consumption by 10 percent by 2020 compared to 2011.		— Continuation of "low-hanging fruit programme" as "Energy-Saving Programme"; additional Energy Awareness Programme from 2013. — Introduction of new reduction target: for details refer to chapter "METRO GROUP's carbon footprint".	
	METRO GROUP continues to improve its energy management.		— Expansion of collection and monitoring of energy consumption with the help of smart metering systems. By the end of 2012, 95 percent of stores around the world were equipped with such systems.	
			— Raising the level of qualifications and responsibilities of employees through training courses. — Regular trainings of in-house technicians and annual energy checks. — Training courses for METRO Energy Management System almost finished. — Energy Awareness Programme starting 2013.	
			— Development of uniform standards for new and remodelled buildings. — Standard Operating Procedure was published in February 2013.	
			— Roll-out of successful efficiency measures. — Measures in 2012 including replacement of standard refrigerator fans with energy-efficient eco-fans. — In 2013, further energy-saving measures, e.g. LED lighting, air curtains.	

Field of action: energy and resource management

Theme	Goals	Status goal	Measures	Status measures
CLIMATE PROTECTION / RESOURCE MANAGEMENT	Complete installation of the METRO GROUP Energy Management System (> 95 percent) in 2012.		— By the end of 2012, 95 percent of stores around the world were equipped with this system.	
	Beginning in 2012, review of every new store opening regarding the possibility of using a photovoltaic system.		— Development of a project plan including work instructions. — In 2013, integration in the standard operating procedure for construction and engineering (METRO Cash & Carry).	
	Revision of energy primer in 2012.		— Content compiled and integrated into Energy Awareness Programme.	
	From 2015, use of natural refrigerants in the cooling systems of every new store.		— Review of technical feasibility. — Check in pilot countries.	
			— Conversion of pilot units. — 5 pilot stores in 2012.	
			— Conducting of life cycle analyses. Lifetime maintenance and repair, refill and costs analysis.	
	METRO GROUP will reduce its GHG emissions caused by refrigerants by 29 percent by 2020 compared to 2011.		— Measures are not yet finally assessed and will be reported in next progress report. — Introduction of new reduction target: for details refer to chapter "METRO GROUP's carbon footprint".	
	From 2012, expansion of e-mobility at METRO GROUP in Germany.		— Creation of loading infrastructure at the Düsseldorf location. — 5 charging stations installed in 2012. — Purchase of electric vehicles (initially 2 e-vehicles). — Installation of charging stations at new stores built between 2012 and 2015. — Participation in a tender process for e-mobility in German showcase projects.	
	By the end of 2011, METRO GROUP upgrades its fleet of trucks in Germany to meet the Euro 5 standard at the very least.		— By the end of 2012, 95 percent of trucks in Germany meet the Euro 5 standard. Because of the introduction of Euro 6 we changed to this standard. However, we have had to postpone the investment until 2013 because of availability problems.	
	METRO GROUP will reduce the environmental impact of logistics with programmes designed to change drivers' behaviour.		— Rolling environmental training courses help drivers to reduce fuel consumption. All drivers undergo this training at least once. In addition, drivers will be instructed once a year.	
	METRO GROUP will reduce its GHG emissions caused by company cars by 10 percent by 2020 compared to 2011.		— Measures are not yet finally assessed and will be reported in next progress report. — Introduction of new reduction target: for details refer to chapter "METRO GROUP's carbon footprint".	

Field of action: energy and resource management

Theme	Goals	Status goal	Measures	Status measures
CLIMATE PROTECTION / RESOURCE MANAGEMENT	METRO GROUP continues to implement its environmental guidelines covering paper purchased for advertising material.		— 80 percent of paper for advertising material is environmentally optimised.	
			— Since 2008, Real Germany has reduced paper consumption by 11 percent by reducing the size of its advertising flyers.	
	METRO GROUP will reduce the GHG emissions caused by paper consumption by 11 percent by 2020 compared to 2011.		— Measures are not yet finally assessed and will be reported in next progress report. — Introduction of new reduction target: for details refer to chapter "METRO GROUP's carbon footprint".	

