

Diversity, Equity & Inclusion at METRO

Global Approach

This Global Approach to Diversity, Equity & Inclusion (DE&I) at METRO is the basis to realize the objectives of METRO's ESG strategy priority "Diversity, Equity & Inclusion." It enables all METRO entities to create and implement their own local DE&I strategies and respective actions within a guided framework by end of the Q1 2023/24. This Global Approach further brings together DE&I activities with our ONE METRO fundamental and reflects all levels of an employee lifecycle and is built on three pillars:

- 1. Vision and Mission for DE&I at METRO**
- 2. Focus points and objectives**
- 3. Roadmap**

1. Vision and Mission for DE&I at METRO

Our Vision

At METRO, we believe that diversity and inclusion are integral to our success and essential for creating a culture of respect, fairness, and equal opportunities. Why?

- A diverse workforce is the best answer for the requirements of our huge variety of customers in the hospitality and food retail business.
- Our organization provides opportunities in highly diverse job profiles. That strong variety of jobs and respective personalities and skills is what makes METRO a very special company – and thus is the foundation of the culture of inclusion which we all create both individually and as teams forming our ONE METRO culture.
- At METRO we believe that inclusive leaders are the right answer to cope with the workforce challenges of today and tomorrow. Leaders who are ready to embrace diversity of a team will enable its full potential to achieve sCORE strategy.

We promote and foster a diverse and inclusive work environment providing equal opportunities to all employees and every applicant. With our ONE METRO culture we strengthen the belonging while reducing structural barriers and enforce a balanced mix of people in their uniqueness. Diversity at METRO encompasses all different ages, gender, a diversity of social and ethnic origin, nationality, social status, mental and physical health conditions, religion and belief, sexual orientation and gender identity. We are open-minded, curious and close to people around us, being our teams, customers, suppliers and communities. This requires courage and determination. We care for people in all circumstances and welcome them in an inclusive work environment. That creates a “ONE METRO” culture that unites us at METRO.

Our Mission

METRO is a company that views diversity as an asset. Our employees should feel comfortable and valued in every stage of life. We appreciate their individuality, perspectives, origin, culture – simple uniqueness - and thus form the basis for our joint success as a company, which results in improving the motivation of our employees and thus the success of our customers.

Our Culture

ONE METRO – A culture that unites us.

We are ONE METRO. But that doesn't mean: We are the same. In fact, the power of ONE METRO lies in the diversity of us. We learn from each other and value one another – it is universal across our entities & geographies as well as across our

communities: suppliers & customers.

We all have what it takes, and we can lean into our strong team connection built on the same winning spirit DNA: We run together, we win together, and we celebrate together! This is a culture that makes us strong.

Our Goals

- 1.** Promote diversity and inclusion in all aspects of employment and workplace culture.
- 2.** Foster a work environment that allows mutual understanding of different roles and life experiences and respectively free from discrimination, harassment, and bias.
- 3.** Develop leaders who are able to create inclusive work environments, that seek for inclusion and valued active participation.
- 4.** Provide training and education to all employees on diversity and inclusion topics.
- 5.** Regularly assess and evaluate the effectiveness and deployment of our diversity policy.

Our Objectives

- Create a common sense of belonging
- Create an inclusive work culture
- Achieve gender equality (Targets for women in managerial positions)
- Improve employee engagement levels
- Support mental & physical health
- Reduce absence rate & attrition
- Develop an employer brand to attract & retain talents

2. Focus Points and Objectives

1. Diversity: DEVELOPMENT OF DIVERSE WORKFORCE

Embrace the difference: equitable access and opportunities for all

Our workforce is and should be a mirror of society: diverse and unique as it is represented by people of different origins, ethnicities, gender identities and sexual orientations and many more unique personal characteristics. We know that our business can grow much stronger with a diverse workforce that reflects a wide range of experiences, including socio-economic backgrounds, upbringing, religion, marital status, education, sexual orientation, neurodiversity, physical abilities, and life experience. And we know that it is a precondition that this diverse workforce is provided with equitable access and opportunities for all.