Field of action: employees and social affairs

Theme	Goals	Status goal	Measures	Status measures
OCCUPATIONAL HEALTH AND SAFETY	METRO GROUP will expand the key figures and reporting systems on health and safety (H&S) for METRO GROUP by the end of 2013.		— Alignment of H&S standards of METRO GROUP by setting uniform KPIs and providing more guidance and standards, preferably linked to the Occupational Health and Safety Assessment Series (OHSAS) 18002. — As part of this measure, employee health programmes and occupational safety in stores and warehouses will be checked and optimised.	
SUSTAINABILITY AWARENESS	METRO GROUP will raise awareness of sustainability and corporate social responsibility throughout the Company.		— Development of a concept and accompanying action plan in the first half of 2013 to raise employees' awareness of sustainability and to further embed sustainability in daily business processes and decisions.	
DIVERSITY	METRO GROUP will continuously increase the number of women in managerial positions.		— Intensification of human resource marketing with a special focus on the target group of women and increased consideration of women in managerial development activities and successor planning. — The following measures were concluded in 2011 and 2012: — Testimonial Campaign "Women in Executive Positions" in 2011 focusing on diversity, women and international career opportunities at METRO GROUP. — Foundation of employee network "Women" in 2012 with Management Board commitment.	
			— As part of the DAX 30 voluntary commitment, the proportion of women in managerial positions (METRO managerial levels 1–3) is to be increased to 20 percent by the end of 2013 and to 25 percent by the end of 2015. In 2012, the proportion was 19.7 percent.	
	With active demographic management, METRO GROUP will systematically develop the strengths of its diverse workforce.		— Expansion of the qualification and promotion programmes as well as the development of age-appropriate working conditions, including preventative measures.	

Field of action: employees and social affairs

Theme	Goals	Status goal	Measures	Status measures
EMPLOYEE RETENTION	METRO GROUP will expand its further education activities for employees.		— Development of new training modules in the areas of customer management, sales and procurement as well as expansion of e-training modules.	
	METRO GROUP will further expand its professional development programmes for employees.		— In 2012, the decision was made to realign the Development Centre approach with the cultural change initiative – in line with METRO Cash & Carry's new Guiding Principles. After completion of this alignment process, the activities of the Development Centre will be resumed.	
			— Career development for employees with help of individual development plans.	
	METRO GROUP will continuously improve employee motivation in order to increase customer satisfaction and business success.		— Annual employee survey to measure employee motivation. Increase in employee motivation from 37 percent in 2010 to 70 percent in 2012.	
			— Preparation of action plans by employee teams to increase employee motivation. — Based on the results of the survey conducted in 2011, this goal was accomplished in 2012 with more than 13,000 action plans prepared by the teams.	
FAIR WORKING CONDITIONS AND SOCIAL PARTNERSHIP	METRO GROUP will increase its commitment to fair working conditions and social partnership.		— A deepening of the work relationship with METRO GROUP's "Euro-Forum" European works council.	
			— Continued partnership with the international union organisation UNI Global Commerce.	
			— METRO GROUP has intensified its commitment to fair working conditions and social partnership. In 2012, METRO GROUP ran a self-assessment in all countries, and a flyer summarising the key facts on fair working conditions was distributed throughout the Company.	

Field of action: social policies and stakeholder dialogue

Theme	Goals	Status goal	Measures	Status measures
CORPORATE CITIZENSHIP	Assumption of corporate social responsibility by donating money and food while reducing food waste.		— Increased support for the Tafel and international food bank movement by internally addressing sales countries in an effort to expand or initiate such activities.	
			— The "Care & Share" programme at METRO Cash & Carry was successfully rolled out in 22 countries in 2011 and expanded to 25 countries in 2012; in 2013 it will be expanded to 27 countries.	
STAKEHOLDER DIALOGUE	METRO GROUP conducts dialogue with experts and stakeholders on the subjects of its fields of action.		— METRO GROUP representatives will meet with selected experts at least once a year to discuss issues related to global challenges that have been identified as relevant for the Company's business.	
	Increase in the number of development or cooperation partnerships.		— Regular meetings with development organisations such as UNIDO, GIZ, IDH (Dutch sustainable trade initiative), IFC and KfW and with cooperation partners like Bayer CropScience. — Meetings in 2012: — UNIDO: European Development Days Brussels; UN System Private Sector Focal Points Meeting. — GIZ: regular meetings and exchange as part of DIAE (German Initiative on Agriculture and Nutrition). — IDH: meetings and exchange in order to set up a cooperation on ASC products (Aquaculture Stewardship Council). — IFC: exchange on roll-out of cooperation in Ukraine and Kazakhstan. — With almost all partners: exchange and cooperation in the context of WEF (World Economic Forum).	
	Establishment of 79 customer advisory councils at Real Germany in 2011. Expansion to 154 councils in 2012 and 229 in 2013.		— Quarterly meetings of 10 to 15 Real customers from various age groups to discuss the improvement potential of local stores. — In 2012, the number of customer advisory councils already exceeded 220, so this goal is seen as reached.	
	METRO GROUP promotes customer awareness regarding waste prevention.		— In line with the Retail Forum Agreement on Waste: each sales line to conduct awareness-raising campaign with respect to its specific product portfolio by June 2014. — METRO Cash & Carry in Germany is conducting an initiative in collaboration with the German Federal Ministry of Food, Agriculture and Consumer Protection to educate the consumers about best-before dates.	

UNITED NATIONS GLOBAL COMPACT

By joining the United Nations Global Compact – the world's largest initiative for corporate responsibility – METRO GROUP is emphasising the fact that sustainability is an integral part of its corporate strategy, and making its long-standing commitment to responsible and ethically correct business activities even more transparent.

With this Communication on Progress (COP) , METRO GROUP is complying with its obligation to disclose which guidelines and measures are improving its performance in the fields of human rights, labour standards, environmental protection and the fight against corruption. The COP also shows how METRO GROUP ensures that the 10 core principles of the Global Compact are respected – not only today, but also in future strategic decisions as well as in day-to-day work.

DÜSSELDORF, MARCH 2013

OLAF KOCH
CHAIRMAN OF THE
MANAGEMENT BOARD OF METRO AG

THE GLOBAL COMPACT
WE SUPPORT

United Nations Global Compact Communication on Progress 2012
The following table contains sample commitments and management systems that aid compliance with the 10 principles, measures we have taken and results achieved in the 2012 reporting period.

United Nations Global Compact Communication on Progress 2012

Principle	Responsibilities and management systems	Measures in 2012	Performances 2012
Human rights and labour standards			
PRINCIPLE 1: Support of human rights **PRINCIPLE 2:** Prevention of human rights violations **PRINCIPLE 3:** Protection of the freedom of association and the right to collective bargaining **PRINCIPLE 4:** Elimination of all forms of forced and compulsory labour **PRINCIPLE 5:** Abolition of child labour **PRINCIPLE 6:** Elimination of discrimination	— METRO GROUP Corporate Principles — METRO GROUP Business Principles — Guideline on Antidiscrimination — METRO GROUP principles on fair working conditions and on social partnership — International standards along the supply chain (BSCI) — ILO (International Labour Organization) Declaration on Fundamental Principles and Rights at Work embedded in different corporate guidelines — Social standards clause in supplier contracts — OECD Guidelines for Multinational Enterprises embedded in different corporate guidelines	— Support of nonfood suppliers for own imports* through MGB Hong Kong in the implementation of the BSCI standard (Business Social Compliance Initiative) or an equivalent social standard system, provided that the imported goods were manufactured in countries categorised as risk areas by the BSCI (*Suppliers who provided METRO GROUP with clothing, shoes, toys and hard goods for the EU market in the corresponding year) — After signing the "Charta der Vielfalt" (Diversity charter) in 2007, membership of the organisation of the same name in 2012 — DAX 30 voluntary commitment to increasing the proportion of women in management positions (METRO management levels 1–3) — Initiation of the "Frauen" (Women) employee network with a corresponding commitment of the Management Board — Involvement in the area of inclusion, cf. chapter "Employees and social affairs"	— 62 percent of BSCI-relevant suppliers passed the BSCI social audit → **See key performance indicators section "Supply chain and products" p. 46** — Implementation of internal processes in the monitoring and documentation of social standard systems along the entire supply chain through the introduction of systematic IT support (Quality Link) improved — Proportion of women in management positions increased to 19.7 percent → **See key performance indicators section "Employees and social affairs" p. 51–56** — In two-thirds of countries collective labour agreements on the sector or company level, depending on the sales line, are already applicable or currently being prepared. These collective labour agreements are the result of social dialogue between local management representatives and 1 or more of the local employee representative bodies, for example the labour unions. — Commitment to fair working conditions and social partnership deepened, self-evaluation of METRO GROUP performed in all countries, Group-wide information via brochure on the key facts on fair working conditions — Continued social dialogue with international union organisation UNI Global Commerce at worldwide level — Participation in the UNI Global METRO Alliance Meeting in Berlin, where issues discussed included the commitment to fair working conditions and social partnership → **See chapter "Employees and social affairs", 34–37**