Focus point: In order to strengthen a diverse workforce METRO will fight unconscious biases, discriminations and harassment advance gender equality, and tackle further challenges in all diversity dimensions: age & generation, social background, ethnic background & nationality, gender & gender identity, physical & mental abilities, religion & worldview and sexual orientation. We achieve most if we prioritize on certain diversity dimensions – while not forgetting others. In every METRO entity, the situation is different. METRO entities therefore formulate those diversity dimensions, which are most essential to their realities.

2. Inclusion: ONE METRO – AN INCLUSIVE CULTURE

Expand the mindset and take action

Mastering diversity through inclusion is the true key to success. It is the way how people feel welcomed and valued within our company by equal participation considering all the diverse dimensions our workforce represents. In an inclusive environment METROs employees can bring about the best of themselves as differences are embraced as an enabling commonality instead of something that puts us apart. All individuals - regardless of visible or hidden differences - are valued and invited to come as they are. It also means that no person is denied access to education, resources, opportunities, or other treatment based on the characteristics that make them unique - whether knowingly or unknowingly. Leaders are the ones accountable for providing the right conditions for inclusive environment at every team level. At METRO, inclusion is much more than being aware of and accepting differences – it is an active fight against exclusion and for welcoming differences.

Focus point: To foster an inclusive work environment every individual within METRO contributes actively to METRO's ONE METRO culture that holds a common sense of belonging. Making everyone feel welcomed and united within the METRO world is what we strive for. That means we will analyze and improve our human resources processes to cater to the ONE METRO culture.

3. Empowerment: EMPLOYEE HEALTH & WELL-BEING

Unfolding impact starts from within

As METRO we stand up for our responsibility to take care of our employees and support their health and well-being. This is because we know that we contribute to setting the ground for their great work if their basic needs, their health and well-being are fulfilled. It not only takes a strong will and desire to create an inclusive environment but also the empowerment of our people to put this goal into practice. Empowerment beyond awareness, knowledge, practice, and responsibilities but by catering to the anchored, strong and healthy self. We do so by providing for a safe and healthy work environment, options to stay fit and healthy and a caring environment where finally being accepted as oneself caters to mental health of our people.

Focus point: It is all about caring for people and providing support when it is needed. We stand together and help each other out. An inclusive work environment with healthier employees results in happier people performing better and reduced absence rates and work-related incidences. Our line managers are caring and encourage team empowerment.

3. Roadmap

Our Steps

DE&I along the Employee Lifecycle

METRO is committed to providing equitable employment opportunities to all employees and applicants for employment. We will recruit, hire, employ, promote, and compensate employees based on their qualifications, skills, capabilities and attitude without regard to their personal characteristics & personality. We stand for equity in a workplace.

We put emphasis on a holistic approach, where actions for all diversity dimensions are established within the employees’ lifecycle whilst giving the responsibility of prioritization to our METRO entities beyond borders and hierarchy.

All METRO entities will contribute to implementing our global approach by going through the employee lifecycle, identifying their status quo, and elaborating accordingly which actions need to be taken and developed. At every stage of an employee lifecycle, we will act with respect and dignity to each individual. Everyone will have opportunity to speak up freely and safely.

DE&I along the Employee Lifecycle

GLOBAL APPROACH
for Diversity,
Equity & Inclusion
along the
employee lifecycle



METRO AG will facilitate the dialogue on diversity and inclusion overall, contribute to the enabling through communication and training and regularly assess and evaluate the effectiveness of our approach and its initiatives.

Our Conclusion: Diversity and Inclusion are essential values at METRO and are integral to our success. By promoting a culture of respect, fairness, and equal opportunities, we will continue to create a work environment where all employees feel valued and respected.