United Nations Global Compact Communication on Progress 2012

Principle	Responsibilities and management systems	Measures 2012	Performances 2012
Environmental protection			
PRINCIPLE 7: Precautionary environmental protection **PRINCIPLE 8:** Greater environmental responsibility **PRINCIPLE 9:** Diffusion of environmentally friendly technologies	— METRO GROUP Corporate Principles — METRO GROUP Environmental Guidelines — Energy and environmental management systems — Purchasing guidelines, for example fish purchasing policy — International standards along the supply chain (GLOBALG.A.P., IFS) — The Consumer Goods Forum Board Resolution on Deforestation — The Consumer Goods Forum Board Resolution on Sustainable Refrigeration — Retail Forum Agreement on Waste — Round Table on Sustainable Palm Oil (RSPO)	— Revision and raising of climate protection target — Expansion of smart metering systems for collection and monitoring of energy consumption — Implementation of energy-saving measures (including the "energy-saving programme") — Implementation of the fish purchasing policy, preparation of further purchasing guidelines — Committee functions (sustainable consumption, ocean protection, etc.) — Active support of ASC (Aquaculture Stewardship Council) — Voluntary taking back of waste electronic goods at Media-Saturn — Cooperation of Media-Saturn with Utopia, Germany's largest sustainability portal, and klima:aktiv in Austria to publicise energy-saving devices — Participation in the free taking back of LED and energy-saving bulbs in stores of Real Germany — Use of natural refrigerants such as CO_2 or ammonia in 5 further stores — Participation in the Forest Footprint Disclosure — Installation of charging stations at various locations to promote electric mobility	— Greenhouse gas emissions reduced by 2.5 percent per square metre of selling space as compared to the previous year — Smart metering systems implemented in more than 95 percent of all sales locations worldwide — Energy consumption per square metre of selling space lowered by 3.4 percent as compared to 2011 — Paper consumption reduced by 7 percent in absolute terms as compared to the previous year — METRO GROUP qualified for the CDP Carbon Disclosure Leadership Index for the German-speaking countries — Energy management of METRO PROPERTIES Energy Management GmbH recertified according to ISO 50001 and the environmental management systems at METRO Cash & Carry Denmark recertified according to ISO 14001 — BREEAM certificate secured for the M1 Shopping Centre managed by METRO PROPERTIES in Poznań, Poland → **See chapter "Energy and resource management", p. 30–33** → **See key performance indicators section "Energy and resource management", p. 46–50** — Sustainable Cocoa Forum co-founded by Real — Range of ecologically and socially certified products extended (for example GOTS products under the umbrella label of "natürlich GALERIA" (naturally GALERIA) at Galeria Kaufhof, textile products from "Cotton made in Africa" at Real) — Partnership programmes for the sustainable production of food in cooperation with Bayer CropScience implemented in 12 countries → **See chapter "Supply chain and products", 26–29**

United Nations Global Compact Communication on Progress 2012

Principle	Responsibilities and management systems	Measures in 2012	Performances 2012
Anti-corruption			
PRINCIPLE 10: Anti-corruption measures	— METRO GROUP Corporate Principles — METRO GROUP Business Principles — OECD Guidelines for Multinational Enterprises embedded in different corporate guidelines	— Second Group-wide Compliance Day held — Introduction of Group-wide anti-corruption guidelines and enhancement of the Group-wide competition law compliance programme with extensive training programmes — Compulsory face-to-face training sessions (up to 2.5 hours) for the relevant employees of METRO GROUP focusing on anti-corruption guidelines for dealing with officials/government agencies and business partners — Implementation of an internal control system to manage compliance risks within operational processes, including systemic controls, dual-control principle and separation of functions — Group-wide survey among managers on levels 1, 2 and 3 to measure the progress of compliance, reported to the Management Board and included in the Compliance Newsletter	— Over 14,000 employees from all hierarchy levels across the Group received training on the anti-corruption guidelines by the end of 2012. This corresponds to over 80 percent of the entire target group. — E-training modules on the prevention of corruption being attended by employees from 13 national companies → **See chapter "Responsible corporate governance", p. 24** → **See chapter "Social policies and stakeholder dialogue", 38–41**

GRI G3 CONTENT INDEX

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

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

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

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

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

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

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

Profile Disclosure	Description	Reported	Cross-reference	Explanation
Social performance: human rights				
Management approach			[SR 2012 // Supply chain and products: p. 26]	
Investment and procurement practices				
HR1	Human rights: investments and contracts.	Not		
HR2	Human rights: supplier involvement.	Completely	[SR 2012 // Key performance indicators: Social audits: p. 46] [SR 2012 // Supply chain and products: Social standards: pp. 26-27]	
HR3	Human rights: employee training.	Not		
Non-discrimination				
HR4	Total number of discrimination incidents and corrective action taken.	Not		
Freedom of association and collective bargaining				
HR5	Warranty of freedom of assembly.	Completely	[SR 2012 // Key performance indicators: Social audits: p. 46] [SR 2012 // Supply chain and products: pp. 26-29]	
Child labour				
HR6	Measures to avoid child labour.	Completely	[SR 2012 // Key performance indicators: Social audits: p. 46] [SR 2012 // Supply chain and products: pp. 26-29]	
Prevention of forced and compulsory labour				
HR7	Measures to avoid forced labour.	Completely	[SR 2012 // Key performance indicators: Social audits: p. 46] [SR 2012 // Supply chain and products: pp. 26-29]	
Security practices				
HR8	Human rights: security personnel training.	Not		
Indigenous rights				
HR9	Disregard of the rights of indigenous people.	Not		
HR10	Operations subject to human rights reviews.	Completely	[SR 2012 // Key performance indicators: Social audits: p. 46] [SR 2012 // Supply chain and products: pp. 26-29]	
HR11	Formal grievances regarding human rights.	Completely	[SR 2012 // Key performance indicators: Social audits: p. 46] [SR 2012 // Supply chain and products: pp. 26-29]	
Social performance: society				
Management approach			[SR 2012 // Social policies and stakeholder dialogue: p. 38] [SR 2012 // Responsible corporate governance: p. 24]	
Local communities				
SO1	Operations with implemented local community engagement.	Not		
Corruption				
SO2	Corruption: number of business units analysed.	Partially	[AR 2012 // Risk report: p. 159]	
SO3	Corruption: training of employees.	Completely	[SR 2012 // Responsible corporate governance: p. 24] [SR 2012 // UN Global Compact Communication on Progress 2012: pp. 67-70]	More than 80 percent of the approximately 17,000 employees classified as relevant have already received training on the anti-corruption guidelines.
SO4	Corruption: action taken.	Not		
Public policy				
SO5	Public policy positions and lobbying.	Not		
SO6	Policy: financial contributions.	Not		
Anti-competitive behaviour				
SO7	Legal actions for anti-competitive behaviour, anti-trust and monopoly practices.	Not		
Compliance				
SO8	Monetary value of significant fines and sanctions for non-compliance with laws.	Not		
SO9	Operations with significant potential or actual negative impact on local communities.	Not		
SO10	Prevention and measures to avoid negative impacts.	Not		

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